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# The phone handbook

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Or how to go about choosing, changing,  
renting, buying or installing a phone.

British  
TELECOM



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## **How the costs in this handbook are calculated**

Charges for telephone service and for telephone rental are in fact exclusive of VAT, an amount for which is added to customers' bills at the rate then current. To help you, the examples quoted in this handbook are inclusive of VAT (based on the current VAT rate of 15%) and rounded up to the nearest penny.

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# Introduction

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The telephone has long been one of the most efficient means of communication.

But in recent years there has been a remarkable acceleration in the development of the phone and the services it can provide.

No longer just a black instrument lurking in the hall or in the office, the modern phone offers a wide range of facilities at home, at work and even on the move.

These days telephones come in an enormous variety of shapes, sizes and colours.

They're available from all sorts of suppliers.

They can be rented or they can be bought outright.

This handbook is intended to clarify the present situation.

It outlines the legal position.

It answers questions on changing and installing phones.

(How much does it cost, for instance, to convert your phone connections to the new sockets?)

What do the 'Approved' and 'Non-Approved' stickers really mean?)

And it's designed to help you plan the phone system best suited to your particular needs.

But first, a bit of background information on Britain's telephone system.

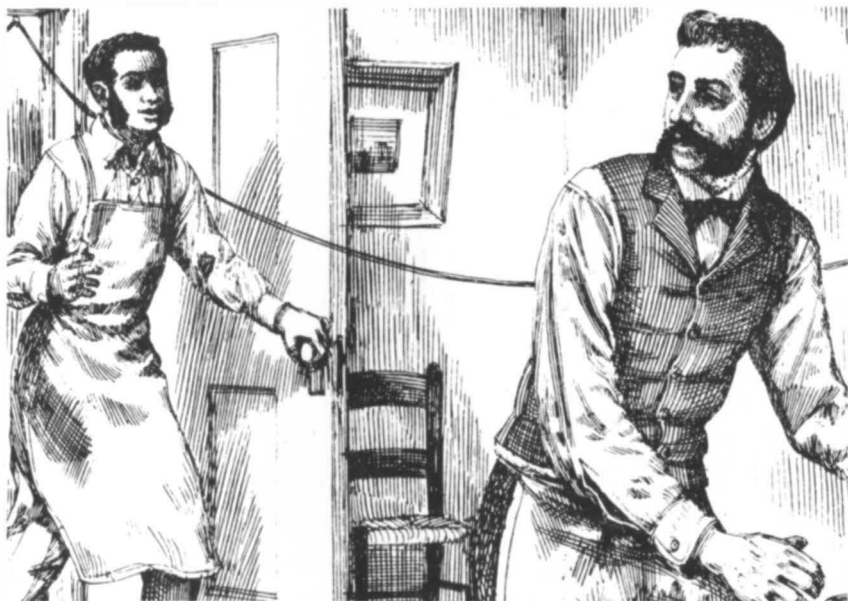
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# Britain's telephone system

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Britain's telephone system got under way just three years after Alexander Graham Bell had constructed the first experimental phone in 1875. Within a year, the first recognisable words were transmitted – 'Mr Watson, come here, I want to see you.'

British Telecom started life as the Telephone Co. Ltd and served a few thousand customers in the London area.



(Today it serves over 19 million customers, as well as providing public services like 999 calls, phone boxes, directory enquiries and services to rural areas.)

By 1927 a radio telephone service linking London and New York had been established. A three minute call cost £15, or £288 at today's prices.

Ten years later 999 services began; and in 1959 STD dialling was introduced, vastly simplifying calling procedure.

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By 1972 the number of phone lines had reached 10 million. In just three years this had doubled to an astonishing 20 million.

In the last few years technological developments like fibre optics and digital exchanges have helped to improve Britain's telephone system beyond recognition.

And in 1984 The Telecommunications Act created a private company, British Telecommunications plc, better known as British Telecom.



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# Installation

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## 1. Getting a line installed

Start by ringing your local British Telecom Area Sales Office.

(You'll find a list of their phone numbers and addresses on the leaflet at the back of this booklet.)

If you do not at present have access to a phone, just fill in Section D on the enclosed rental agreement.

The cost of installation depends on the circumstances, as follows:

1. If you have NOT in the recent past been a British Telecom customer, and you move to a house with no phone line,\* the cost of connection is £97.75.
2. If you ARE a British Telecom customer, but are moving to a house with no phone line, the cost of connection is £74.75.
3. If you are moving to a house WITH a phone line, the cost of taking over the line is £11.50.

\*A phone line is defined as being one connected to the local exchange.

Once the initial installation has been carried out, there is still a quarterly rental charge for phone line service.

This is separate from any charge for the phone itself, and so has to be paid regardless of whether you rent or buy your phone.

It currently amounts to £15.47 a quarter (or £61.88 a year).

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Charges for business users are slightly different.  
In the case of situations 1. and 2. above, the cost of installation is £109.25 and £86.25 respectively.

In the case of situation 3. the cost is the same as for private customers.

The quarterly rental cost of the phone line is £24.95 for business users.

## **2. Getting an old style line adapted to sockets**

The new socket connections, as the name implies, work like a miniature plug and socket.

(In other words, the phone is not permanently attached to the wiring as it is with old style connections.)

You literally plug your phone into a socket, then – if you wish – unplug it, move to another room, and plug it in there.

All modern phones\* are designed for use with a socket connection. If you do not have a socket connection, you will not be able to use any phone except your existing one.

If you would like your line converted to a socket connection, simply ring your nearest British Telecom Area Sales Office.

(You'll find their phone number on the list enclosed at the back of this handbook.)

A conversion costs £28.75 per exchange line regardless of how many phones you have on your line.

\*Obviously radio telephones like Cellnet or Vodafone require no connections of any kind.

## **3. Getting extra sockets**

If you would like extra sockets, just ring your local British Telecom Area Sales Office.

(You'll find their phone number and address on the list enclosed at the back of this handbook.)



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The cost depends on how many extra sockets you require:

Installing ONE extra socket costs	£32.20
Installing TWO extra sockets costs	£52.90
Installing THREE extra sockets costs	£73.60
Each ADDITIONAL socket thereafter costs a further	
£20.70.	

Maybe you have the old style phone connections. If you do, your existing phone line will need to be converted to new style sockets at an additional charge of £11.50.

You can have as many sockets as you wish in your house, but you are advised to consult British Telecom as to how many sockets can have a phone plugged into them at any one time.

If you have too many phones plugged in at once, they may not ring.

#### **4. The legal position**

British Telecom is legally empowered to install phone lines, convert to sockets, and fit extra sockets anywhere in the U.K.\*

As mentioned in previous sections, the easiest way to get hold of British Telecom is through your nearest Area Sales Office.

You may have seen DIY socket installation kits on offer in retail outlets.

However, it is at present a criminal offence to install your own socket connections.

Moreover, if you connect them incorrectly it is relatively easy to finish up damaging not only your own phone line but also those of your neighbours.

It is, therefore, advisable – and in the long run more economical – to leave it to the experts.

\*Except in the Kingston upon Hull area.

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## 5. What it all costs

Some of the costs for specific work have already been detailed.

In order to paint a more general picture, however, here are some examples of the type of situation in which you may find yourself and the costs they would involve.

By referring to the costs detailed on the preceding pages, you will be able to see how they have been calculated.

All costs include VAT, but do not include rental charges.

### Example 1

You are a first time home buyer who has never been a British Telecom customer. The house you move into already has a phone line.

On closer inspection, however, you discover that the two connections are the old-fashioned points, and you want to convert to the new socket system.

<u>Costs:</u>	Takeover	£11.50
	Conversion of two points	£28.75
	TOTAL:	£40.25

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### Example 2

You are an existing British Telecom customer. You move into a house which has an old style connection, but which has not been connected to the exchange for some time.

You need to have it reconnected, but you'd also like to change to a socket and have an extra socket put in the bedroom.

<u>Costs:</u>	Connection and conversion	£74.75
	Cost of installing one extra socket	<u>£32.20</u>
	TOTAL:	£106.95

### Example 3

You are an existing British Telecom customer. You move to a house which has a fully operational phone line.

It has already been converted to a socket.

But you rather like the idea of two extra sockets – one in the bedroom and one in the kitchen.

<u>Costs:</u>	Takeover	£11.50
	Installation of two new sockets	<u>£52.90</u>
	TOTAL:	£64.40

### Example 4

You are a first time home buyer who has never been a British Telecom customer.

The house you move into is not connected to the exchange.

<u>Costs:</u>	Connection	£97.75
	TOTAL:	£97.75

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### Example 5

You are a current British Telecom customer.

The house you move into has never been connected to the exchange.

You therefore want to have a phone installed.

<u>Costs:</u>	Connection	<u>£74.75</u>
		TOTAL: £74.75

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# The phones

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## 1. Rental or purchase?

Would you be better off buying a phone or renting one?

Naturally your preferences will depend on financial and other circumstances, but outlined below are some of the pros and cons of both rental and purchase.

On the one hand, buying your phone means you get the payment over and done with (though don't forget you'll still have to pay the rental for phone line service, as outlined in the section on Getting a line installed).

On the other hand, rental entails significantly less initial outlay, especially if you plan to have more than one phone.

It is also worth considering what happens should your phone break down.

British Telecom will send out fully trained engineers to repair rented phones at no extra charge usually within two working days. Even faster services are available for a small extra charge (contact your local Sales Office for details).

Most retailers will offer some sort of after-sales service on purchased phones, but the chances are that you will have to take it back to wherever you bought it.

Finally, there is the question of the types of phone available.

While there is a wider choice of phones available for purchase in terms of style and colour, the range of phones available for rental offers most of the facilities anybody is likely to need.

For further details of phones available for rental, please refer to the section on Phones you can rent or buy.

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## 2. What sort of phone do you need?

Modern phones offer a number of facilities.

Choosing the right one depends on what sort of facilities are most likely to benefit you and how much you are prepared to pay. (Please see loose insert at back of book for details of rental charges.)

### Convenience

Simplicity of dialling is the key feature of pushbutton phones, both simpler and quicker than dial phones.

A last number redial facility is an added benefit. If the number you ring is engaged, you simply press this button instead of dialling the whole number again.

Easy dial allows you to dial a number without first having to pick up the receiver – useful, for instance, if you're holding an armful of baby.

A loudspeaker enables you to hold a conversation without having to pick up the receiver – particularly convenient for the businessman who needs to make notes as he talks, and for elderly or disabled people.

### Saving time

Some phones have a memory which can store several pre-programmed telephone numbers. The memory capacity varies from one model to another. It's a handy feature for anyone who has several numbers they call frequently: people involved in committee work, for instance, or businessmen with a number of regular clients or suppliers.

A notepad facility can store the next number to be called while your current call is in progress. This is particularly convenient when speaking to Directory Enquiries and for the businessman given a new contact by his current caller.

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## Economy

If you'd be interested in knowing how much a call has cost you, then a call timer or a clock built into the phone enables you to estimate it. This may be useful for businessmen and for families where the younger members have started to make use of the phone.

## Confidentiality

The silence button found on a number of phones allows you to speak to other people in the room without being overheard by your caller.

A cordless phone enables you to take your phone call in another room if you want to.

## Noise reduction

Some phones have a volume control button which regulates the loudness at which the phone rings. Handy, for instance, if you have young children whom you don't want disturbed in the evening.

## Mobility

Cordless phones can be used up to 100 metres from the base unit, round the house or in the garden.

If you're going to be further afield, the new cellular radio systems like Cellnet and Vodafone provide a normal phone service in your car or even as a fully portable handset.

The chart overleaf shows each model and the facilities it offers.

The facilities are colour-coded in order to tie in with the benefits listed above.

Yellow for 'Convenience' facilities, grey for 'Economy,' and so on.

	MODEL	PUSHBUTTON	DIAL	TABLE MOUNTED*	WALL MOUNTED*	EASY DIAL	LAST No REDIAL
RENT OR BUY	<b>Slimtel/Slimtel 10</b>	✓		✓	✓	✓	✓
	<b>Viscount</b>	✓		✓	✓		✓
	<b>Statesman</b>	✓		✓	✓		
	<b>Viscount 12</b>	✓		✓	✓		✓
	<b>Easikom</b>	✓		✓	✓	✓	✓
	<b>Sceptre</b>	✓		✓	✓		✓
BUY	<b>Ambassador</b>	✓		✓	✓		
	<b>Rhapsody</b>	✓		✓	✓		
	<b>Picture phone</b>	✓			✓		✓
	<b>Genie</b>	✓		✓			
	<b>Versatel</b>	✓		✓	✓		✓
	<b>Viscount Super 4</b>	✓		✓	✓	✓	✓
	<b>Candlestick</b>		✓	✓			
	<b>Empress</b>	✓		✓			✓
	<b>Schooner</b>		✓	✓			
	<b>Hawk</b>	✓		✓	✓		✓
	<b>Curlew</b>	✓		✓	✓		✓
	<b>Mickey Mouse/Snoopy</b>	✓		✓			✓

\*Brackets for wall mounted phones are optional extras and incur a small charge (see insert for details).

KEY: CONVENIENCE TIME SAVING ECONOMY CONFIDENTIALITY NOISE REDUCTION MOBILITY



OUTSIDE SPEAKER	MEMORY CAPACITY	NO. PNO	CALL TIMER	CLOCK	SILENCE BUTTON	VOLUME CONTROL	COPY-ESS <sup>†</sup>	ADDITIONAL FEATURES
	10 <sup>†</sup>				✓ <sup>††</sup>			ONE PIECE PHONE
		✓			✓			
	12	✓			✓	✓		
✓					✓	✓		
	10		✓	✓				READ ONLY / STORED / CALLED NUMBER
						✓		PERSONAL DIRECTOR PAD
					✓	✓		
						✓		MIRROR / CORK BOARDS
						✓		
	4	✓			✓			
								HAS NO INTEGRAL BELL
								ANTIQUE LOOKING
		✓				✓	✓	SECURITY CODE / SECURITY CODE / STOPS UNAUTH. / EAVESDROPPING
	9					✓	✓	
						✓		

† Simtel 10 only  
 †† Simtel only



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### 3. Phones you can rent or buy

As you can see from the list below, phones available for rental cover most of the facilities anybody is likely to need.

#### **Slimtel**

- one piece phone
- pushbutton
- last number redial
- silence button
- easy dial
- table or wall mounted
- available in off white, blue, maroon or red

#### **Slimtel 10**

- new for 1985
- one piece phone
- pushbutton
- last number redial
- 10 number memory
- easy dial
- table or wall mounted
- available in off white



#### **Viscount**

- pushbutton
- last number redial
- silence button
- notepad
- volume control
- table or wall mounted
- available in ice-grey, beige, tan or green



#### **Viscount 12**

- pushbutton
- last number redial
- silence button
- notepad
- 12 number memory
- volume control
- table or wall mounted
- available in ice-grey or beige



#### **Statesman**

- pushbutton
- volume control
- table or wall mounted
- available in brown, grey, maroon or stone



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### **Easikom**

- pushbutton
- last number redial
- silence button
- easy dial
- volume control on tone caller and incoming speech
- loudspeaker
- table or wall mounted
- available in stone



### **Sceptre**

- pushbutton
- last number redial
- call timer
- digital clock
- 10 number memory
- read-out of stored/called number
- table mounted
- available in dark blue or two tone beige, maroon and grey



## **4. Phones you can buy**

Featured below is just a selection of the many phones you can buy from British Telecom.

### **Rhapsody**

- pushbutton
- silence button
- volume control
- table or wall mounted
- available in beige, blue, ivory or tan leather



### **Versatel**

- pushbutton
- last number redial
- volume control
- table or wall mounted
- available in burgundy red, green or mushroom



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### Viscount Super 4

- pushbutton
- last number redial
- silence button
- volume control
- easy dial
- notepad
- 4 number memory
- table or wall mounted
- available in ice-grey or beige



### Ambassador

- pushbutton
- personal directory pad
- volume control
- table or wall mounted
- available in dark brown, mid-grey or stone



### Schooner

- dial
- table mounted
- antique looking
- available in beechwood with gold trim



### Curlew

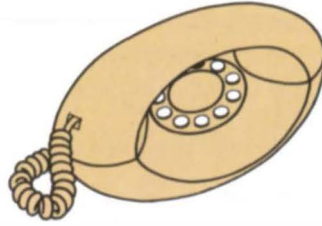
- cordless
- pushbutton
- last number redial
- 9 number memory
- hi-lo volume control for the earpiece
- security code protects against unauthorised access to line
- handset paging from base unit
- base unit table or wall mounted
- available in ivory



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## Genie

- pushbutton
- adjustable tone caller
- table mounted
- available in peach, antique white, brown, blue/white or red



## 5. Telephone equipment for small businesses

Several of the phones already listed are particularly suitable for small businesses.

The Versatel and the Rhapsody are available for purchase.

And the Sceptre, Statesman, Easikom and Viscount for rental or purchase.

In addition to these, however, there are several models specifically designed to meet the requirements of the small business.

### Facility Phone 200

- stores up to 56 numbers
- built-in calculator
- digital clock
- built-in alarm
- call timer
- loudspeaker
- available in white



### Kirk

- 2-way loudspeaker
- easy dial
- adjustable volume control
- available in lava, brown, white, green or orange

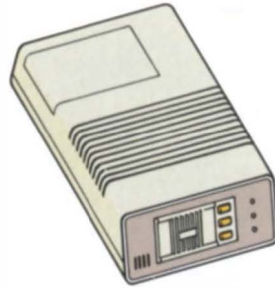


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### **Robin Answerphone**

A new answering/recording machine which takes messages whenever you're out.

- voice activated remote interrogation
- tape, double socket and transformer included
- simple to use
- low profile styling



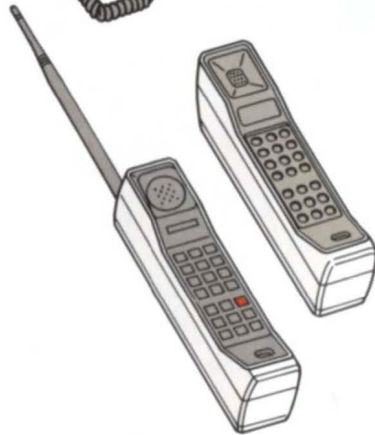
### **Moneybox**

A new type of payphone that accepts 10p coins, but can be switched over by the owner for use as an ordinary telephone. A visual display shows call cost information. Especially useful on premises where your customers may want to use the phone (at a hairdresser's, for instance).



### **Cellular Radio**

The new cellular radio systems allow you to make and receive phone calls when you're on the move.



Please contact your local area sales office for details.


## **6. Approved and non-approved phones**

If you decide to buy a phone you will notice that all phones carry a label indicating whether they are approved (a green circle) or not (a red triangle).

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The 'Approved' sticker simply means that the phone has been approved for use with the telephone network. This does not mean British Telecom themselves have approved the phone, but rather an independent body: the British Approvals Board for Telecommunications.

Nor does it mean that the phone is made by British Telecom.

To be certain of buying a phone supplied by British Telecom, make sure that it carries the British Telecom  symbol and that it is one of the models featured on the price list at the end of this handbook.

Any telephone equipment marked with a red triangle is not approved by the BABT for connection to any public telephone system.

It is a criminal offence to use non-approved equipment and anyone found doing so is liable to be prosecuted.

Non-approved equipment can cause expensive damage not only to your own phone line but also to those of your neighbours.

There is also no guarantee that it will work properly.

Finally, don't forget that all retailers are legally obliged to display either the green circle or the red triangle on their stock.

If you are offered a phone with neither approved nor non-approved stickers, the chances are the equipment is less than perfect.



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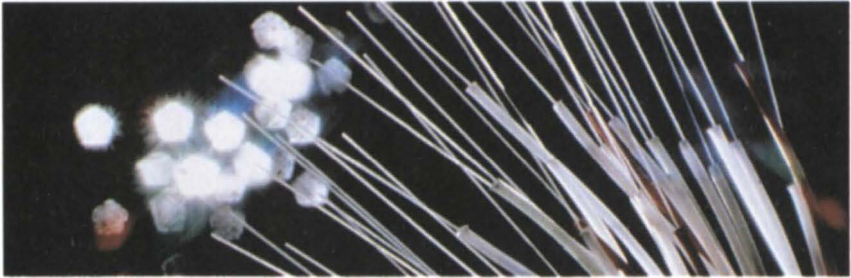
# The future

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As telecommunications technology develops, telephones will undoubtedly become more convenient and more mobile.

However, technical changes will also make it easier to save time and money by using the phone.

And easier to use the phone not just as a means of communication but also as a source of information.



## 1. Greater convenience

### Call forwarding

Already off the drawing board and into production is a new call forwarding facility which will divert incoming calls to any other specified telephone number.

In other words, you won't have to miss any calls just because you're at someone else's house or office.

### Call holding

If you are already using the phone and another call comes in, this facility will enable you to take the new call without losing your current one, to switch between the two calls, or just to ignore the new caller.

### Conference calls

This will allow you to set up a three way phone call so that you can all hear and talk to both other parties at the same time.



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## 2. Saving time and money

### Fast connections

The new digital exchanges which are already appearing all over the country will make it much quicker to get through to the number you're calling.

In addition to this, many new telephones are being designed around a new electronic dialling system: it means the number you're dialling gets through to the local exchange as fast as you dial it.

### Itemised telephone bills

The advent of the digital exchange means phone bills can be itemised call by call.

It is hoped to be able to offer this service to some 10 million subscribers by 1990.

### Automatic meter readings

By adding a small electronic device to electricity meters, the electricity board will be able to take a meter reading down the phone line.

You don't even have to answer the phone. It'll all be done quite automatically, without even making the phone ring.

### Home banking

It is already quite possible to perform a limited number of banking transactions (account enquiries, transfers, etc.) from the comfort of your home.

Before very long you should be able to deal with all routine banking matters via your TV screen and a phone line.



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### 3. The phone as a source of information

#### Computer link-ups

A phone line and a simple modem is all a computer user needs to take advantage of the rapidly increasing variety of facilities available over the phone.

You can link your terminal with that of another computer user, set up a network of interlinked computers, exchange information and programs, and so on.

#### Information services

The current range of information services (like the talking clock and weatherline, for example) is continually being expanded.

New technology, shortly to be introduced, will ensure that when you ring up you will automatically hear the recording from the very beginning.

British Telecom also plan to introduce a range of premium information services.

They are likely to cover more complex matters, such as legal advice and consumer guides.



We hope you have found this booklet and the range of services it outlines of interest.

Obviously we can only hope to cover a small range of the services available from British Telecom.

If you have any specific enquiries, simply phone your nearest Sales Area on the number listed on the enclosed leaflet.

After all, it makes sense to talk to British Telecom first.

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All information correct at time of printing, November 1985. Not every phone featured is necessarily available in every Sales Area.  
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