Dear Student:

In the pages that follow, you will find all of the information that you will need to be cost effective and efficient in the operation and management of your new telephone system.

You should find the following:
1. Long Distance Telephone Service Agreement
2. Telephone Services Policies and Procedures
3. Basic Campus Telephone Operation and Dialing Patterns

If any of the information listed above is not found in this packet, notify the Telecommunications Office. It is very important that you read and understand all of the information, so please seek an answer to any question that you may have.

We will be doing our best to provide you with quality telephone service. If you have any questions don't hesitate to contact us through the Computing Services Help Desk at extension 1634. If you would like to stop by in person, the Data Processing Office will be able to assist you. Data Processing is located on the first floor of the Administration Building just to the west of the Student Services Center. Data Processing will be available to assist you Monday through Friday, 8:00 a.m. until 5:00 p.m.

The Telecommunications Office
LONG DISTANCE TELEPHONE SERVICE AGREEMENT

You, the student, by using the telephone system provided by Northwest Missouri State University (hereafter referred to as the "University"), agree to all of the terms and conditions contained in this Agreement and to abide by the Telephone Policies and Procedures of the University. You further agree to be fully responsible and pay for all long distance calls made using your long distance authorization code and any other charges you incur associated with telephone services made available to you by the University.

You understand and agree that you will keep your authorization code confidential and will immediately report any problems to the Telecommunications Office. This includes, but is not limited to, loss of authorization code or unauthorized calls billed to your account. Any call charged to your account, which is a direct result of negligence (i.e., leaving your authorization code out in the open for others to see or allowing others to use it) will be your responsibility. In the event it is necessary to replace your authorization code, there will be a $10.00 service charge.

If there appear to be unauthorized long distance calls made using your authorization code, you must notify the Telecommunications Office within 10 days of the date on which you receive the bill indicating the suspect calls. The Telecommunications Office will investigate the allegations, and if, in its sole discretion, you are found to be negligent in maintaining the confidentiality of your authorization code, you will be responsible for the suspect calls. If the Telecommunications Office determines that the charges were the result of fraud, beyond your control, the charges may be removed from your bill.

If you wish to change or discontinue telephone services, a written request must be submitted to the Telecommunications Office. If you request a discontinuation of service, you will be responsible for all charges incurred prior to the Telecommunications Office's receipt of the request and the removal of your authorization code from the telephone system.

Long distance charges will be included on your University bill, which will be sent to you in accordance with the University's Student Billing System. Payment in full is required by the date on the bill. If you are delinquent in payment, long distance service will be discontinued without prior notice. Service will not be restored until all outstanding balances are paid in full. Nonpayment of telephone service charges are treated in the same manner as any other student debt to the University. You understand and agree that the University has the right to withhold transcripts and/or refuse to allow you to re-enroll until all outstanding debts to the University have been paid.

The Telecommunications Office reserves the right to discontinue telephone services without notice to any student if it determines, in its sole discretion, that the student is abusing the telephone system. Abuse of the telephone system shall include, but not be limited to, physical damage to equipment, harassment via telephone or voice mail, and unauthorized use of long distance authorization codes. The Telecommunication Office also reserves the right to alter services and/or charges as a result of telephone system failures, changes, or upgrades.
TELEPHONE SERVICES POLICIES AND PROCEDURES

Telephone service will be provided in each residence hall room. This service will consist of both basic (local) and long distance services. The Telecommunications Office is responsible for providing, maintaining, and supporting these services. Each student resident is urged to read this document so that she/he understands the available telephone services and the resident’s responsibilities. Any questions or concerns regarding telephone service at Northwest should be directed to extension 1634.

Basic Service

Basic, or local, service allows the student to make on-campus and Maryville calls and receive all calls (except collect calls) at no additional charge. The cost of basic service is included in the housing fees. Service is available as soon as a phone is plugged into the jack.

Telephone Instrument

The student will provide the telephone for the room. Since there is only one telephone line to each room, roommates will have to decide whose phone to use. If the roommates desire two phones, they can use a "splitter" in the jack, but there will still be only the single telephone line to the room. Although most phones should work in the residence hall rooms, the Voice Mail system and the custom calling features of the telephone system require a touch-tone telephone (rather than a rotary or pulse dialing phone). The telephone jacks are suitable for desk phones only, not wall-mount devices. The telephone used should have a modular cord that plugs into an industry-standard RJ-11 jack.

Long Distance

Service: The student, upon signing the Housing/Telephone/Food Service Contract, will be authorizing the Telecommunications Office to make active her/his authorization code in that student's assigned room. Any student can have her/his authorization code deactivated by providing a written request to the Telecommunications Office. For the student's protection, the authorization code can be used only in the room that the student is assigned to. Each student will have her/his own authorization code. For security purposes, this code is not to be shared with anyone.

Cost: There is no cost for the authorization code or its initial activation. The student will be billed for all long distance calls and directory information calls that have been charged to her/his authorization code. For long distance calls, the Telecommunications Office will charge approximately 90% of Direct Distance Dial (DDD) long distance rates, with the exception of peak periods when all discounted lines could be busy. Directory information calls will cost $0.50 per call. In the event that a collect call gets through the system and is accepted (this will NOT happen under most circumstances), there will be a $4.00 surcharge added to the cost of the call. Operator assisted person-to-person calls originating from residence hall rooms will carry the same surcharge.
Bill and Payment: The total telephone bill will be integrated into the University's billing system, so the student can make remittance to the Cashiering Office. If payment has not been received by the due date on the bill, long distance service will be deactivated without notice.

On Line Services: Students can use the Rate program to look up toll charges per minute for phone numbers. Students can also check their phone bill charges through their STAR account.

Rate: To access the Rate program students should go into K95, select ACAD 1 or ACAD 2, use their username and password to access the VAX system. At the prompt type RATE, options for area code and prefix are given. Type the appropriate area code and prefix to see the rate per minute for the toll charge. If you wanted to know what the rate of a call placed to (660) 582-0000 would be type 660 for area code and 582 for the prefix.

STAR: Students can look up their phone bill for long distance and toll charges in their STAR account. To access STAR, go into K95, select ACAD 1 or ACAD 2, use your username and password to access the VAX system. At the prompt type STAR, in STAR select charges, under charges select phone info.

Credit Limit: Each student will be given a $200.00 credit limit. This includes charges for the current cycle plus any previous unpaid charge. If a student's calls exceed the credit limit, long distance service will be deactivated without notice. To re-establish service, the student must make payment to the Cashiering Office in an amount sufficient to make the bill less than the credit limit. When the student brings the receipt of that payment to the Data Processing Office, service will be reactivated. There is no charge for reactivating long distance service after exceeding the credit limit.

Service Restrictions: Calls to 900 numbers will not be allowed from residence hall rooms. Students will also not be able to accept collect calls in their rooms.

International Calls: Students will be able to make international calls and will be billed the actual cost to the University. Due to special billing procedures, students may not see the charge until the next billing cycle after the call was made.

Moves
If the student moves from one room to another, the Telecommunications Office must be notified in writing and the move must be approved by the Residence Hall Director. This is necessary in order for the student's authorization code to be reassigned to the new location. Under certain circumstances, there can be a $10.00 service charge for this service. Move requests forms should be available from the Residence Hall Director or Residential Life Office.

Repairs
If telephone service is not working, please plug another phone and cord into the jack to determine if the problem is in the jack/wiring or the telephone equipment. If the problem does appear to be with
the jack/wiring, report the problem to extension 1634.
BASIC CAMPUS TELEPHONE OPERATION AND DIALING PATTERNS

It is very important that you read the following information concerning the basic operations and dialing procedures. Our goal is to help you become as efficient with this system as you can be.

On-Campus Calling
To make on campus calls, you only need to dial the 4-digit extension of the party you wish to call. For example, if you want to reach Campus Safety, you would need to dial only 1254, instead of 562-1254.

Off-Campus Local Calling
To make off-campus local calls, you must first dial 9 to access the local network, then dial the prefix and extension of the party you wish to call. For example, if you want to call a friend who's number is 582-0000, you would dial 9-582-0000. Note that the dial tone will remain after you dial the 9. This is normal; go ahead and dial the remaining digits.

Long Distance Toll Free Calling
In order to place toll free calls, dial 9 to access the local network, then dial 800 and the number you wish to call. Do not dial 1 before the 800.

Long Distance Toll Calling
To place a long distance call, you must first dial 8 to access the long distance network, then the number you wish to call. You must always use the area code, even if it is 660. After you have dialed then entire number, the system will prompt you for your long distance authorization code. Suppose you want to call the information number in northern Florida and your authorization code is 1234567. You would dial 8-904-555-1212 (voice prompt) 1234567.

If you do not have an authorization code, you will not be able to place the call. If you don't have your authorization code, and you are properly registered with the University, contact the Telecommunications Office for assistance.

If you dial an invalid authorization code, you will receive a voice message indicating that you need to try again. If you attempt to place a long distance call using a correct authorization code, but still encounter problems, contact the Telecommunications Office to inquire about the problem.

Remember, your authorization code will work in your room only!

Operator Assisted and Credit Card Calling
WARNING: Any collect call accepted at or any operator assisted person-to-person call originating from a residence hall room will be subject to a $4.00 surcharge in addition to the normal cost of the call. If, for some reason, it is questionable regarding who is responsible for this charge, it will be split and billed to each resident in the room.
Credit Card Calls: These calls may be placed from a residence hall room by using a calling card with a toll free number service or the correct 8-1-0-XXX-0 number plus a valid authorization code. The correct dial-around number is the student's responsibility and must be obtained directly from the long distance carrier of the student's choice.

Operator Assisted Calls: These calls may be placed from residence hall rooms by dialing 8-0 plus a valid authorization code.

Directory Assistance: Local assistance can be reached by dialing 8-411. Long distance assistance can be reached by dialing 8-<area code>-555-1212. There is a $0.50 charge for each call of this type.

Other Important Information
Because of equipment operation, toll calls to busy or non-working numbers and calls with no answer that last more than 30 seconds may be billed as if completed. Use of Call Waiting and Three-Way Calling can result in inadvertently placing a toll call on hold instead of disconnecting it. Toll billing which results from these situations will not be credited and will be the responsibility of the student.

We strongly urge you to not over-extend yourself financially on long distance calls. Remember, you are responsible for all long distance calls which are billed to your account (through your authorization code).