Telegram service

URGENT TELEGRAMS LETTER TELEGRAMS (LT) COMMONWEALTH SOCIAL TELEGRAMS (GLT) DE LUXE TELEGRAMS REGISTERED TELEGRAPHIC ADDRESSES (RTA) INLAND TELEGRAMS GREETINGS TELEGRAMS INTERNATIONAL TELEGRAMS URGENT TELEGRAMS LETTER TELEGRAMS (LT) COMMONWEALTH SOCIAL TELEGRAMS (GLT) DE LUXE TELEGRAMS REGISTERED TELEGRAPHIC ADDRESSES (RTA) INLAND TELEGRAMS GREETINGS TELEGRAMS INTERNATIONAL TELEGRAMS URGENT TELEGRAMS LETTER TELEGRAMS (LT) COMMONWEALTH SOCIAL TELEGRAMS (GLT) DE LUXE TELEGRAMS REGISTERED TELEGRAPHIC ADDRESSES (RTA) INLAND TELEGRAMS GREETINGS TELEGRAMS INTERNATIONAL TELEGRAMS URGENT TELEGRAMS LETTER TELEGRAMS (LT) COMMONWEALTH SOCIAL TELEGRAMS (GLT) DE LUXE TELEGRAMS REGISTERED TELEGRAPHIC ADDRESSES (RTA) INLAND TELEGRAMS GREETINGS TELEGRAMS INTERNATIONAL TELEGRAMS URGENT TELEGRAMS LETTER TELEGRAMS (LT) COMMONWEALTH SOCIAL TELEGRAMS (GLT) DE LUXE TELEGRAMS REGISTERED TELEGRAPHIC ADDRESSES (RTA) INLAND TELEGRAMS GREETINGS TELEGRAMS INTERNATIONAL TELEGRAMS URGENT TELEGRAMS LETTER TELEGRAMS (LT) COMMONWEALTH SOCIAL TELEGRAMS (GLT) DE LUXE TELEGRAMS REGISTERED TELEGRAPHIC ADDRESSES (RTA) INLAND TELEGRAMS GREETINGS TELEGRAMS INTERNATIONAL TELEGRAMS URGENT TELEGRAMS LETTER TELEGRAMS (LT) COMMONWEALTH SOCIAL TELEGRAMS (GLT) DE LUXE TELEGRAMS REGISTERED TELEGRAPHIC ADDRESSES

British TELECOM

Telegram service

British Telecom is reorganising and modernising the telegram service so that it can take a more useful part in the commercial and social life of the country. At the same time, the service is being put into the right shape to become part of the so-called 'electronic office' era; as this develops over the next few years. The introduction of new services and marketing opportunities are being considered, such as co-operative ventures with other organisations. The aim is to revitalise the telegram service, to make it more attractive to customers and to give customers, wherever possible, the services they want. In the face of all the more modern methods of communication, telegrams still have impact and demand attention. They are the small businessman's telex and for the large business they provide a back-up to the telephone and telex services. For the social user, telegrams 'SAY IT IN STYLE' for those special occasions throughout the year or for that very personal message. Telegrams can be sent anywhere within the UK and almost everywhere in the world.

How to send a telegram

Telegrams may be sent by telephoning or telexing local telegraph offices. The codes to dial are shown in the telephone or telex dialling instructions – no charge is made for these calls – the charge for a telegram is added to the customers telephone or telex account. When telephoning a message to a telegraph office customers are advised to write out the message before dialling, as this will save time. To allow the telegram operator to type the message, customers are asked to speak clearly, pause occasionally and spell any words that may be difficult. Telegrams may also be handed in at a post office; a form is provided at the counter.

How to address a telegram

When sending a telegram, customers are asked to ensure that it is addressed correctly and in a form that will enable it to be delivered without the need to refer to other documents. Telegrams may be addressed to postal addresses and, in many instances, to telephone or telex numbers, to Registered Telegraphic Addresses (RTAs), to ships, to airports or railway stations and to post or telegraph offices to await collection. Telegrams for telephone delivery should contain the name of the addressee, the telephone number and the exchange name (where applicable). In the case of international telegrams the name of the town and, if necessary, the country, should be given. When sending a telegram for delivery by telex, the telex number and the name of the Post town should be indicated. In the case of international telegrams the addressee's name and, if necessary, the country should also be given. Many businesses have an abbreviated Registered Telegraphic Address, consisting of a unique word and the name of the town. Telegrams to RTA addresses abroad may need to show the name of the destination country. The telegram operator will be pleased to give advice when customers wish to send telegrams to railway or aircraft passengers and crew, to post or telegraph offices to await collection, or to temporary addresses, such as caravans and HM Forces.

Principal services

Inland

The Ordinary telegram provides the standard service.

Greetings telegrams may be delivered in attractively designed cards for a small additional charge. Six designs are currently available – to cover Anniversaries, Births, Birthdays, Coming of Age, Weddings and General greetings – and these are revised occasionally. The greetings card is free on Mondays to Fridays if the telegram is phoned, telexed or handed in at anytime before noon on the day before delivery is required. The cards available are illustrated left or may be seen at Post Office counters.

International telegrams

The Ordinary telegram is the basic service and is available to all countries.

Urgent telegrams are messages of an immediate nature, and take precedence over all other classes of telegram, but not all countries accept them. Urgent telegrams cost twice as much as ordinary telegrams.

Letter Telegrams (LT) are for lengthy messages of a less urgent nature and are usually delivered the day after they are sent. The charge per word for letter telegrams is half that for ordinary telegrams, with a minimum charge as for 22 words.

Commonwealth Social Telegrams (GLT) are for non-business and family news of a less urgent nature. The service is available only to Commonwealth countries and territories under British Trusteeship. The charge for these telegrams is the same as for Letter Telegrams, except that the 22 word minimum does not apply.

De Luxe telegrams – many countries will deliver telegrams on decorative forms. This service is available for all classes of telegram for a small additional charge and is ideal for sending greetings.

Notice of delivery – Customers may ask to be advised of the time at which a telegram is delivered. The charge for this service is the same as for a seven word telegram to the country involved. This service can not be used with Letter or Commonwealth Social telegrams.

Registered Telegraphic Addresses (RTA)

For a fee of £10 plus VAT per year an abbreviated telegraphic address may be registered. Holders of a registered telegraphic address may specify the method by which they require telegrams to be delivered – telex, telephone, messenger or post. Other means of delivery after office hours or at weekends can be arranged and special temporary instructions (for holidays etc) can be lodged at any time as long as 48 hours advance notice is given. Also, by having a unique two word telegraphic address, the sender makes a useful saving on any further per word charge that would be required to give a complete address. Where the RTA instructions are for telex delivery, international telegrams are delivered direct to the customers telex machine from a computerised telegram retransmission centre as soon as they are received in this country. This automatic system eliminates manual handling and gives a fast and reliable service. Within the next two years, all inland telegrams addressed to an RTA, which specifies telex delivery, will be similarly treated.

Telegrams to ships at sea

All maritime services are covered in a separate leaflet, 'Keep in Contact Over the Waves', which is available at post offices.

DLT 100

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

Your Local Telegram Office will gladly supply any further information or details of any changes in the information in this leaflet since it went to print. The telex and telephone numbers are shown in the preface of your Telephone Directory.

8/81

Printed in England by Raithby, Lawrence & Company Ltd, Leicester and London.