
CompuServe Information Service Subscription Information

Here are the answers to some questions you may have about the CompuServe Information Service.

What do I get free on CompuServe?

You have received a User ID and password that allows you to "log-on" (access) and sample the CompuServe Information Service (CIS) for one FREE hour of Standard Service connect time under a free sample subscription. You will find log-on instructions on a sheet titled "Log-on Procedures" in the package with your User ID and password. You are also given the opportunity to enter information on-line and become a CIS "Active Subscriber" without any initiation or one time subscription charge. As a customer you will pay only for the services you use and purchases you make after you have used your free connect hour. As an "Active Subscriber," you will begin receiving a free monthly copy of our UPDATE newsletter plus a free introductory subscription to our TODAY magazine.

How can I become an active subscriber after I use my free sample subscription time?

You will need to enter information on-line and also mail us an agreement. Anytime during your free one hour sample subscription, or for up to 90 days thereafter, you may enter your information on-line by simply selecting "Sign up for continued service" right after logging on. Before signing up, the computer will display some important initial information. It will then prompt for information such as billing address, telephone number and billing option. After you enter your responses, you will be informed that a new password will be mailed to the address you indicated. If you have not used up your entire free connect hour, you should continue to use your current password until your free time is completely used or until the effective date of your new password (printed on the new password sheet), whichever comes first. To complete the subscription process, you are to fill in the blanks and sign the printed "Service Continuation/Request and Agreement" form found in your initial package with your User ID. Enclose it in the postage paid envelope and mail it to CompuServe. If you have followed these instructions and answered all the questions on-line, you will be a CIS "Active Subscriber" upon the effective date of your new password.

How am I charged for using CompuServe?

First of all, you are to have an address within the 50 United States or Canada. You have four billing options:

- 1 & 2: You can be billed through VISA or MasterCard and incur NO additional CIS billing service charges.
- 3: Bank One of Columbus, NA, offers a VIP revolving credit billing service which has an additional billing service charge. VIP is by prior application and may be initiated by sending a letter to CompuServe Information Service, Customer Support Department, P.O. Box 20212, Columbus, OH 43220.
- 4: CompuServe offers a Direct Bill service to customers with a U.S. address. This service has a \$200 per billing period maximum limit and has an additional billing service charge.

In all cases, your bill will consist of a total of your connect time usage and purchases. Customers interested in seeing the details of their usage can view their personal account information on-line.

Do I have to dial long distance to access CompuServe?

No, not if you live within the local dialing radius of one of our many CompuServe communications network locations found in most of the major metropolitan areas within the continental United States. A list of all CompuServe network telephone numbers has been included in the package with your User ID. CompuServe also provides supplementary networks that can be used to access the information service. When using a network other than the CompuServe network, you are charged an additional communications surcharge. The most up-to-the-minute information on all of the networks' telephone numbers can be found on-line.

At what rate should I set my modem to use the CompuServe Information Service?

Your computer or terminal and modem should be set at 110 through 300 baud. Additional charges will be incurred if you wish to communicate at a higher baud rate.

Is there a way to store my own information on CompuServe?

Yes, you are allotted 128,000 characters of on-line disk storage at no charge. Additional storage is available upon request in 64,000 character increments. You pay an additional weekly storage charge until you cancel the request.

Are there any other times I can use CompuServe?

After you become an Active Subscriber, you are eligible for Prime Service access from 8 a.m. to 6 p.m. Monday through Friday at a higher connect hour rate. If you are interested in subscribing to Prime Service (and have become an Active Subscriber) send us a letter requesting a "Prime Service Addendum" to CompuServe Information Service, Customer Support Dept., P.O. Box 20212, Columbus, OH 43220.

The above information is accurate as of August 1, 1982. CompuServe reserves the right to modify any of its services or offerings in an effort to provide the highest quality service possible. You may find the most current customer information either on-line or by calling CIS Customer Service at the telephone numbers below.

We hope this information has been helpful. Our Customer Service staff is available to assist you from 8 a.m. to midnight, Monday through Friday and from 2 p.m. to midnight on Saturday and Sunday, Eastern Time. The Customer Service telephone numbers are:

614/457-8650 from within Ohio or outside contiguous U.S.
800/848-8990 from outside Ohio, within contiguous U.S.

CompuServe