

**SOUTHERN ILLINOIS UNIVERSITY EDWARDSVILLE
ITS TELECOMMUNICATIONS SERVICE
STUDENT TELEPHONE ACCOUNT NUMBER (STAN)**

I understand that by using my assigned Student Telephone Account Number (STAN), I agree to abide by the following conditions:

1. I am accepting responsibility for all calls and related charges associated with my STAN.
2. I will keep my STAN confidential.
3. If my STAN is lost or stolen, I will continue to be responsible until I contact the Telecommunications office at 618-650-3373. In the case of a stolen STAN, I will contact the University Police at 618-650-3324 and file a report. In either case, I understand that I cannot be issued a new STAN until my balance, incurred before I reported my STAN lost or stolen, is paid in full.
4. To cancel my STAN, I must submit a cancellation form in person to the Information Technology Services Customer Support Center (CSC) located in the Library Room 0005. Cancellation forms are available at: <http://www.siu.edu/its/telecom/student/forms.shtml>.
5. I cannot be issued a new STAN until my balance is paid in full.
6. I understand that bill amounts will be sent to the Office of the Bursar and be applied to my accounts receivable by the second week of every month. Email notification will be sent to my SIUE email address once the monthly call detail is available on the web site, <http://www.siu.edu/its/telecom/student/billing.shtml>.
7. I understand that fraudulent use of telephone services, either by an attempt to obtain a STAN illegally or by the use of a STAN other than my own, will be punishable by immediate disconnection of services, payment in full of all unauthorized calls, and referral to the College Judicial System and other legal recourse. Physical abuse of telephone connections will be treated in the same manner. I am responsible for and agree to pay all reasonable legal fees and collection fees incurred as a result of my non-payment.
8. I am responsible for reading and complying with all policies outlined in the Telecommunications Support Student Policy Brochure located at
9. http://www.siu.edu/its/telecom/student/pdf/Student_Telecommunications_Support_Policy_Brochure.pdf.
10. I understand that 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. I also understand that if I report calls as incorrectly billed and investigation determines that they are my responsibility; I may be subject to the sanctions outlined above in paragraph 6.
11. SIUE's telephone billing system uses answer supervision that ensures that only answered calls will appear on your bill. As a result, it is not necessary for you to request credit for unanswered calls from OIT Communications Service and no such credit will be issued.

Student Telephone Account Number (STAN)

Name _____

Subscriber ID _____