

# GREEN PAGES



We're here to help you

These Green Pages give a brief description of the apparatus and services available from Post Office Telecommunications

# GREEN PAGES

## What every telephone customer should know

The particulars relating to charges and services are the latest available at the time of going to print and may have altered before the directory is issued or may be altered subsequently without amendment to the directory. The information is not comprehensive: further information or details of any changes in the information in Green Pages since it went to print may be obtained from your local Telephone Sales Office or Telephone Exchange (International Telephone Exchange for international calls). **Notice to subscribers:** We do our best to supply our subscribers with the apparatus they ask for but from time to time we may have to provide apparatus or service which does not accord exactly with the descriptions and illustrations in these Green Pages.

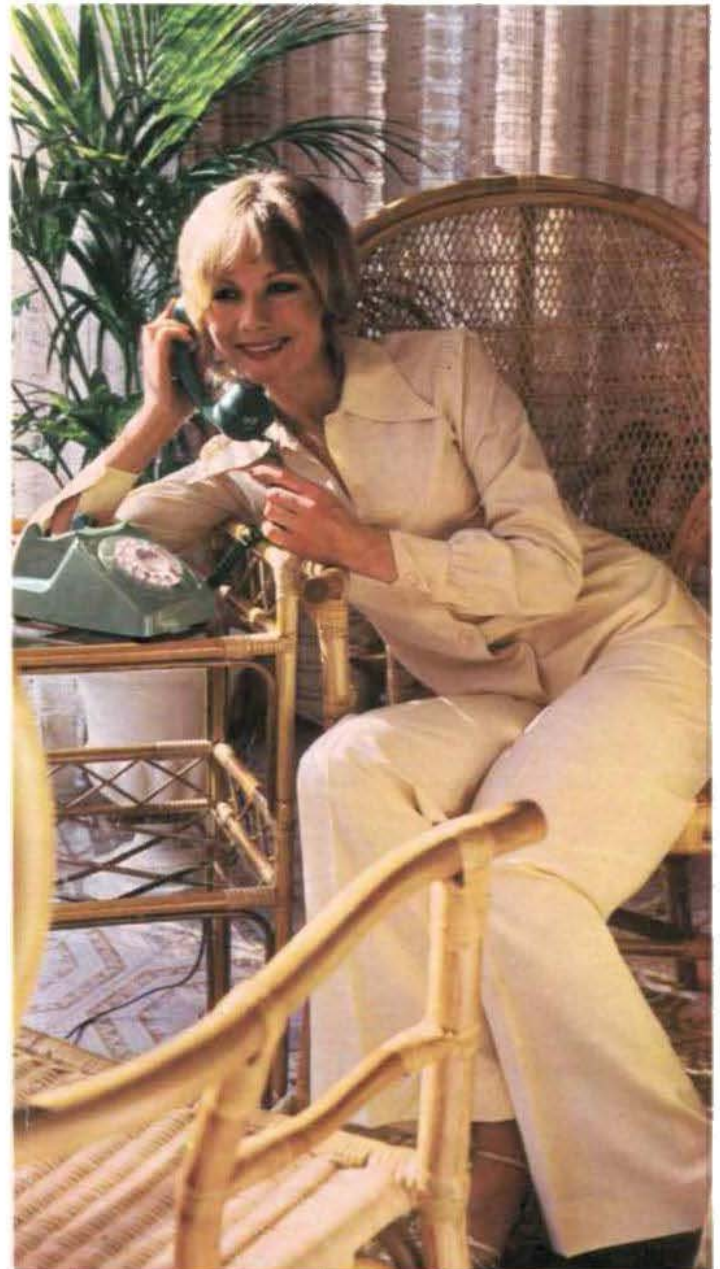
# Cheap rate calls

It is cheaper to dial calls for yourself when you can. Keep down the cost of calls by dialling direct and making full use of the cheap rate periods.

Cheap rate is from 6pm to 8am, and all Saturday and Sunday for inland calls\*

Cheap rate is also available to most countries from 8pm to 6am and all Saturday and Sunday for international calls

\*This does not apply to timed local calls from coinboxes.





# CALL SERVICES AVAILABLE FROM YOUR PHONE

These services are available on inland calls only, except where international facilities are expressly mentioned.

## Alarm Call

An important date?  
Can't be late?  
Book an **alarm call** by calling the operator (preferably before 10.30pm the previous evening for early morning calls). A charge is made for this service.

## Advice of duration and charge—ADC

Need to know the cost of an operator connected call?  
Ask the operator at the time of asking for a call to advise you of the duration and the charge (Advice of duration and charge—ADC). A fee is payable in addition to the charge for the call.

## Credit Card Service

Call now – pay later  
The telephone **credit card service** enables you to make calls from any of our telephones, including those with a coinbox, without payment at the time. Credit card calls are charged to your telephone account. There is a charge for each card, and an additional fee for each call.  
The service can be used for inland and international calls and enables credit card calls to be made from many other countries to this country. In some cases charges for credit card calls from abroad to this country attract a fee in addition to the call.

## Fixed-time Call

An important call that you must make?  
Don't forget, book in advance a **fixed-time call** with the operator to be connected at or about the time you require. A series of daily fixed-time calls over a period of consecutive days can also be arranged. An extra charge will be made in addition to the call charge.



## Personal Calls

Trying to speak to someone who is difficult to contact? One person to contact in a large firm or a guest in an hotel? Book a **personal call**. A personal fee is payable as soon as the call is answered but the charge for the call does not begin until the person required, or an acceptable substitute, can be brought to the telephone. If the person to whom you want to speak cannot be found, a message can be left to ring the operator when they are available. Alternatively either party can suggest a time when another attempt should be made, or another telephone number at which they may be reached. Only one personal fee is payable however many attempts are made to connect the call during any period of 24 hours.

**International personal calls** can, for example, also be made to a person, a specified telephone extension number, department or to someone who speaks a particular language. An alternative number in the same country can also be given. In many cases there is a personal call fee in addition to the call charge.



## Transferred Charge Call

Short of change for an important call?  
For an additional charge the cost of a call can be transferred to the called number if the call is accepted when the operator offers it. The operator should be told that a **transferred charge call** is wanted before other particulars are given. The coinbox call charge will apply to any transferred charge call involving a coinbox line.  
**Transferred charge or collect calls** can be made to some other countries. The International Exchange operator will tell you if a transferred charge call can be made to a particular country. If you accept a transferred charge call from someone in another country the charge may be higher than for a call to that country from the United Kingdom or the Isle of Man.

## Subscriber Controlled Transfer

Do you share your time between two locations and want your calls to come to you wherever you are? Or do you want calls to go to a partner or deputy at another address when you are away from the office?  
The **Subscriber Controlled Transfer** service may help you in either of these situations, provided the numbers are on the same telephone exchange. It is a simple service to use; all you have to do is operate a switch when you leave your office. Additional charges are payable for this service. If you are using the service to have business calls transferred from your home number, on a day or evening off, you can still be "in" to family and friends by giving them what is known as a "by-pass number" for their exclusive use.

## Reference of Calls

Where you wish your calls to go to a number which is on a different exchange you can use the **reference of calls** service. Calls made to your number are diverted to the Post Office operator on your exchange, who gives callers the alternative number to contact. Advance notice is required for this service and a fee is payable.





# INTERNATIONAL CALLS

International Direct Dialling (IDD) is available to subscribers in most of the larger towns and an increasing number of other localities.

If you have International Direct Dialling you can already dial direct to more than four-fifths of all the telephones in the world. More countries are being added to the system every year.

To get the best out of IDD there are a few basic rules:

- Before you begin dialling make a note of the complete number rather than rely on memory.
- While you are dialling, make sure that there are no long pauses between figures (if there are, the call may fail).
- Allow up to a minute for your call to get through – remember that it is passing through many sets of equipment over a long distance.

Tones in other countries that tell you whether a number is ringing or engaged are often different from those in this country. For a free demonstration of commonly heard tones, dial 100 and ask for:

Freefone 2070 for those used in Europe

Freefone 2071 for those used in North America.

## Dialling Codes

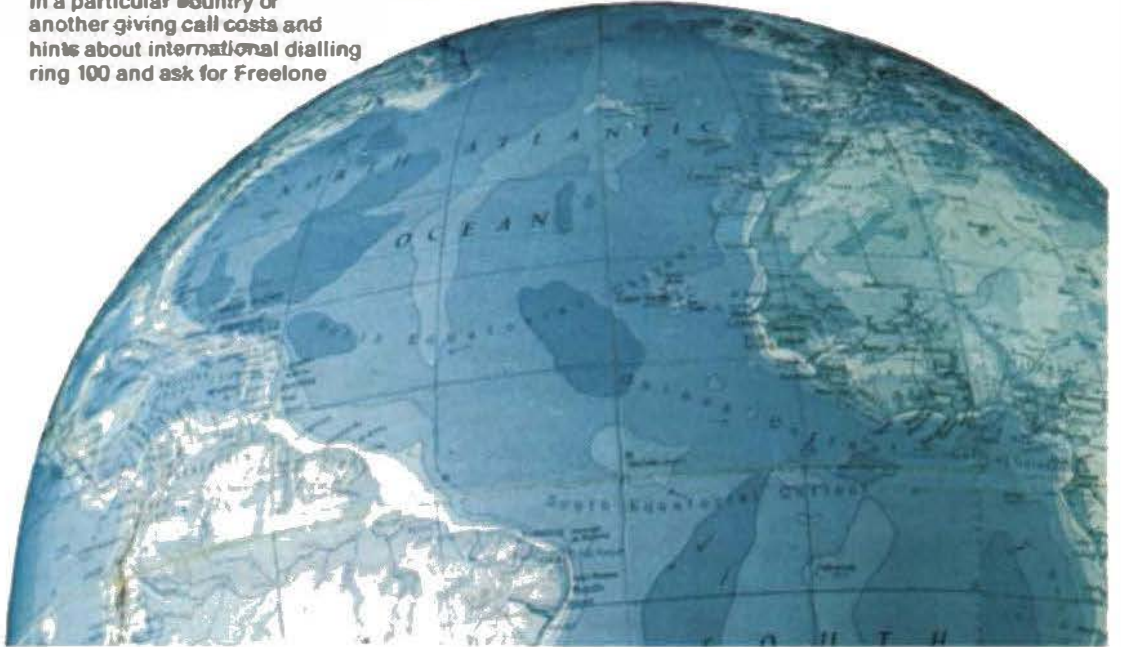
Your Dialling Code Booklet lists certain places in most countries with IDD, together with their dialling codes. But there are many more codes than can be shown. If you want the dialling code for a place not shown call International Enquiries. If you would like a leaflet listing dialling codes for more places in a particular country or another giving call costs and hints about international dialling ring 100 and ask for Freeline

2013 during normal office hours. Give your name and address and the information will be sent to you.

## International Calls Connected by the Operator

The minimum charge is for 3 minutes. Further time is charged in whole minutes, for example a call lasting 4½ minutes is charged as 5 minutes.

**International Conference-by-Telephone** is available to many countries. People at up to six locations (each in a different country, if required) can join in an international conference-by-telephone. For further details, including charges, and to book an international telephone conference call, contact the international operator.



## FREEFONE

Freefone encourages people to get in touch with you. Convenient for you, excellent for business. Freefone opens up a new way of communicating with people. Orders, information, potentially lucrative enquiries – all these are helped by Freefone. Many people benefit. Clients, agents and employees can telephone you without cost to themselves, keeping you abreast of developments, and ready to do more and better business. Freefone callers dial the operator and quote your Freefone number. Connection is without charge and you are billed for the call.

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

## FREEFONE

Inland telegrams can be dictated from any telephone – see your Dialling Code Booklet for the inland Telegram Office code. The cost of the telegram will be debited to the bill of the telephone used, unless the telephone has a coinbox in which case you will be asked to put the money in the box. The telephone credit card service can also be used to pay for telegrams.

Ordinary telegrams may be addressed to a telephone or telex number or to a postal address.

Overnight telegrams, which cost less than ordinary telegrams but are normally delivered by post, may be dictated between 8am and 10.30pm for delivery on the next day when there is a postal delivery.

Greetings telegrams, suitable for various occasions, are delivered by hand. There is a surcharge which is reduced if you dictate the telegram before noon on the day before delivery.

Telegrams for overseas addresses can be dictated by telephone to PO International Telegraph Offices, which provide a service to most parts of the world.

The code to dial is shown in the Dialling Code Booklet.

Ordinary rate telegram (ORD) is the basic service.

Letter telegram (LT) is available

to many destinations outside Europe and the Mediterranean Basin area. It is a reduced rate deferred delivery service designed for lengthy and less urgent messages. The charge per word is half that for ordinary telegrams but there is a 22-word minimum charge.

Commonwealth social telegram (GLT) is a special reduced rate deferred delivery service to most Commonwealth destinations for non-commercial personal messages.

Urgent rate telegram service is available to most countries at double the ordinary word rate.

De luxe telegram (LX) is a greetings or congratulatory message delivered on a special decorated form, available to some countries for an additional fee.

Notice of delivery (PC), available to many countries, gives the sender advice by telegram of the time of delivery. Supplementary charge is as for seven words at the ordinary rate.

## Charges

The charge for an inland or international telegram is made up of a basic charge for each message plus a charge for each word. There is also a surcharge for each message accepted on Sundays, Good Friday and Christmas Day (in Scotland, Sundays and New Year's Day). Further information on these and other telegram facilities can be obtained from the telegram operator or the Post Office Gulde, a copy of which is available for reference in all Post Offices.

## Telephone your telegrams





# Telephone Information Services

For details of the numbers to call to obtain the telephone information services available in your district and also those of certain distant services, see the preface to your directory under Telephone Information Services, or your Dialling Code Booklet. The charge is the normal call charge to the centre concerned, except that the duration of the call may be restricted.

Call the talking phones

## Bedtime Stories

Need some help with Bedtime Stories? An animal story recorded by Johnny Morris and provided by the BBC is available from 6pm each night.



## Weather

Going out for the day? Doing the washing? Check with the Weather Phone first for information supplied by the Meteorological Office.



## Recipes

Cannot think of a meal for tonight? Call the Recipe Phone. Daily recipes for an economical meal for four are recorded by Audrey Ellis, a well known cookery expert.



## Keeping time

An important date? Must be on time? The Time Phone can help you by giving the time correct to one twentieth of a second.



## Teletourist

Going to London or Edinburgh? Give a call to Teletourist. A daily selection of the main events in London is provided by the British Tourist Authority. The daily selection of main events in Edinburgh, from May to September, is provided by the Edinburgh District Council.



## Business news

Keep in touch with the Stock Market. Call the Financial Times Index and Business News Summary. The Financial Times industrial ordinary share index is updated 7 times daily Monday to Friday along with a summary of Business News items. After 10pm a stockmarket report, company news and

tomorrow's Business Diary are given. At weekends there is a summary of the past week on the Stock Exchange.



## Cricket

Know the score? Call the Cricket Phone which gives scores and prospects of play during Cornhill Insurance Test matches played in England, Prudential Trophy, Gillette matches and the last three rounds of the Benson and Hedges competition.



## Gardening tips

Help your garden grow. Get advice from the Gardening Phone. Give it a ring to hear Eric Hobbs give gardening hints provided by the BBC.



## Motoring

Going motoring? Call the Motoring Phone for information, supplied by the Automobile Association, covering roads within 50 miles of each centre shown in the Dialling Code Booklet or directory preface.



## Dial-a-Disc

Want to hear hit music? Call Dial-a-Disc. Two different hit records are played each night from 6pm to 8am Monday to Friday. Five different records are played on Saturday and Sunday (except during Test Matches and certain other cricket matches when records are restricted to 7pm to 8am).





# Phones around the home

## Extensions – a talking point in every room

Once you are on the phone it does not cost much to extend the service around the house. With a bedroom telephone you never have to hurry downstairs to answer a call. A wallphone in the kitchen is a boon for the busy housewife and keeps working surfaces clear. And with a telephone in the lounge you can enjoy a telephone conversation without moving from the comfort of your armchair.



## First choose your system

### Fixed Extension Arrangements

Extension telephones fitted to your telephone line enable you to make and receive calls from more than one room in your home.

### Plug and Socket Arrangements

A telephone can be made mobile by changing it to a plug-in phone and having socket outlets installed at suitable points. A fixed main bell is provided.

The portable telephone also has a bell (or a tone caller in the case of a Trimphone) which only rings when the phone is plugged in.

You are advised not to move the phone between sockets during a call. Additional portable instruments can be added to meet your needs.

### Combinations of Extension Arrangements

A variety of extension arrangements is possible. A combination of plugs, sockets and fixed telephones may help you to obtain a more suitable system. You can build up from the simplest combination which provides a fixed main telephone, a portable telephone and two sockets.

### Fixed Extension Arrangements with intercommunication

Some fixed extension arrangements can also give intercommunication facilities between two or three telephones in your home. The Keymaster systems enable you to extend these facilities up to 11 telephones.



Keymaster 1 - 5



## Then choose your phones

### Push-Button Keyphones

Available in Ivory and two-tone Grey, with neat attractive push-buttons.

### Trimphones

Smart shape with an adjustable tone caller in place of the bell. Two-tone colours. Choose from Grey, Green or Blue.

### Tablephones

Seven colours: Blue, Yellow, Red, two-tone Green, two-tone Grey, Ivory or Black.

### Wallphones

The space-savers. Three colours: Ivory, two-tone Grey or Black.



Push-Button Keyphone Two-tone Trimphones

Wallphones



Two-tone Grey Blue Green Grey Ivory Black Two-tone Grey  
 Tablephones Blue Two-tone Grey Two-tone Green Yellow Red Ivory Black



For further information contact your Telephone Sales Office. The telephone number and address are in the preface of your Telephone Directory.



# For the home and business

## Callmakers never forget a number

Callmakers store the telephone numbers you use and can help to save you time and effort dialling these calls. There are two different types:

A **card callmaker** uses a punched card to call the number. You can buy as many cards as you want, enabling you to have a virtually unlimited capacity of numbers.



A **tape callmaker** can store up to four hundred telephone numbers on magnetic tape for easy location and use. Numbers can easily be added, altered or removed.



## The Right Handsets

Have you problems in deciding which of a number of telephones in the room is ringing?

Do you receive calls from people who always seem to be whispering?

These, and associated difficulties can be overcome by fitting special handsets.

On one, a built-in lamp flashes to indicate incoming calls, giving instant identification and solving the problem of which bell is ringing.

The problem of hearing softly-spoken callers – or those who shout – can be helped by an amplifying handset, with a simple volume control knob.

Both these handsets are of particular benefit to people with impaired hearing.



## Help for the handicapped

The Post Office recognises that using the telephone can present special problems for disabled and handicapped users.

Our concern for people experiencing such problems has been reflected over the years by the development of a range of aids designed to meet general and specific needs.

Apparatus is now available which can help people who are hard of hearing or have difficulty with speech, those who cannot see properly and those with restricted or limited movement.

Information about these aids and a special leaflet entitled "Help for the Handicapped" can be obtained from your Telephone Sales Office.





Speakerset 2



Internal Telephone System

Loudspeaking Telephone No. 4



Key and Lamp Units



## Versatile Keymasters

**Keymasters** combine intercommunication and exchange line access in a single system. They are available in two sizes and may be useful for the large house or small office.

## Speakersets lend a hand

**Speakersets**, in neat desktop units, amplify incoming telephone speech and are useful for anyone wanting both hands free while waiting for, or listening to, a call. They can also be used to enable several people to listen to the voice at the other end of the line.

## Two-handed freedom

**Loudspeaking telephones** add an extra dimension to the contribution your telephone can make to business efficiency. You can make or answer a call without the need to hold a handset giving you the benefit of "hands free" working.

## Internal telephone system

**Internal telephone systems**, entirely separate from the public exchange system, allow users to contact one another quickly. They are available in three sizes, and their push-button operation is in keeping with the press-button age.

## Going out?

**Answering sets** enable you to advise callers when or where to contact you if you are out or busy. Messages can be changed as frequently as required to suit your circumstances. Your voice adds a personal touch to the recorded announcement. This equipment answers the telephone and gives callers a pre-recorded message. It does not record messages from callers.

## Key and lamp units

**Key and lamp units** provide a simple means of connecting any one of a number of telephones to any one of a group of circuits. These can be exchange lines, extensions or private circuits. The units are particularly useful where orders are taken by telephone, for example, in employment agencies, travel and ticket agencies and wholesalers.



Loudspeaking Telephone No. 1



# Radiopaging Radiophone Service

Almost anyone who spends time away from the office, and is within a Radiopaging service area, could use a pager to keep in touch. When something comes up, a telephone call to the pager makes it beep.

Thousands of users are finding that paging saves time and money – and the service can be used to keep you in touch with the office, home or even the baby-sitter.

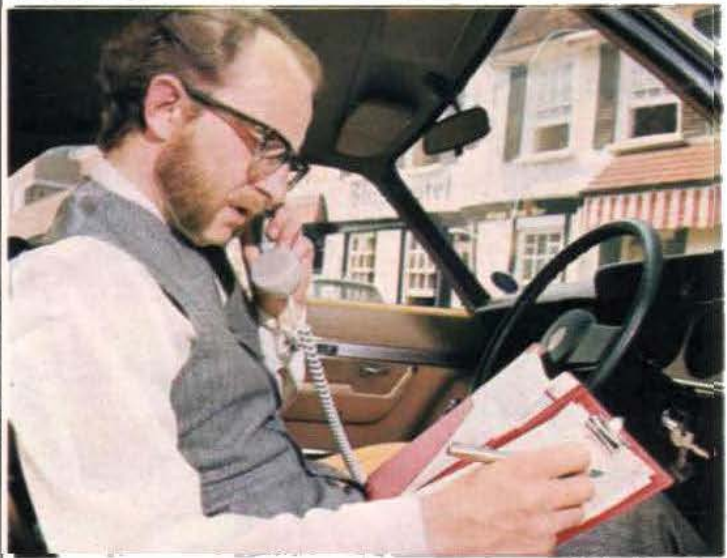
For information about coverage areas and availability, contact your local Telephone Sales Office.



In your car (or other vehicle) you can keep in touch with office or home. Radiophone is much more than a message service. You can make and receive calls, and they are two-way conversations, so questions can be asked and answered, discussions held and instructions given with the sure knowledge that they have been received and understood.

Calls can be made to, or received from, any telephone in the UK, including Northern Ireland, the Isle of Man, the Channel Islands and principal towns in the Irish Republic. Calls can be made to most (but not received from) countries in Western Europe and many other countries including the United States, Canada, Australia, New Zealand and Japan.

Radiophone service covers the main conurbations of the UK. For information about coverage areas and availability, contact your local Telephone Sales Office.



## Can I use your Phone?

If this request is made of you frequently you may need a coinbox line (Payphone). If you run any sort of business where the public call on you the service they enjoy can be improved by installing a Payphone. From small boarding houses to large hotels; from corner shops to department stores; in pubs, restaurants and garages, Payphones give a special service. They can be wall-mounted or portable, to suit your needs, and a range of attractive signs is available to publicise your Payphone.





# CONFRAVISION

Face-to-face meetings at a distance.

Confravision is a Post Office service which links individuals or groups of people in different cities by sound and vision. Confravision can help to save time and personal wear and tear by reducing travelling time, overnight stays and travel hazards.



## Data transmission Service



The businessman who employs computer processes can use Post Office Datel services, which operate over the telephone network, to enable his computer to communicate with distant sites. A Datel service comprises a telephone line connected to a translation device called a modem which allows privately owned data processing equipment to work over the telephone network. The line may be a normal exchange line or a privately-leased circuit, depending on the speed required and the anticipated usage.

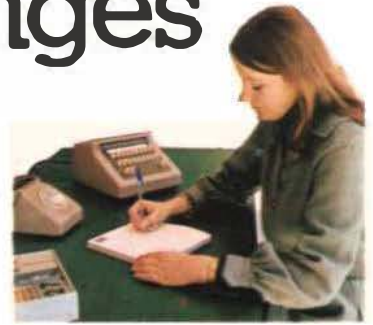
There is a Datel service for each of a range of speeds up to 50,000 bits per second and optional extras are available which make more efficient use of telephone lines used for data transmission. Most Datel services can also be used to much of Europe, the USA and a number of other countries. Whether for data processing or collection, word processing, pure remote computing or remote control of equipment, Datel services help in achieving instant access to automated information systems.

For further information contact your Telephone Sales Office. The telephone number and address are in the preface of your Telephone Directory.

# Private Branch Exchanges

## Manual Switchboards (PMBXs)

There are two types: table-top switchboards in several sizes, the largest of which has capacity for up to four exchange lines and 18 extensions; and floor-standing switchboards for use where a large capacity is required.



## Automatic Switchboards (PABXs)

A wide range of automatic installations is available. These combine exchange line service and intercom facilities in one telephone. The facilities provided offer many benefits,

such as direct dialling of exchange line calls and extension to extension dialling, which reduce operating work to a minimum. With these systems your operator is able to give maximum attention and service to incoming callers.





# Telex

Telex is a 24 hour service which enables subscribers to send and receive virtually any form of printed message. For example, statements, quotations, delivery advice and instructions can be sent accurately at speed, with a copy of what has been transmitted retained at the sending machine. Furthermore, it is not necessary for the addressee to be present to receive the message, since it can be reproduced automatically on his teleprinter even when unattended. Telex transmits the written word at up to 70 words per minute. It is a public dial-up network of over 68,000 lines in the UK and 750,000 world-wide.

Any competent typist can quickly be trained to operate Telex. The facility for unattended receipt of messages is especially useful on calls to countries where business hours do not coincide. Telex messages are in black and white and can help where there may be language difficulties.

## Private Automatic Telegraph Branch Exchange (PATBX)

This exchange not only provides automatic connexions between stations within a private teleprinter system, but can give them immediate access to the world-wide Telex system. Telex subscribers in return have direct access to the PATBX extension they require by simply adding two digits to the Telex number they would normally call.



## Call Unit Printout on dialled UK European and North African Telex Calls

Automatic printout of unit totals makes costing easy. If it would help you to know, immediately and accurately, how much a Telex call has cost you, you can have the total units used on each UK, Continental and North African call you originate automatically printed out at the end of each Telex message. It is then a simple matter to calculate the cost of each message. Multiply the number of units used by the current unit charge.

# General Information



Telephone service is provided under the applicable provisions of the Post Office Act 1969 and any Schemes from time to time in force under that Act (a copy of which provisions may be seen at any Telephone Sales Office).

## Descriptive and Publicity Leaflets

There is a wide range of publicity and descriptive literature describing our services and apparatus. These leaflets are freely available upon request from your local Telephone Sales Office.

## Moving House or Office

It is in your interests to give your local Telephone Sales Office as much notice as possible if you are moving. They will tell you how to apply for telephone service at your new address. Should the new address be in the same exchange area as the old, it is often possible to retain the same telephone number, provided the Post Office is able to connect the line.

## Building Industry Consultation Service

When in the early stages of planning a new building or developing a new estate your Telephone Sales Office should be given notification of communications requirements. Advice is available on methods of leading-in and concealing wiring to give an unobtrusive installation. Ask for booklets on the "Provision of telephone facilities on new housing estates" and "Facilities for telephones in new buildings." Please take great care when you have to dig in the roads and footways where our cables may lie. **Remember Dial before you Dig.**

In case of doubt or trouble call the operator and ask for **Freefone one double one.**

## Staff Identity Cards

Most Post Office employees who need to visit our customers carry an identity card. If you are in any doubt about a caller, ask to see this or some other means of identification.

## Private Attachments

Each type of private apparatus supplied for use with a Post Office telephone installation should have been examined by

the Post Office to check that it will not interfere with the service or cause damage for which you would be liable. Your Telephone Sales Office holds a list of authorised suppliers of permissible attachments and the written consent of the Post Office is required before any of the apparatus listed is connected to the installation.

## Insuring your Telephone

Damage or loss of telephone equipment is the responsibility of the subscriber and you may wish to insure against such risks. Your local Telephone Sales Office can advise on the recommended insurance value.

## Cleaning your Telephone

The telephone can be kept clean by wiping it regularly with a damp cloth. Similar cleansing of the rubber feet will help to prevent the telephone sliding during dialling. Polishes and disinfectants may cause damage, and should not be used.

## Temporary Disconnection

Telephone service can be disconnected for a period if, for example, no one is available to answer incoming calls. There is a charge for each separate period of disconnection, and advance notice is required. Rental continues to be payable.

## Paying your Bill

Bills should be paid as soon as possible, by cheque, cash or National Giro transfer. Where bills are not paid the telephone may be disconnected and a charge made for reconnection after the bill is paid. Subscribers likely to be away when the bill is due can make arrangements with the Telephone Area Office about payment, to ensure that the telephone is not disconnected.

## Advice and Assistance

Our Sales Representatives will be pleased to call and advise business customers on the apparatus best suited for their needs, and our Telephone Service Representatives will help with service matters such as the training of PBX operators, and advise on making the most effective use of the telephone service. The office of the General Manager of your local Telephone Area will be pleased to arrange for a visit on request.

Your Telephone Sales Office will gladly supply any further information or details of any changes in the information in these Green Pages since they went to print. The telephone number and address are in the preface of your Telephone Directory.