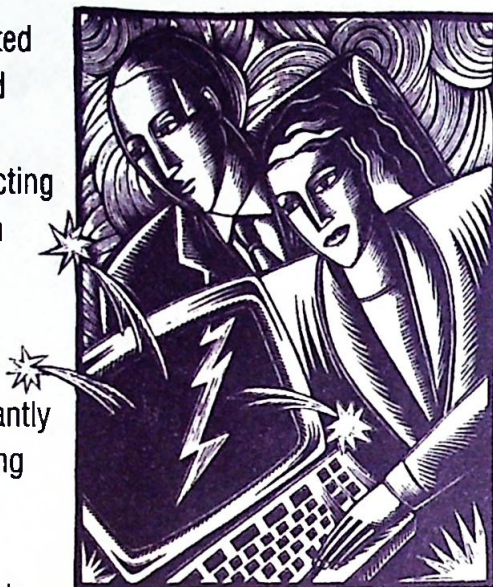# CompuServe DIRECTORY

Your Complete Guide to the
Information Service You Won't Outgrow

Here is your CompuServe Directory, a concise listing and description of CompuServe's online services. CompuServe is the world's most comprehensive network of people with personal computers. To make it easy for you to access the thousands of CompuServe services, we've listed them alphabetically and grouped them under major categories. Access services quickly by selecting GO from the Services pull down menu and typing in the Quick Reference Word that is part of each Directory entry.

At CompuServe, we are constantly expanding our services by adding new information and updating existing services.

Use this Directory as your guide, and you'll find that CompuServe is the service you won't outgrow.

Codes Used In the Directory

CompuServe basic services have no symbol next to them on menus, making them easy to identify. Extended services, which are available at an hourly rate, have a "+" next to them. Premium services, which have an hourly rate and a surcharge, have a "$" next to them on menus. Executive Option services, which have an hourly rate and sometimes a surcharge and are accessible only through an Executive Option membership, have an "E" or a "$E" next to them. GO EXECUTIVE to learn more about the Executive Option Service. Here's a handy chart to help define CompuServe product categories:*

Type of Service	Cost	Symbol	Example
Basic*	$7.95/mo.	none	Academic American Encyclopedia
Extended	hourly	+	IBMNEW +
Premium	hourly/surcharge	$	IQuest ($)
Executive w/surcharge	hourly/surcharge/membership	$E	Disclosure ($E)

Note: When selecting a CompuServe service with the "+" symbol, hourly pricing begins with the next screen. When a surcharge is incurred for a portion of a product, the $* designation is used.

*For more information on basic services see the last page of this directory.

For more details on CompuServe's new basic services see the back cover of this directory

Membership Support Services

This section helps you find your way around the CompuServe Information Service. It provides information such as billing, logging on, ordering and operating rules.

Ask Customer Service   QUESTIONS

Customer Service makes it easy to get the help you need whenever you need it. When a question comes up while you're online, visit Customer Service. Customer Service provides a list of commonly asked questions about CompuServe and their answers. Questions are answered on such topics as CompuServe Mail, billing, forums, logon, CB and CompuServe software. Customer Service is continually updating the Questions and Answers database to keep up with the growing Information Service. When you can't find the assistance you need in users guides or online, let Customer Service answer your individual questions. Customer Service Representatives help solve any problems you may encounter and encourage your comments. Select the option for FEEDBACK to visit the Feedback area and send questions, comments or suggestions to CompuServe.

If you have a question or problem that requires immediate attention, a Customer Service Representative can help you. Members from the U.S. can call (614) 457-8650. Members from the U.S. including Puerto Rico, St. Thomas, St. John and St. Croix can call (800) 848-8990. Representatives are available from 8 A.M. to midnight, Monday through Friday and from noon to 10 P.M. on weekends, Eastern Time. Holiday hours vary. Recorded support is available around the clock through the Customer Service phone system. Using a touch tone phone you can find assistance with file transfers and CompuServe Mail, phone numbers, rates and more. European members may contact their CompuServe Europe Representative in the United Kingdom at 0800 289 458, in Switzerland at 155 31 79 and in Germany at 0130-4643. Other members from outside the U.S. can call (614) 457-8650 for help.

Billing Information   BILLING

View your charges or look up current rates in this service area. You will find explanations of the available billing options and your personal billing information for the last 12 weeks. You can also change your billing option, change your billing address or select the Executive Service Option. A section explains the various billing options available to CompuServe members including VISA, MasterCard, American Express, Electronic Funds Transfer and Business Account. Members using the Electronic Funds Transfer billing option can find the amount they owe and review charges. The terms for Electronic Funds Transfer are also listed.

Change Equipment/ Display Profile   TERMINAL

This powerful area enables you to change your terminal type, your settings (such as line length, baud rate, parity and output delays) and your first logon action. In addition, you can build your own personal menu of products that will display at logon.

Change Your Billing Address   ADDRESS

Use this choice to change your billing address and phone number.

Change Your Billing Method   BILOPT

You can change your billing option from Electronic Funds Transfer (EFT) to credit card, from credit card to EFT or from one credit card to another. EFT members can change their checking account information. If your card has been recently renewed and you need to enter the new expiration date, you can use this option to do so. You can also find information about converting your account to a business account.

Change Your Password   PASSWORD

This option enables you to change your password.

CIM Support Forum   CIMSUP

If you use or are considering using CIM, join the CompuServe Information Manager™ (CIM) Support Forum. Operated by CompuServe Incorporated, this forum provides information about CIM's powerful interface that allows you to use all of CompuServe's online features such as forums, CB, news and reference products, financial databases and quotes and CompuServe Mail. Find answers to your questions about installation, required hardware, terminal emulation and general use of CIM.

Command Summary/ How To Use   COMMAND

Command Summary explains the commands that can be used in the CompuServe Information Service and how to use them. It explains the menus, control characters and communication standards. It also lists access telephone numbers and gives access to billing information.

CompuServe Information Services   CISSOFT

CompuServe offers its subscribers information and support for CompuServe's communication programs such as CompuServe Information Manager (DOS and Mac versions), CompuServe Navigator and Professional Connection, which simplify the user interface to CompuServe and other computer systems. Learn about each product's special features, equipment requirements and upgrade information. Receive prompt answers to your questions through forums that are available for each product.

Current Rates RATES

This section lists the fees associated with CompuServe use and the billing options available to subscribers.

Feedback to CompuServe FEEDBACK

Feedback enables you to send your question, comment or suggestion to CompuServe. The Customer Service Representative will respond via CompuServe Mail as quickly as possible.

Find a Topic INDEX

CompuServe indexes products by topic and alphabetically. In INDEX, if you enter a topic such as food or sports, you are given a menu list of CompuServe products and their Quick Reference Words or page numbers. Enter the GO command with either the Quick Reference Word or page number to quickly go to the product. You can also get an alphabetical listing of all CompuServe products and their Quick Reference Words. The index is also available by entering the FIND command at any ! prompt.

Free Practice Forum PRACTICE

Practice makes perfect and that's what this forum is all about. You can learn how to use the CompuServe software and tap into its many powerful features without incurring any CompuServe connect charges. Learn to navigate through the forums and become familiar with their look and feel. You can experiment and post questions on this forum's message board at your leisure and get the most from your paid forum time.

General Billing Information BILINF

This section provides detailed information about your charges and ways to inquire about them. It tells you how to submit error correction requests to CompuServe. It also tells you how to avoid unauthorized use of your account and what to do if you suspect unauthorized use.

Mac CIM Support Forum MCIMSUP

If you use or are considering using CompuServe Information Manager™ (CIM) for your Macintosh, join the Mac CIM Support Forum. Operated by CompuServe Incorporated, this forum provides information about CIM's powerful interface for the Macintosh that allows you to use all of CompuServe's online features such as forums, CB, news and reference products, financial databases and quotes and CompuServe Mail. Find answers to your questions about installation, required hardware, terminal emulation and general use of CIM. See CIM Support Forum (GO CIMSUP) for information about CIM for the PC.

Member Recommendation Program FRIEND

The Member Recommendation Program enables you to earn online usage credit for introducing friends to CompuServe. Information is provided on the program and on any additional offers or contests available for winning online usage credit for member referrals.

Membership Changes MEMBER

This enables you to change the way that information is displayed on your screen or printer. You can add or remove your name from various mailing lists associated with the CompuServe Information Service, including the *CompuServe Magazine* subscriber list, CompuServe special mailings list, and a list made available to vendors. You can add your name to the online membership directory. You can also change your password or billing option and notify CompuServe of your change of address or if you must cancel your membership. More information on these areas can be found in the *Users Guide*.

Membership Directory DIRECTORY

This directory enables you to search for other members by name. All members are included in the Membership Directory, unless they specifically request exclusion. Now you can obtain the User ID number of other members and easily communicate with them via CompuServe Mail or through our other online communication services.

Navigator Support Forum NAVSUP

Prospective and current users of CompuServe's Navigator, a program that helps members save connect time, can find the latest information on the program in the Navigator Support Forum. Find answers to your questions about installation, session parameters, hardware required, Navigator faces and Navigator patches.

Node Abbreviations NODES

This section lists the unique three-letter CompuServe codes that indicate a member's local telephone access point.

Online Today Advertisers
Online Inquiry OLI

You can request general information about an ad displayed in *CompuServe Magazine* and request product literature directly from advertisers.

Order Executive Service Option EXECUTIVE

CompuServe's Executive Service Option enables you to access additional value-added services, purchase many CompuServe products at a discount, and increase your online storage capabilities, including increasing the storage period from 30 days to six months. Members with the Executive Service Option also receive volume discounts on information retrieval from selected transaction price financial databases. The option provides access to exclusive databases including Ticker Retrieval, DISCLOSURE II, Executive News Service, SuperSite, Institutional Broker's *Estimate System, Securities Screening, Return Analysis and Company Screening. Those members whose accounts carry the Executive Service Option also receive direct marketing offers from many of CompuServe's affiliated merchants and manufacturers. Most executive products display best on 80-column screens. Online services provided with the Executive Service Option are marked with an (E) on menus.*

Order From the CompuServe Store ORDER

Access CompuServe's online ordering service and place your order by selecting from CompuServe's many exciting products — users guides, communication software, game maps and more. You can check on an existing order's status and change an order before it is filled.

Quick Reference Word List QUICK

A list of Quick Reference Words is provided. The Quick Reference Words are used following the GO command to quickly take you to the product named. In the Almanac, Quick Reference Words are at the upper-right corner of each description. Example: GO QUICK.

Reviewing Your Charges/Usage CHARGES

Review your usage and your charges as current as yesterday's logoff and typically as far back as 12 weeks. See for yourself when your payment is posted, which services you used that generated a surcharge, credits applied and your account balance. You can find explanations of each billing option's billing process. A hard copy of your usage details can be mailed to you for a fee.

Rules of Operation/Copyright RULES

This section offers a complete description of the CompuServe Operating Rules. The Operating Rules are designed to protect the data and communications offered by CompuServe information providers and customers, and make online usage a positive experience for everyone. The Operating Rules cover copyright policy and service agreement terms including commonly asked questions about copyright and ownership of material, particularly as they relate to public domain information and shareware programs.

Specials/Contests SPECIALS

Something new is always happening at CompuServe. Here you can learn where you can win prizes, who is offering free connect time or discounts, and what extra-special events are being held.

Telephone Access Numbers LOGON

This section gives information related to accessing CompuServe including telephone access numbers, busy signal/network problems, node abbreviations and communication surcharge information. Specific instructions are also available for logging on using the CompuServe, TYMNET, Sprintnet (Telenet), Datapack, LATA, INFONET, FALNET (Australia), TTN-Net communication networks, as well as European, Japanese and Venezuelan access information.

Telephone Access Numbers PHONES

This section enables you to list or search for network access telephone numbers that connect to the CompuServe Information Service.

Tour TOUR

The CompuServe Guided Tour takes you on a quick trip through the Service, giving you an overview of what's available in each of the General Services categories. After each section you have the option of continuing on the Tour or learning more about that section.

What's New This Week NEW

What's New is a weekly column that describes new and updated services on CompuServe. It includes news from the Electronic Mall, forum conference schedules, CompuServe community news and *Online Today Daily Edition*.

Related Topics

Communications
CompuServe Mail   MAIL
CompuServe Mail Hub   MHS or MHSADM
The Convention Center   CONVENTION
Directory of Members   DIRECTORY
Forums   FORUMS
Participate   PARTI
Computer and Software Support
Online Today Daily Edition   OLT
Online Today Readers' Forum   OLTFORUM
Personal File Area   PER
European Services
Company Information   EUR-25
Logon Instructions   EUR-9
Personal Computer Support   EUR-18

European Services

CompuServe provides its European members with the same high quality service for which CompuServe is renown in the United States. The European section (GO EUROPE) of CompuServe contains many of the same services available in Membership Support Services (see Section 1.) This chapter contains the services in the European section which are specifically directed towards European members including Company Information, Logon Instructions and Personal Computer Support. Most of the services listed in these sections are described fully in other sections of this Directory. See Related Topics for a list of international services.

Company Information   EUR-25

Company Information provides you with several resources for finding financial information about European and American companies. For full descriptions about each resource, see Section 4, Computer and Software Support; Section 7, Investing and Finance; Section 8, News, Weather, Sports and Section 11, Reference Library.

Logon Instructions (Europe)   EUR-9

This section gives information about accessing CompuServe including telephone access numbers, busy signal/network problems, node abbreviations and communication surcharge information for the United Kingdom, Switzerland, Germany and all other European countries. Specific instructions are also available for logging on using the CompuServe, Infonet, PSS Dialplus, Telepac, Datex-P and PTT (public Packet Switching Network) communications networks.

Personal Computer Support   EUR-18

Personal Computer Support lists forums that contain information specifically for European users such as IBM European Users Forum, UK Computing, Nantucket Germany Forum, German Markt & Technik AG and Microsoft Central Europe Forum. For descriptions on individual forums, see Section 4, Computer and Software support.

Related Topics

Communications
CompuServe Mail   MAIL
CompuServe Mail Hub   MHS or MHSADM
The Convention Center   CONVENTION
Directory of Members   DIRECTORY
Forums (SIGS)   FORUMS
Participate   PARTI

Computer and Software Services
Hardware Forums   HARDWARE
IBM European Users Forum   IBMEUROPE
Markt & Technik AG   MTD
Microsoft Central Europe Forum   MSF
Nantucket Forum   NANFORUM
Nantucket Germany Forum   NANGMBH
Software Forums   SOFTWARE
UK Computing Forum   UKFORUM
UKSHARE Forum   UKSHARE

Investing and Finance
European Company Library   EUROLIB
German Company Library   GERLIB
International Company Information   COINTL
InvesText   INVTEXT
MMS International Financial Reports   MMS
UK Company Library   UKLIB
UK Historical Stock Quotes   UKPRICE

Membership Support Services
Ask Customer Service   QUESTIONS
Billing Information   BILLING
Change Equipment/Display Profile   TERMINAL
Change Your Billing Address   ADDRESS
Change Your Billing Method   BILOPT
Change Your Password   PASSWORD
Command Summary/How To Use   COMMAND
Current Rates   RATES
Feedback to CompuServe   FEEDBACK
Find a Topic   INDEX
Free Practice Forum   PRACTICE
General Billing Information   BILINF
Member Recommendation Program   MRP
Membership Changes   MEMBER
Membership Directory   DIRECTORY
Node Abbreviations   NODES
Online Today Advertisers Online Inquiry   ONLINE
Order Executive Service Option   EXECUTIVE
Order From the CompuServe Store   ORDER
Quick Reference Word List   QUICK
Reviewing Your Charges/Usage   CHARGES
Rules of Operation/Copyright   RULES
Specials/Contests   SPECIALS
Tour   TOUR
What's New This Week   NEW

News, Weather, Sports
UK Newspaper Library   UKPAPERS
UK News/Sports   UKNEWS or UKSPORTS

Reference Library
Business Database Plus   BUSDB