Tel-Me
Teledirectory

What is Tel-Me Teledirectory?

Tel-Me Teledirectory provides you with rapid access to any phone number within any BT Phone Book in the UK. By efficiently accessing British Telecom's Phone Base using state-of-the-art fuzzy logic techniques, Teledirectory ensures that you receive the most recent telephone number for each enquiry.

If you are looking for a business telephone number, the Tel-Me Thomson Business Finder should provide you with a quicker, more detailed response.

Telephone number information is provided under licence from British Telecommunications plc and is subject to the provisions of the Data Protection Act.

See also
Making a Teledirectory Enquiry
Viewing the Response
Teledirectory Data Quality
Constructing More Effective Enquiries
How Teledirectory Works to Find Numbers
Bulk Enquiries

The Data Protection Act
In common with all forms of access to British Telecom's telephone number information, use of the Tel-Me Teledirectory service is subject to terms and conditions designed to protect individual privacy. These include the requirement that you abide fully by the terms of the Data Protection Act, and any regulations or guidelines introduced by the Government, or any statutory or industry regulatory body, concerning the privacy of telephone subscribers.

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Bulk Enquiries

Where larger volumes of telephone numbers enquiries are required, Datacare (a division of PhoneLink plc) provides a cost effective solution.   Datacare can be contacted on 0151 600 6060.

Viewing the Response

When the response is received, Teledirectory will display the returned names, addresses and postcodes as well as telephone numbers in the Product Area.

You can then transfer to the Extended Information Screen to view the response further.

See also

Teledirectory Menus and Toolbar
Making a Teledirectory Enquiry
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How Teledirectory Works to Find Numbers

Teledirectory Data Quality

- Teledirectory accesses the PhoneBase database which is hosted and maintained by BT.
- The PhoneBase database does not hold ex-directory numbers and, unlike the 192 service, cannot tell you that a number you are looking for is ex-directory.
- The PhoneBase database does not hold DQR (Directory Query Restricted) numbers. These are where the subscriber has chosen to make the number available to users of the 192 service, but not have the number listed in the phone book (or on PhoneBase).
- The person you are looking for is a recent cable subscriber. The process for getting cable subscribers into PhoneBase can suffer very long delays.
- PhoneBase contains no phone subscribers in Kingston Upon Hull or the Channel Islands.
- BT's geographical boundaries do not always coincide with postal areas or postal towns. See Constructing More Effective Enquires for more help.
- The PhoneBase entries for some organisations, such as Police, Local Government and Utilities require a special approach. See Constructing More Effective Enquires for more help.

See also
Making a Teledirectory Enquiry
Viewing the Response
Constructing More Effective Enquires

Constructing More Effective Enquires

▪ If you are searching for a business number, try the free Tel-Me Thomson Business Finder service first. This provides more consistent results and has additional functionality that makes it easier to use.

▪ BT geographical boundaries do not necessarily coincide with postal areas or postal towns. You may need, therefore, to widen the search to a county if a first search was unsuccessful. The common abbreviations for countires (e.g. Lancs., Bucks., etc.) are accepted.

▪ If your first search returns ten answers, none of which are the required one, you should check the enquiry parameters for accuracy and/or narrow down the search (i.e. enter a little more address information).

▪ If, however, you receive no answers, you should consider widening the search by removing the building name or street address, by removing (possibly) incorrect initials or choosing a broader geographic location. The Restore function (available from the Edit menu or from the toolbar) is very useful in these situations.

▪ Special approaches are required for the following entries:

Schools	Railway Stations
Banks	Water Companies
Clinics	Gas and Electricity Companies
Post Offices	Universities and Colleges
Police	Fire Brigades

See also
Making a Teledirectory Enquiry
Teledirectory Data Quality

How Teledirectory Works to Find Numbers

When your enquiry is sent by Teledirectory, it is passed to the PhoneLink Central Processing Facility where it is then presented to the <u>BT Phone Base</u> system. One of three situations then occurs:

1. The initial enquiry fails to locate a match. In this case, the proprietary PhoneLink system then uses intelligent <u>fuzzy logic</u> techniques to examine and rearrange your enquiry into a form that will be better accepted by the Phone Base system.

2. The initial enquiry returns many matches, i.e. from a popular name. Once again the PhoneLink system employs fuzzy logic methods to rank each answer in terms of suitability to your enquiry and form a top ten list. The list of ten answers are then displayed on your system in descending order of rank.

3. The initial enquiry returns between one and ten answers in which case these are transferred directly to your system.

Using this system, Teledirectory offers a lot more than a simple search program and saves you time by intelligently interpreting the often unpredictable results.

See also
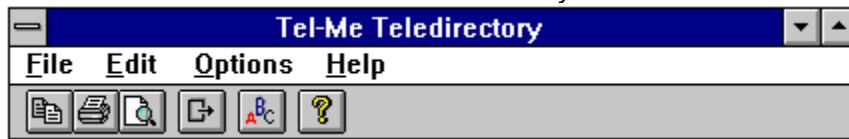<u>Making a Teledirectory Enquiry</u>
<u>Viewing the Response</u>
<u>Teledirectory Data Quality</u>
<u>Constructing More Effective Enquiries</u>

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Teledirectory Menus and Toolbar

The menus and toolbar within the Teledirectory Extended Information Screen are arranged as follows:

Click on the required item for more information.

See also

Making a Teledirectory Enquiry
Viewing the Response
The Extended Information Screen

BT Phone Base

This is the central database used by BT Directory Enquiries and from which all Phone Books are created. The database contains over 17 million entries and is updated some 40,000 times every day.

Phone Base does not provide ex-directory or DQR numbers. DQR (Directory Query Restricted) numbers are those which are not published in Phone Books but will be given on request by Directory Enquiries.

Fuzzy Logic

Fuzzy Logic is a computer technique that uses complex mathematical equations to make intelligent decisions according to the information that is presented. Using these techniques, the computer can make subjective decisions and not just the usual Yes or No.

BT Geographical Boundaries

BT geographical boundaries do not necessarily coincide with postcode areas or postal towns. You may need, therefore, to widen the search to a county if a first search was unsuccessful. The most commonly used abbreviations for counties (e.g. Lancs, Bucks) are accepted.

A Special Service for Database Updating

Whenever the need arises to update databases, PhoneLink's DataCare telematching bureau provides a speedy, accurate and cost effective solution. DataCare can comfortably process 1.5 million records per week. The media options include hard copy, disk and tape; connectivity options include modem and ISDN2. For more information telephone DataCare on 0151-600 6060.

File

Print...   Sends the displayed information to the currently selected printer for output. Press **Ctrl** and **P** as a shortcut for this option.

Print Preview   Displays a preview of how the information to be sent to the printer is expected to appear when it is output. Within the preview you can zoom in and out to view specific areas and move between the various pages to be printed.

Print Setup...   Selects the Windows Printer Setup dialog box so that you may configure a selected printer.

Exit   Closes the Extended Information Screen and returns to the Tel-Me product area.

Edit

Cut   This option is not available within this product and remains greyed-out.

Copy   Places a copy of the displayed report information into the Windows clipboard so that it can be transferred to another program. Press **Ctrl** and **C** as a shortcut for this option.

Paste   This option is not available within this product and remains greyed-out.

Options

Fonts...   Displays a standard Windows font selection dialog box so the text can be reformatted.

Help

Contents   Displays the main contents page of this help program.

Help on Teledirectory   Displays the initial page and contents of the Teledirectory help. Press **F1** as a shortcut for this option.

About Teledirectory   Provides copyright and version details for the current version of this product and also indicates the system resources available.

Copy Button

Places a copy of the displayed information into the Windows clipboard so that it can be transferred to another program. Press **Ctrl** and **C** as a shortcut for this option.

This option is also selectable from the Edit menu.

Print Button

Sends the displayed information to the currently selected printer for output. Press **Ctrl** and **P** as a shortcut for this option.

This option is also selectable from the File menu.

Print Preview Button

Displays a preview of how the information to be sent to the printer is expected to appear when it is output. Within the preview you can zoom in and out to view specific areas and move between the various pages to be printed.

This option is also selectable from the File menu.

Exit Button

This is the same as using Alt-F4 and will close the Extended Information Screen to return control to the Product Area.   This action has no effect on the data which will still be available in the Library for re-examination.

This option is also selectable from the File menu.

Fonts Button

Displays a standard Windows font selection dialog box so the text can be reformatted.

This option is also selectable from the Options menu.

Help Button

Displays the initial page and contents of the Teledirectory help. Press **F1** as a shortcut for this option.

This option is also selectable from the Help menu.