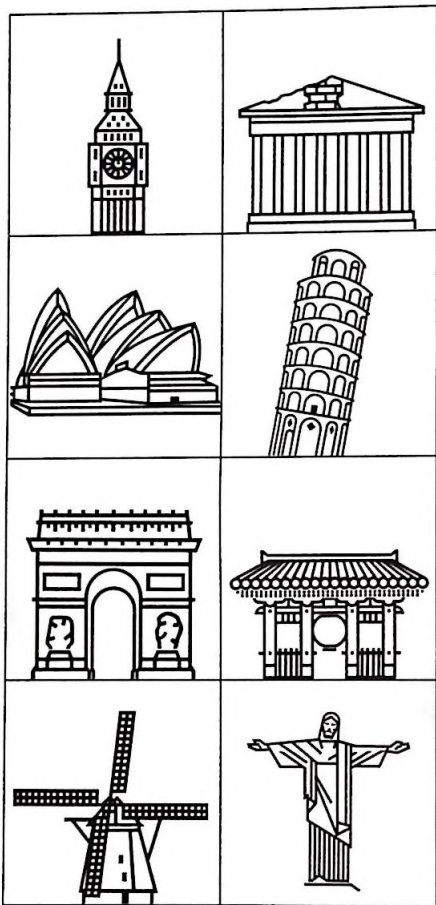


# Worldwide Access Numbers for Travelers



## Find the Best Direct Access Number to CompuServe Around the World

Use the information in this table to help you dial-up CompuServe when you travel. It lists the most cost-effective access number, network and customer service office for major cities outside the United States. It includes numbers for the CompuServe nodes in London, Frankfurt, Munich and Zurich, all of which support 9600-baud access. All other numbers (unless noted) support 2400-baud access. Members can access the service via a CompuServe node, through a third-party communications network such as Infonet, or Public Data Network (PDN). Information about connecting via a PDN is listed at the end of this table. To find access numbers for cities not listed and instructions on how to log on to the service when connecting via a network other than CompuServe, GO LOGON. For rate information, such as communication (network) surcharges, GO RATES. Telephone numbers for customer service offices appear on the back of this booklet.

### Key to Customer Service Offices:

USA: CompuServe United States  
 CUK: CompuServe United Kingdom  
 CE: CompuServe Central Europe  
 NIF: Nifty-Serve Japan  
 CPS: CompuServe Pacific—Australia/New Zealand  
 TTN: TTN-Serve Taiwan  
 POS: POS-Serve Korea  
 SUL: Switzerland  
 VNZ: CompuServe C.A.—Venezuela  
 CP: CHILEPAC—Chile  
 ARG: CompuServe S.A.—Argentina

### Key:

\* GO LOGON for additional access numbers  
 + 1200 baud access  
 ++ 9600 baud access

Country/City	Access #	Network	Customer Service
<b>AUSTRALIA</b>			<b>CPS</b>
Adelaide	08-272-5255	Falnet	
Brisbane	07-846-4437		
Canberra	06-257-4137		
Melbourne	03-510-2243		
Perth	09-321-4066		
Sydney	02 415-1324		
<b>AUSTRIA</b>			<b>CE</b>
Vienna	01-5 01 48	Infonet	
<b>BELGIUM</b>			<b>CE</b>
Brussels	02-647 98 47	Infonet	
<b>BRAZIL</b>			<b>USA</b>
Sao Paulo	000672	Infonet	
Outside Brazil	11 1081212		

Country/City	Access #	Network	Customer Service
<b>CANADA*</b>			<b>USA</b>
Calgary	403/232-6653	TYMNET	
	403/265-8292	DataPac	
Edmonton	403/466-5083	CompuServe	
Montreal	514/374-5340++	CompuServe	
Ottawa	613/830-7385	CompuServe	
Quebec	418/647-1116	TYMNET	
	418/647-3181	DataPac	
Toronto	416/265-8035++	CompuServe	
Vancouver	604/737-2452++	CompuServe	
Winnipeg	204/943-1912	DataPac	
<b>DENMARK</b>			<b>CE</b>
Copenhagen	038 331499	Infonet	
<b>FINLAND</b>			<b>CE</b>
Helsinki	0 9-29 19	Infonet	
<b>FRANCE</b>			<b>CUK</b>
Paris	01 43441212	Infonet	
<b>GERMANY*</b>			<b>CE</b>
Cologne	0221 2971	Datex-P	
Dusseldorf	0211 329318	Datex-P	
Frankfurt	069 20976++	CompuServe	
Hamburg	040-441261	Datex-P	
Hannover	0511 548181	Datex-P	
Munich	089-66 53 01 70++	CompuServe	
<b>HONG KONG</b>			<b>CE</b>
Hong Kong	824-1121	Infonet	
<b>IRELAND</b>			<b>CUK</b>
Dublin	01-76 88 00	Infonet	
<b>ITALY</b>			<b>CE</b>
Milan*	02 409 10853	Infonet	
	02 409 10891		
<b>JAPAN*</b>			<b>NIF</b>
Tokyo	03-5471-4970	CompuPass/Nifty	
	03-3739-9968	Leased Lines	
<b>KOREA</b>			<b>POS</b>
Seoul	080-022-7400	Infonet	
<b>LUXEMBOURG</b>			<b>CE</b>
Luxembourg	352 498822	Infonet	
<b>MEXICO</b>			<b>USA</b>
Cancun*	98-83-0013	Infonet	
	98-83-0035		
Guadalajara*	36-26-0231		
	36-26-0236		
Mexico City	5-538-7665+		
	5-538-4255+		
Monterrey	83-54-2292		
	83-54-2202		

# CompuServe®

Country/City	Access #	Network	Customer Service
<b>THE NETHERLANDS</b>			<b>CUK</b>
Amsterdam	020 6476171	Infonet	
(Amstelveen)	020 6450952+		
<b>NEW ZEALAND</b>			<b>GPS</b>
Auckland	09-358-3031	Falnet	
Wellington	04-499-3422		
<b>NORWAY</b>			<b>CUK</b>
Oslo	02 423590	Infonet	
<b>PHILIPPINES</b>			<b>USA</b>
Manila	2-8171449	Infonet	
<b>PORTUGAL</b>			<b>CUK</b>
Lisbon	01 609192	Infonet	
<b>RUSSIA</b>			<b>CE</b>
Moscow	928-0985	SprintNet	
<b>SINGAPORE</b>			<b>USA</b>
Singapore	5351444	Infonet	
<b>SOUTH AFRICA</b>			<b>CE</b>
Cape Town	21-4197424	infonet	
	21-4197432		
Durban	031-23-1184		
	031-29-0277		
Johannesburg	011-403-5730		
<b>SPAIN</b>			<b>CUK</b>
Barcelona	03 4300202	Infonet	
Madrid	01 3581951		
<b>SWEDEN</b>			<b>CUK</b>
Stockholm	08 764 6595	Infonet	
<b>SWITZERLAND</b>			<b>SUI</b>
Available from all Swiss cities:			
	049 049 111++	Telepac	
	049 047 111		
Berne*	031 260 787	Infonet	
Geneva	022 7986364	Infonet	
Zurich	01-273-1028++	CompuServe	
<b>TAIWAN*</b>			<b>TTN</b>
Taipei	02-785-1001	TTN-Net	
<b>UNITED KINGDOM*</b>			<b>CUK</b>
Birmingham	021 633 3474	GNS Dialplus	
Bristol	0272 211545	GNS Dialplus	
Edinburgh	031 313 2137	GNS Dialplus	
London	071 490 8881++	CompuServe	
Manchester	061 834 5533	GNS Dialplus	
<b>VENEZUELA</b>			<b>VNZ</b>
Caracas*	2-793-3233	VENZ-Net	
	2-793-2250		

## PDN-Connect

In locations where there are no CompuServe nodes and no third-party networks such as Infonet or DataPac, members can contact the country's PTT (Post, Telephone & Telegraph) office for instructions on how to connect to CompuServe via a Public Data Network (PDN). PDNs usually require a Network User Identification number (NUI) to use the network. Listed below are some of the countries where local PDN access is available, and the PTT or company to contact for access information. **Be sure to check PDN rates carefully**, because costs for accessing CompuServe via PDNs can be expensive for such online activities as uploading or downloading files. For more information about which network to use and log-on instructions for these and other countries not listed, GO LOGON and follow the country menus.

**Argentina**  
CompuServe S.A. Argentina  
Florida 671 E.P. 1005  
Buenos Aires  
(+54) 1-322-1864

**Bermuda**  
Cable & Wireless PLC  
Manager, Marketing  
Hamilton  
809/297-7147  
Fax: 809/295-7909

**Chile**  
CHILEPAC S.A.  
Gerencia Red de Datos  
Morande 147  
(+56) 2 696-8807

**Commonwealth of Independent States (formerly USSR)**  
Institute for Automated Systems  
Moscow  
(+095) 229-78-46

**Czechoslovakia**  
(PTT located within Austria)  
Radio-Austna A.G.  
Customer Support, Data Services  
Vienna  
(+43) 1 50145  
Fax: (+43) 1 50260

**Greece**  
Hellenic Telecommunication Organization SA (OTE)  
Telex and Data Transmission Division  
Athens  
(+30) 1/611-7742 or 611-7743  
Fax: (+30) 1/611-7511

**Iceland**  
General Directorate of Posts and Telecommunications  
Data Services  
Reykjavik  
(+354) 1-26000 or  
354-1-626193  
Fax: (+354) 1-28245

**India**  
Videsh Sanchar Nigam Ltd.  
Bombay  
(+91) 22-274303 or 271819  
Fax: (+91) 22-954321 or  
942222

**Israel**  
BEZEQ, The Israel Telecommunications Corporation Ltd  
Marketing and Customer Services Division  
Tel Aviv  
(+972) 3-208362

**Malaysia**  
Sayarikat Telecom Malaysia Berhad (STM)  
STM Headquarters  
Kuala Lumpur  
(+60) 3-2329494

**Saudi Arabia**  
Ministry of PTT  
Subscription Services  
Riyadh  
800/124-0800  
Outside Saudi Arabia:  
(+966) 1-4547315

**Thailand**  
Communications Authority of Thailand  
Commercial Service  
Bangkok  
(+66) 2-234-7242 ext. 2217 or  
233-1050 ext. 2521

## How to Contact Customer Service

Below is a listing of CompuServe Customer Service numbers worldwide. To find these numbers online, GO QUESTIONS, then choose Option 3, "Contacting Customer Service." Members worldwide can GO FEED-BACK to leave a message for Customer Service.

**Argentina (ARG)**  
In Argentina: 01-322-1864  
Outside Argentina:  
(+54) 1-322-1864

**Korea (POS)**  
Freephone within Korea:  
080-022-7400  
Outside Korea:  
(+82) 2-569-5400

**Australia/New Zealand (CPS)**  
Freephone (Aus.):  
008-023-158  
Freephone (NZ):  
0800-441-082  
Outside Aus. & NZ:  
(+61) 2-410-4555

**Switzerland (SUI)**  
Freephone within  
Switzerland:  
155-31-79

**Central Europe (CE)**  
Freephone within  
Germany: 0130-86-4643  
Outside Germany:  
(+49) (89) 66 55 0-222

**Taiwan (TTN)**  
In Taiwan: 02-515-7035  
Outside Taiwan:  
(+886) 2-515-7035

### China (CP)

Within Santiago metro area:  
696-8807  
Other cities in Chile:  
02-696-8807  
Outside Chile:  
(+56) 2-696-8807

**United Kingdom (CUK)**  
Freephone within  
the UK: 0800-289-458  
Outside UK: (+44) 272 255111

### United States (USA)

In the US and  
territories: 800-848-8990  
Outside US:  
(+1) 614-457-8650

### Japan (NIF)

Toll-free: 0120-22-1200  
Outside Japan:  
(+81) 3-5471-5806

### Venezuela (VNZ)

In Venezuela: 2-793-2984  
Outside Venezuela:  
(+58) 2-793-2984