

**NEWS BULLETIN**

DOCS.I0282

Dear Customer:

**Price Change --** Effective April first our daily data prices are In an effort to assist customers and help enhance the value of our service we are in the habit of reporting miscellaneous significant events.

**Error 5 --** A common error message reported to us since the latest CompuTrac release is caused predominantly by users of the new "Short Files". An error 5 is an "out-of-data" error and it means that you are trying to write a record (day of information) on a file past the last day created. "Short Files" created with less space than anticipated to be required will generate an ERROR 5 condition when you try to post data past the ending date. A temporary correction is the deletion of the offending file from disc and reaccessing your data a second time.

**New Delivery Month Codes for Nearest Future Contracts --** The following delivery month codes have the following meaning and should be noted when ordering data for daily access:

<u>Del Mo Code</u>	<u>DESCRIPTION</u>
61	Prior day cash price information
54	Current day cash price information (To be announced soon)
60	The nearest future contract (includes switching months)
56	The nearest future contract (excludes switching months)
59	The nearest future contract (includes switching months)
55	The nearest future contract (excludes switching months)
58	The second nearest future (excludes switching months)
57	The third nearest future (excludes switching months)

**First Day of Delivery month to exclude --** A parameter used in ordering data for roll-forward purposes is the day within the delivery month when data reports are to stop for the current delivery month and start for the next generic candidate delivery month in your list. This concept has been extended to allow the roll forward to occur on any day of the month prior to delivery. To make use of this capability show a 'P' adjacent to the first day of the spot month to exclude on the order form.

**Compiled Quicktrieve --** We regret not having mailed out the new 1.2 release of Quicktrieve. We have been having trouble overlaying some of the routines where memory is tight. We expect, however, to have the program working within another week. The new

Quicktrieve will be slot independent for the printer, micromodem and the disc drives, and it will work with an accoustically coupled modem domestically or from overseas.

**o Price Change --** Effective April first our daily data prices are going down again. Efficiencies in our operation here in Florida have made it possible for us to charge less for Quicktrieve users and pass the savings on to you. If you are not now a user of Quicktrieve than you can save more dollars on your monthly bill by converting to it. If you wish to make the change and you have never paid an initiation fee for the CSI service then enclose \$40.00 with your payment so you can save on your monthly bill beginning April 1st.

Sincerely,  
*Bob Pelletier*  
Robert C. Pelletier

**o New Delivery Month Codes for Nearest Future Contracts --** The following delivery month codes have the following meaning and should be noted when ordering data for daily access:

<u>No</u>	<u>Code</u>	<u>DESCRIPTION</u>
51		Prior day cash price information
54		Current day cash price information (To be announced soon)
56		The nearest future contract (rolls on last trading day) (includes switching months)
56		The nearest future contract (rolls on last trading day) (excludes switching months)
59		The nearest future contract (rolls on first of month) (includes switching months)
55		The nearest future contract (rolls on first of month) (excludes switching months)
58		The second nearest future (excludes switching months)
57		The third nearest future (excludes switching months)

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**CSI'S NEW CUSTOMER SERVICE SCHEDULE**-- CSI's new customer service schedule for calling in orders or making inquiries is 7:30 A.M. to 10 P.M. Monday thru Thursday, 7:30 A.M. to 7:00 P.M. on Friday, and 9:00 A.M. to 1:00 P.M. EST on Saturday. The phone line connected to (305) 392-8663 is the only one which is manned during periods after 5:00 P.M. EST and on Saturday.

CSI's computer hours are 24 hours per day 7 days per week.

**THE NEW QUICKTRIEVE SYSTEM--Version 2.1**

The new quicktrieve, although long in coming will be slowly distributed beginning next week. It has many unique new advantages as listed below:

1) Quicktrieve will get through to the data base via Telenet or Tymnet or long distance automatically with little decision on the users part.

2) It will work with acoustical coupler domestically or from overseas through Telenet or Tymnet.

3) It can collect daily files a week at a time.

4) It can be used with Apple II+ or Apple III.

5) Hardware slots for all peripherals are interchangeable.

6) It will collect and distribute data to the Corvus drive.

7) It has a new Deferred Collection and Deferred Distribution capability. You can leave your office in the morning and have your data ready when you come home in the evening.

8) Collecting past weeks data is now automatic without changing your User ID. You now have a menu choice at data collection time.

9) Posted data verification is now more accurate.

10) Although slow in the distribution function, CompuTrac users of the new Data Blocks can collect them with the new Quicktrieve. The time to collect a 30 contract Data Block is 1 minute if you are using floppy drives. The time to distribute a 30 contract portfolio is around 6 to 12 minutes depending upon length. We have some users who collect 200 contracts who have to spend over an hour per night on distribution. The user should trade off the benefits of loading-speed with distribution-time before employing the data blocks. Corvus users will not have this problem because of their substantial speed.

11) For those who would like to write their own AppleSoft Basic programs the new Quicktrieve system has illustrative analysis software in source form that handles the I/O problems for you. All you need to do is remove the numerical manipulation portion of our "System" and replace it with your own. The hard part is done

for you. You must have a simple knowledge of basic. Our system is a channel breakout method with an optimizable parameter for establishing the channel width. It is provided for educational purposes only.

12) Multiple history file collection is more definitive and easier to use.

13) The customer subsystem has been added to Quicktrieve so that you can order daily portfolio changes and order historical data.

14) A Global and individual message capability is introduced into the new system which will allow CSI to send you screen or CRT messages when you call for your data.

15) The file MOVE function is now operational and far faster than before.

**ABOVE ITEMS 3), 13) AND 14) WILL BE ENABLED FROM THE CSI HOST COMPUTER, AND USERS WILL BE NOTIFIED THAT THE CAPABILITY EXISTS.**

#### **RATE CHANGE ADJUSTMENT--**

Telenet, several months ago, encouraged by an A.T.&T price increase, has raised their prices significantly. In some cases the price increase is more than double the prior rate because of a new Tariff aproved by the F.C.C. The new Tariff allows for a minimum call charge of 2 minutes in place of the old 1 minute minimum.

To avoid passing the increase on to our users we have installed some new procedures which will allow us to absorb the price increase:

The plan centers around the use of Quicktrieve and the deployment of NON-SPECIFIC contracts.

QUICKTRIEVE--To encourage users to employ the new Quicktrieve system, which costs CSI less to manage, we are **reducing** our prices for Telenet/Tymnet users. Some non-Quicktrieve users will pay more.

NON-SPECIFIC "CONTRACT" USERS--We are also now offering an incentive to avoid SPECIFIC contracts and to favor GENERIC, Nearest Future, and Perpetual contracts. We are offering a credit to your invoice of \$3.00 if you avoid SPECIFIC contracts, but we are introducing a surcharge of \$3.00 if you use SPECIFIC contracts. Many users, by restructuring their portfolio, can receive as much as a \$4.00 monthly bill reduction. Others who already qualify will receive the reduction automatically. The new rates are to be effective on October 1, 1982.

**HARDWARE DIAGNOSTIC SOFTWARE**-- Many users still have trouble with their hardware, and call us in a panic to get help. If you have a

copy of David France's system for checking out your Apple then he can help you more readily when a problem exists. Please contact David France at:

P.O. Box 385  
Redondo Beach, Calif.  
(213)-378-6340

His package, we understand, is \$50.00.

**GETTING HELP FROM TELENET CUSTOMER SERVICE**--Should a problem develop in communications please call Telenet Customer service at (800) 336-0437 and ask for a Trouble Ticket number. If you have the ticket no. and the problem persists then we can help you by calling Telenet Management.

*Bob Pelletier*