

SIUE Telecommunication Services

Communications Support Student Policy Brochure

Welcome to Southern Illinois University Edwardsville. This Communications Support Student Policy brochure contains information you need to activate your Student Telephone Account Number (STAN) and use the various communication, (e.g. telephone and campus network) services installed in your living unit. It also includes information on how to dial off campus using your STAN. In addition, the University's telecommunication policies, procedures and current academic year student telephone bill payment dates are detailed.

This brochure also contains information for procuring a Personal Telephone Line (PTL) in your living unit. The personal telephone line (PTL) is an individually contracted service not associated with your Housing contract and is available to financially clear, University Housing residents. Some of the value added benefits of contracting a PTL are:

- No need to share a telephone line with your roommates.
- Caller ID capable line.
- Private Voice Mail included with service.
- Call Forwarding to any other campus phone.
- Exclusive use of number throughout tenure as a Housing resident.

Obtaining your Student Telephone Account Number (STAN)

A method of billing must be provided for any call placed from a University phone to an off-campus number. OIT Communications Support provides a STAN to University Housing residents. The competitive rates of STAN and convenient billing make it the favorable billing method. STANs can be used from any University phone.

Before you obtain your STAN, you must have activated your SIUNET account using the [e-ID web site](#) and know your e-ID (i.e. jdoe) and your password. To obtain your STAN, access the following web site: <https://oitam.isg.siu.edu/~oitstand/>. Enter your e-ID and your SIUNET password. Review your contract. Once you have chosen "Accept", at the bottom of the screen, your STAN and Subscriber ID will be provided to you.

During Fall check-in, OIT Communications staff will be available at a special location to answer your questions and provide assistance.

Toll Rates for STAN

Local Call	St. Louis	Long Distance
\$0.02/min	\$0.10/min	\$0.10/min

External vendor calling cards are an expensive alternative. Most external vendors add a \$0.35, \$0.70 or \$0.80 surcharge to each call you make. *Users are often unaware of the extra subscription charges that often skew the comparison of toll rates per minute.* In addition to the surcharge, the cost per minute is much higher than if you use your assigned SIUE STAN and dial directly from a campus phone.

All calls can be rated before they are placed when you visit our web site <http://www.siu.edu/campustechnology/telecom/> and follow these instructions:

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1. Click on *Review Toll Rates and Billing* under the column **Telephone Services for Students**
2. Click on the link *Call Rating Inquiry* in the middle of this page.
3. Click on the *Rate Inquiry* icon in the upper left hand corner.
4. Type in the number to which you want to place a call.
5. Enter call duration.
6. Click on 'Show Cost of Call'.
7. For additional information on this process, please call 3739.

Helpful Hints For Maintaining STAN Security

It is imperative to maintain the highest level of security with your STAN. Your STAN should be treated like a credit card. Students are responsible for all charges associated with their STAN.

1. Do not write your STAN where someone may see or find it.
2. Do not leave your STAN written on anything near your telephone.
3. Do not share with other students your STAN in any circumstance.
4. Keep your SIUE STAN card in a secure place like a wallet or a purse.
5. If you forget your STAN or suspect someone may be using your STAN, please go to any computer lab and look up recent charges on your STAN at the Web site <http://www.siu.edu/campustechnology/telecom/student/billing.shtml>.
6. If you find that it has been compromised, report it to the OIT Customer Support Center (CSC) in Dunham Hall Room 0210 and complete a STAN cancellation, then contact the University Police at 618-650-3324 and file a report. The STAN cancellation form is also available online at <http://www.siu.edu/campustechnology/telecom/student/forms.shtml>.

Dialing Instructions

Toll Free	9+1+Number
On Campus	4 Digit Number
Within 618 area code	9 + the 7 Digit Phone Number + STAN
Outside 618 area code	9 + 1 + Area Code + the 7 Digit Phone Number + STAN
International	9 + 011 + Country Code + City Code + Local Number + STAN
Campus Information	ext. 2000
Local Information	9 + 555 + 1212 + STAN
Long Distance Information	9 + 1 + Area Code + 555 + 1212 + STAN

A comprehensive list of national area codes, country codes and respective locations is provided on the SIUE Telecom Web site at <http://www.siu.edu/campustechnology/telecom/directory.shtml>. There is a hardcopy campus directory distributed during October by the Student Affairs office.

Bills

Your total amount of monthly calls will be sent to the Office of the Bursar and be applied to your accounts receivable by the second week of every month. Email notification will be sent to your SIUE email address once the monthly call detail is available on the web site, <http://www.siu.edu/campustechnology/telecom/student/billing.shtml>.

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You can obtain your call detail by accessing the web site, <http://www.siu.edu/campustechnology/telecom/>, and then follow these instructions:

1. Click on *Review Toll Rates and Billing* under the column **Telephone Services for Students**
2. Click on the link *SIUE Telecommunications Support* in the sentence which begins "For immediate access to your STAN bill..."
3. Your **User Name** is your **Subscriber ID**. Your Subscriber ID is provided on your STAN card. If you need assistance with finding your subscriber ID, contact the OIT Customer Support Center at 3739. You will be asked to provide your SIUE student identification number.
4. Your **Password** is your **STAN**.
5. Click *LOGIN*
6. Click on the *Print A Bill* icon located in the upper right hand corner.
7. Double click on the desired *Billing Date*.
8. *File/Print Frame*.

There are computer labs located throughout the campus where individuals can obtain outstanding balance reports and copies of their latest monthly call detail from the website.

Any discrepancies for a particular bill must be reported by calling CSC within 60 days after the end of the billing period. No adjustments will be made to bills after the 60-day period. If you report calls as incorrectly billed and investigation determines that they are your responsibility, it may constitute a criminal offense.

The SIUE telephone system uses answer supervision that ensures that only answered calls will appear on your bill. As a result, OIT Communications Service will not issue credit requested for unanswered calls.

Manually Charged Calls

OIT Communications Support reserves the right to bill you for calls several months after the calling date. This will happen if calls that you made were not being charged correctly. If you are not being billed for all calls, notify us immediately so we can trace the problem.

Outstanding STAN Balances

Outstanding STAN balances will be monitored to ensure that the level of debt does not become excessive.

Returned Checks

Returned checks will be subject to the Bursar's Office [returned check policy](#).

Lost or Stolen STAN

If your STAN is lost or stolen, you will continue to be responsible until you report it to the OIT Customer Support Center (CSC) in Dunham Hall Room 0210 and complete a STAN cancellation. In the case of a stolen STAN, contact the University Police at 618-650-3324 and file a report. In either case, you cannot be issued a new STAN until your balance is paid in full. Once your balance is paid in full, come to the OIT CSC to be issued a new STAN.

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Canceling Your STAN

To cancel your STAN, a signed cancellation form must be submitted to the OIT Customer Support Center. STAN cancellation forms can be printed from the Telecommunication's Web site www.siu.edu/TELECOM/. You cannot be issued a new STAN until your balance is paid in full.

Misuse of STAN

Fraudulent use of telephone service is a misdemeanor under the penal codes for charges less than \$300.00. Charges in excess of \$300.00 are regarded as Class B Felonies and may be punishable by up to one-year imprisonment and/or a \$1,000.00 fine.

Obtaining your Personal Telephone Line (PTL)

Residents of University Housing can activate personal telephone lines (PTL) in their living unit. A PTL comes bundled with several attractive features, such as Voice Mail, Caller ID, Call Forwarding, and exclusive use throughout tenure at the University, for only \$36.00 per semester.

To apply for your PTL, come to the OIT Customer Support Center in Kathryn Dunham Hall, Room 0210 during normal business hours, (Monday through Friday, 8am to 4:30pm). You must be financially clear and be a University Housing resident. Be sure to bring your student ID. There are special locations for check in and registration purposes at the beginning of each academic term.

PTL Payment

Payment for the term of your PTL contract is due at the time the request is submitted and will be accepted in check, or money order form only. During Fall check-in, cash payments will be accepted *only* at our special location. Your contract extends through the entire semester and must be renewed at the end of each semester in order for you to keep the same number. Students with a PTL contract will receive a renewal notification about one month before the end of each semester reminding them to renew their contract.

Activates & Relocates of PTLs

After you have filled out the contract, your PTL will be activated on the next available activation and relocation date. OIT Communications Support will be on site to activate PTLs during check-in weekend. After check-in, activates and relocates are done every other Wednesday - see schedule below. Exceptions are holidays and breaks.

Relocates are requested at the OIT Customer Support Center, Kathryn Dunham Hall, Room 0210. PTL Relocation forms can be printed from the Telecommunication's Web site <http://www.siu.edu/campustechnology/telecom/student/forms.shtml>. A \$20 relocation fee is due at the time of the request. If Housing requires the relocate, you must submit the correspondence that you received from Housing to defer the \$20 relocation fee.

Fall 2007 PTL Activation/Relocation Schedule	
PTL Contract & Payment Received By This Date:	Will Be Activated On This Date:
Friday, August 17, 2007 - Housing "Check In" day	Monday, August 20, 2007
Wednesday, August 22, 2007	Monday, August 27, 2007

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Friday, August 24, 2007	Wednesday, August 29, 2007
Friday, August 31, 2007	Thursday, September 6, 2007
Friday, September 7, 2007	Wednesday, September 12, 2007
Friday, September 14, 2007	Wednesday, September 19, 2007
Friday, September 21, 2007	Wednesday, September 26, 2007
Friday, September 28, 2007	Wednesday, October 3, 2007
Friday, October 5, 2007	Wednesday, October 10, 2007
Friday, October 19, 2007	Wednesday, October 24, 2007
Friday, November 2, 2007	Wednesday, November 7, 2007
Friday, November 16, 2007	Wednesday, November 21, 2007
Friday, November 30, 2007 (Last day to receive Fall PTL Contracts)	Wednesday, December 5, 2007
Spring 2008 PTL Activation/Relocation Schedule	
PTL Contract & Payment Received By This Date:	Will Be Activated On This Date:
Friday, January 4, 2008	Wednesday, January 9, 2008
Friday, January 11, 2008	Thursday, January 17, 2008
Friday, January 18, 2008	Wednesday, January 23, 2008
Friday, January 25, 2008	Wednesday, January 30, 2008
Friday, February 1, 2008	Wednesday, February 6, 2008
Friday, February 8, 2008	Wednesday, February 13, 2008
Friday, February 22, 2008	Wednesday, February 27, 2008
Friday, March 7, 2008	Wednesday, March 12, 2008
Friday, March 21, 2008	Wednesday, March 26, 2008
Friday, April 4, 2008	Wednesday, April 9, 2008
Friday, April 18, 2008	Wednesday, April 23, 2008
Friday, May 2, 2008	Wednesday, May 7, 2008
SUMMER 2008 PTL Activation/Relocation Schedule	
PTL Contract & Payment Received By This Date:	Will Be Activated On This Date:
Friday, May 16, 2008	Wednesday, May 21, 2008
Friday, May 23, 2008	Thursday, May 29, 2008
Friday, May 30, 2008	Wednesday, June 4, 2008
Friday, June 6, 2008	Wednesday, June 11, 2008
Friday, June 13, 2008	Wednesday, June 18, 2008
Friday, June 20, 2008	Wednesday, June 25, 2008
Friday, June 27, 2008	Thursday, July 2, 2008
Friday, July 11, 2008	Wednesday, July 16, 2008
Friday, July 18, 2008	Wednesday, July 23, 2008
Friday, August 1, 2008	Wednesday, August 6, 2008

** PTL Contracts (with \$36 payment) can be turned in at any time. Be sure to specify the correct semester and year on the contract when submitting it.**

**To avoid interruption of service, students with existing PTLs, should submit a completed

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contract with payment for the following semester no later than 4:00 p.m. on Friday of the first week of the new semester. If payment is not received by this time, the PTL will be disconnected. The reconnection date will be determined by this schedule.

PTL Voice Mail (Call Pilot Mail)

Those who opt to have a PTL will receive instructions on using their Call Pilot Mail voice mail box at the time their PTL is activated. If your voice mail box needs to be reset, come to Dunham Hall, Room 0210 and fill out the request form. A fee of \$2 is due at the time of the request.

Service Problems

If you are having trouble with your telephone, please take the following steps before calling the OIT Communications Service office, extension 3373.

1. Check to make sure the telephone cord is not cut or exposed in any way.
2. Make sure your telephone cord is plugged in properly.
3. Try a cord from another phone to determine if the cord is causing the problem.
4. If the phone fails to work, try plugging the phone into a different telephone jack.
5. Call Communications Support at 3373.

Any trouble experienced that is not related to damaged equipment or user error will be fixed at no cost. Most troubles will be cleared within one business day from the time it was reported. OIT Communications Service will charge the room \$55.00 if a technician is dispatched and the problem is determined to be related to personal phone equipment, user error or damage incurred thereof.

Damaged Telephone Jacks

The telephone jacks in your room are the property of SIUE and are your responsibility during the period of your occupancy. All telephone jacks are tested during the summer months and verified to be in good working order before the room is occupied. If your telephone jack is damaged when you move out, you and your roommate(s) will be billed an equal portion of the charge to cover replacement. Problems with telephone jacks during the first week of the semester will be repaired at no charge to the occupant.

Recording Calls

Recording conversations is not permitted unless:

- All parties first consent either verbally or in writing, or
- A distinctive tone sounds every 15 seconds during the recording, or
- The party intending to record the conversation notifies the other party at the beginning of the conversation that the call is being recorded.

Exceptions include recordings made by the law enforcement officers and broadcast stations recording for the sole purpose of broadcast.

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Obscene and Harassing Calls

It is a criminal offense for anyone to make obscene or harassing phone calls. If you receive such a call, please follow the procedures listed below.

- Hang up at the first obscene word or if silence lasts past your second "hello." If you have Caller ID, write down the number immediately.
- Don't give the caller your name or address.
- If you have children at your residence, advise your children not to give information to strangers. If you're not at home they should say, "Mother/Father can't come to the phone right now."
- If the calls are of an extreme nature, (e.g. sexually explicit, threatening or violent), please report the phone call immediately to the SIUE Campus Police at extension 3324.
- If the harassing call is left on voice mail, DO NOT ERASE the message. Contact the SIUE Police Department and make a statement.

Credit Card Calls, Incoming Collect Calls, Third Party Calls, & 900 Numbers

You may not bill calls from an outside vendor credit card to your campus phone number. Calls billed to the University in this manner will result in a \$2.00 per call surcharge and all billed calls. To avoid this type of billing, do not give your campus phone number to a credit card company.

Accepting collect calls at SIUE is prohibited on calls received through the Ameritech database. If you accept a collect call, you and your roommate(s) will be charged for the call plus a surcharge of \$2.00 per call. All occupants of your room are responsible for the cost of the call and surcharges if the call is accepted at your telephone. Should one person agree to pay for the call, that person will be billed the full amount. You may be billed for collect calls received at your telephone several months after the calling date due to delayed bills to the University from the telephone vendors.

Third party charges are blocked for all carriers who use the Ameritech Customer database.

Access to 900 numbers is blocked because of difficulties in accurately billing these calls.

Telephone Safety

The telephone is one of the safest appliances in your residence or office. In a few situations, however, a telephone user needs to be cautious.

- Don't use the phone when you are close to water such as a bathtub, shower or sink.
- Avoid using a telephone during electrical storms.
- In the event of a flood, tornado, earthquake or other disaster, do not use your phone for an emergency because the line may be submerged in water.

Emergency Telephones

Several emergency telephones are in operation across campus. A campus map, web accessible at: <http://admin.siu.edu/parking/emer.htm>, provides an illustration of the location of all exterior emergency phones. All emergency phones have an integrated flashing light to assist the SIUE Police with locating the calling location. There are two buttons on each phone. The one marked "Info" will automatically dial the front desk of the SIUE Police Department. The button marked "Emergency" will automatically dial 911. Please use discretion when requesting help.