Telephone Services for Residential Life Village  
California State University, Stanislaus

**Basic Service**

The basic service includes dial tone to your room, repair service, payment processing and unlimited local calling. You are required to furnish your own touch tone telephone and cable to the wall jack. The person responsible for the room will be billed for the basic monthly service. With the University supplying the basic service, the tenant saves by having reduced long distance rates. Generally all repair calls receive attention within three to five days.

**Personal Authorization Code**

Each resident is issued a seven-digit Personal Authorization Code (PAC). Your PAC number insures that you are charged only for the calls you place, as each resident is issued their own number.

You will be responsible for all calls and charges incurred with the use of your PAC. You should take precautions to protect your PAC number as you would any credit card.

**Calling Limit Program**

There is a $100 calling limit program extended to each resident account. You will be able to make calls with uninterrupted service until you reach the maximum amount of your calling limit.

**Exceeding Your Calling Limit**

If a resident exceeds their calling limit, their PAC number will be deactivated. Payment in full will reestablish your PAC number.

**Monthly Bill**

The responsible person for the room will receive a monthly bill for the basic service plus any long distance calls placed with his/her PAC number. Telephone bills are printed and mailed at the beginning of each month for the previous month.

**Obscene Calls**

Obscene calls must be reported to Public Safety immediately at 667-3114.

**Telephone Fraud**

Remember that fraudulent use of the telephone service is a felony. Anyone found guilty of fraudulent use of the telephone services will be responsible for all incurred charges and legal costs.

**Voice Mail**

Students can request voice mail services. Voice mail allows the student to capture phone messages without connecting additional equipment to the telephone. Phone messages can be accessed from any telephone. Instructions and short cuts can be accessed from http://www.csustan.edu/oit.

**Billing Adjustments/Inquiries**

Any questions regarding an itemized statement must be reported to the Campus Telephone Services Office within 30 days of receipt of statement. No billing adjustments or inquiries will be accepted after the 30 day period.
Payments

Payment is due in full, by check, money order, credit card or cash by the date listed on your monthly statement by 4:00 pm, no exceptions. Make checks payable to CSUS. Checks must be submitted for the exact amount of the statement. Students having the bill sent to the dorms must pay the Cashier's Office, MaryStuartRogersBuilding. Those students requesting the bill be mailed off campus will receive a self-addressed return envelope, along with his/her statement. Paying your monthly bill will automatically re-establish your calling limit.

If payment is not received in full by your billing due date, your service will be disconnected, you will incur a $10.00 late charge, and a hold will be placed on your records. To re-establish your account you must pay your balance in full and a reconnect of $24.00.

Service Changes

For all changes in service, including room changes, reconnections, and disconnections, the appropriate forms must be completed and submitted to the Campus Telephone Services Office. Forms can be obtained from L130 or our web site at http://www.csustan.edu/oit.

Charges

Deposit (refundable)* $100.00
Installation $24.00
Room Change $12.00
Basic Service $17.50/month
  Monthly charges include:
  Line charges $13.50
  Repair Services $1.50
  Payment Processing $2.50
  Local calling (unlimited)
  Long distance access
  Station-to-station calling
Features
  Call waiting $1.00/month
  Voice mail $4.00/month
Delinquent
  Reconnection Charges $24.00
  Late Charge $10.00
Collect Call Acceptance Charges
  Collect call assignment $1.50 per call
  plus the cost of the call

*will be refunded at the end of the academic year if all campus debts are paid, otherwise deposits will be applied to campus depts.
Long Distance Rates

1. INTERSTATE / INTRASTATE / INTRALATA
   Peak - $.10 per minute
   Off Peak - $.05 per minute

2. Canadian/Caribbean
   Available upon request

3. International
   Available upon request

4. The University prices the full minute for domestic calls.
   Peak - everyday (8:00 am - 5:00 pm)
   Off-Peak - everyday (5:00 pm - 8:00 am)
   (Rates are subject to change)