

Telex Services

Telex service in the United Kingdom is a fully automatic teleprinter switching system, which enables subscribers to call each other at any time – day or night – and communicate in print.

Calls can also be made to telex subscribers in most other countries.



Method of operation

The teleprinter is similar to an electric typewriter in operation, and when a telex call is in progress whatever is typed on the transmitting machine is repeated at the same time on the other.

Each installation has an individual number and can identify itself by this in its 'answer back code'.

Calls are made by pressing a button to start the teleprinter and engage the line to the telex exchange, and then dialling the required number. A card callmaker can be fitted which reduces the amount of manual dialling required. If the distant teleprinter is free and switched on to receive calls, it starts up and automatically returns the 'answer back code'. The caller then types his message and a copy is printed simultaneously on each machine.

A teleprinter is available which can transmit messages automatically at twice the speed of an average typist, thus shortening the duration of the call and helping to reduce call charges.

Advantages of telex

Telex is a 24 hour service. It combines the speed of the telephone with the authority of the printed word. It is especially suitable for those occasions when accuracy is important, for example when an order or complicated message has to be sent.

Messages can be sent to another subscriber even when his office is closed and the teleprinter unattended provided that the power supply is left on. This is invaluable where messages to customers overseas are involved and there is a time zone difference. Conversely, when your premises are closed after hours, you need not worry about losing important communications. Receipt of the correct 'answer back code' confirms that a connection has been made.

Up to five undercopies of every telex message are available for record and accounting purposes, if required.

Nearly all calls to telex subscribers abroad can be made direct, but calls to certain countries have to be made via the operator.

Optional facilities

A number of items of apparatus can be associated with telex installations. These include sprocket feed attachments and card callmakers.

Certain other devices provided by private firms are permitted to be used with Post Office teleprinters. These include paper holders and tape winders. Extra charges are payable for any apparatus additional to the basic installation.

The Telephone Sales Office will give advice on the equipment available to help meet your requirements.

Inland call charges (inc Channel Islands and Irish Republic)

Dialled Inland telex call charges are determined by the distance between telex centres and the duration of the call.

Those calls connected with the assistance of the Post Office operator are charged at the same rate as dialled calls but for a minimum period of 3 minutes, and then for one minute periods.

International call charges

All direct-dialled calls to North African and European countries are measured in metered units. The time per unit varies with the country called. The cost per unit multiplied by the number of units used, gives the cost of the call.

Calls beyond Europe most of which can be made direct, are charged in one minute periods with a one minute minimum charge.

A small proportion of overseas telex calls have to be connected through the International Telex Switchboard. These are charged for a three minute minimum period, and for one minute intervals thereafter.

Other information on the telex service is given in the preface of the Telex Directory.

Periods of service

Telex service is normally provided for a minimum period of one year.

Temporary service can be arranged for shorter periods.

Bills

Telex bills are normally sent out quarterly and cover one quarter's rental in advance and the calls for the previous quarter.

Service and maintenance visits

The teleprinter is easy to use, and instruction on its operation is given by one of our Telegraph Service Representatives, who also visit each installation periodically to ensure that the service is satisfactory.

A comprehensive Operating Handbook is provided for reference.

Regular maintenance visits are made by engineers and the equipment is overhauled when necessary. No charge is made for these visits.

Directories

The United Kingdom Telex Directory lists subscribers in alphabetical order by name, followed by address, telex number and 'answer back code'.

Subscribers normally receive, free of charge, a fully revised directory in April and October.

Directories with stiff covers and extra copies of directories can be purchased for a small charge.

Telex directories for other countries can be purchased through the Telephone Sales Office.

Stationery

Subscribers are responsible for providing their own stationery and teleprinter ribbons, and these can be purchased from:-

The Controller
Post Office Supplies Dept.
SND/A1.5 Wheatstone Road
Dorcan
SWINDON Wilts SN3 5HG
Telex 449213 PSDSW G

Stationery and ribbons can be purchased from other suppliers provided that they conform to the Post Office standards.

Telegrams

Inland and International telegrams can be sent by telex to the Post Office Inland and International Telegraph Service. No charge is made for this telex call and normal telegraph rates apply for the message.

Please Note

We do our best to supply our customers with the apparatus they ask for but we may have to provide apparatus which does not accord exactly with the descriptions and illustrations in this leaflet.

Your Telephone Sales Office will gladly supply any further or up to date information. The address and telephone number are shown in the preface of your telephone directory.
