

## Telecommunications Student Policy Brochure

Welcome to Southern Illinois University at Edwardsville. This Telecommunications Student Policy brochure contains information you need to activate your Student Telephone Account Number (STAN) and use the various telecommunication services in your living unit. It also includes information on how to dial off campus using your STAN. In addition, the University's telecommunication policies and procedures 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 the phone line that is provided through your University Housing contract. The PTL is only available to financially clear, University Housing residents, and has several features that the phone line provided by Housing does not. The added features you will receive when contracting a PTL are:

- Your own personal phone number assigned to you that is different than the number that University Housing assigned - you will be able to receive and place calls when your room mates are on the "Housing" line.
- Your own personal Voice Mailbox that you can dial into from on or off campus, thus eliminating the need for an answering machine.
- Caller ID capability - all you need to do is provide the Caller ID box or purchase a phone with the display already attached.
- Exclusive use of the PTL phone number that is assigned to you throughout tenure at the University, providing you renew your contract and pay the \$36.00 fee no later than the first Friday of each semester.

### 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. Telecommunications 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 all University phones, including the tan courtesy phones located in the hallways of most buildings on campus.

Before you obtain your STAN, you must have activated your SIUENET 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/cgi-bin/stan\\_login](https://oitam.isg.siu.edu/~oitstand/cgi-bin/stan_login).  
Enter your e-ID and your SIUENET password. Review your contract. Once you have chosen "Accept", at the bottom of the screen, a request will be submitted to ITS and your STAN will be sent to your SIUE email address. Please allow one full business day.

### 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.

For information about international rates, call Information Technology Services (ITS) at #5500.

### **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/its/network/students/billing.shtml>.

6. If you find that it has been compromised, report it to Information Technology Services (ITS) in Lovejoy Library room 0005 to 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/its/network/students/forms.shtml>.

### **Dialing Instructions**

<b>Toll Free</b>	9+1+Number
<b>On Campus</b>	4 Digit Number
<b>Within 618 area code</b>	9+the 7 Digit Phone Number+STAN
<b>Outside 618 area code</b>	9+1+Area Code+the 7 Digit Phone Number+STAN
<b>International</b>	9+011+Country Code+City Code+Local Number+STAN
<b>Campus Information</b>	ext. 2000
<b>Local Information</b>	9+555+1212+STAN
<b>Long Distance Information</b>	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/its/network/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/its/network/students/billing.shtml>. You can obtain your call detail by accessing the web site, <http://www.siu.edu/its/network/>, and then follow these instructions:

1. Click on Review Toll Rates and Billing under the column for Students
2. Click on the link SIUE ITS Networking in the sentence which begins "For immediate access to your STAN bill..."
3. Your User Name is your SIUE e-ID.
4. Your Password is your SIUE e-ID Password.
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 ITS 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, Telecommunications will not issue credit requested for unanswered calls.

### **Manually Charged Calls**

Telecommunications 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 Information Technology Services (ITS) in Lovejoy Library room 0005 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 ITS to be issued a new STAN.

## **Canceling Your STAN**

To cancel your STAN, a signed cancellation form must be submitted to Information Technology Services (ITS). STAN cancellation forms can be printed from the Telecommunication's Web site <http://www.siue.edu/its/network/>. 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.

## **Personal Telephone Lines (PTLs)**

Residents of University Housing may have a Personal Telephone Line (PTL) installed in their living unit for a fee of \$36 per semester. A PTL is a number that would be different than the shared phone line that University Housing has already provided to you and your room mates.

A PTL is a line that would be installed specifically for your use (not for your room mates) and comes bundled with several attractive features that the line provided by Housing does not include, such as:

- Your own personal phone number assigned to you that is different than the number that University Housing assigned - you will be able to receive and place calls when your room mates are on the "Housing" line.
- Your own personal Voice Mailbox that you can dial into from on or off campus, thus eliminating the need for an answering machine.
- Caller ID capability - all you need to do is provide the Caller ID box or purchase a phone with the display already attached.
- Exclusive use of the PTL phone number that is assigned to you throughout tenure at the University, providing you renew your contract and pay the \$36.00 fee no later than the first Friday of each semester.

To apply for your own Personal Telephone Line, come to Information Technology Services in Lovejoy Library room 0005 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 and the \$36 fee (which must be paid by check or money order only.)

## **PTL Payment**

Payment of \$36 is due at the time the PTL contract is submitted and will be accepted in check, or money order form only. A PTL contract is good for one semester only and must be renewed no later than the first Friday of each semester in order for you to keep the same number. Students with a current PTL contract will receive notification before the end of each subsequent semester reminding them to renew their PTL contract. A new contract must be completed for each semester, along with the \$36 fee. Come to Lovejoy Library room 005 to complete a new contract and pay the \$36 (by check or money order) no later than the first Friday of each semester.

## **PTL Installations & Relocations**

After you have filled out the contract and paid the \$36 fee, your PTL will be installed. Installation of a PTL is usually completed within five to seven working days from the date that your completed contract and \$36 fee is received by Information Technology Services (ITS), located in the basement of Lovejoy Library, room 0005.

PTL Relocations should be requested at Information Technology Services in Lovejoy Library room 0005. PTL Relocation forms may be printed from the Telecommunication's Web site

<http://www.siu.edu/its/network/students/forms.shtml>. A \$20 relocation fee, (payable by check or money order only), is due when submitting the PTL Relocation request. If University Housing is requiring you to move through no fault of your own, you may qualify to have the relocation fee waived. To be considered for waiving of the relocation fee, submit all of the original correspondence that Housing mailed to you, (when they notified you that you would be required to move), along with your PTL Relocation request. Telecommunications will look over the documents and determine whether or not you will have to pay for the relocation of your PTL. A PTL Relocation is usually completed within five to seven working days.

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 contract with \$36 payment, no later than the first Friday of each semester, to Information Technology Services (ITS) in the basement of Lovejoy Library, room 0005. If payment is not received by the first Friday of each semester, the PTL will be disconnected. Once your PTL is disconnected, if you want to renew the contract, you may not be given the same phone number. Reconnection of a disconnected PTL is usually completed within five to seven working days from the date that your new contract and \$36 fee is received by ITS.

## **PTL Voice Mail (Call Pilot Mail)**

Those who choose to have a PTL will receive instructions on using their Call Pilot Mail voice mail box at the time their PTL is activated. A "first time" voice mail password will be issued to you at the time of activation. This "first time" password will need to be changed to a password that only you know. If you ever forget your password, or if your mailbox locks up, we will reset your PTL voice mail password one time for no fee. If you ever need your PTL voice mail password reset again, there is a fee of \$2. If this occurs, please go to Information Technology Services, (ITS) in Lovejoy Library, Room 0005 to fill out a request to have your PTL voice mail password reset and pay the fee of \$2.

## **Service Problems**

If you are having trouble with your telephone, please take the following steps BEFORE calling Telecommunications at 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 Telecommunications 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 24 to 48 hours from the time it was reported, excluding weekends and holidays. Telecommunications may 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) may be billed an equal portion of the charge to cover the cost of replacing the jack. 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.

## **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 AT&T 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 billing to the University from the telephone vendors.

Third party charges are blocked for all carriers who use the AT&T 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.

Cordless phones pose security risks. Any time you use a cordless phone there is a possibility of your conversation being overheard by someone using another cordless phone, a radio, or some other type of device. Due to phones being in very close proximity of your neighbors when living on campus, a cordless phone may experience interruptions in service due to static, cross talk or other issues. By using a regular "corded" phone, you will be assured of having a clear connection, and you will not be taking the chance of your conversations being over heard.

## **Emergency Telephones**

A network of emergency phones is in operation across campus. A campus map, web accessible at:

[http://www.siu.edu/parking/pdf/Emergency\\_Phone\\_Map\\_1-10-08\\_.pdf](http://www.siu.edu/parking/pdf/Emergency_Phone_Map_1-10-08_.pdf), provides an illustration of the location of all exterior emergency phones. All emergency phones have a unique phone number to enable the SIUE Police to immediately identify 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.