

CTS~Telecommunications Office
Contract for Student Phone Services

Name _____ Student ID# _____
Residence Hall _____ Home Address: _____
Room # _____ Street Address _____
Campus Phone # _____ City/State/Zip _____
SUNY Oswego Email Address _____@oswego.edu Home Phone # _____

Basic Phone Service Upon arrival phone jacks are already activated. You must supply your own phone instrument. Basic Phone service includes: 4-digit on campus dialing, incoming calls, call waiting, caller id (you supply the caller id box), last number redial, and speed dial. You also receive one voicemail box per room. **If basic service is all you request, then you do not need to fill out this form.**

In addition to basic service, you may choose optional services listed below:

NOTE: To place any off-campus calls, including local, long distance, or toll free calls, you will need to select a calling plan.

Step 1 ~ Choose a Calling Plan

- PBN (Personal Billing Number) ** \$19.95 PER SEMESTER (Non-refundable Charge) - Billed in Sept. & Jan.**
Local calls billed at 10¢ for the first 3 minutes, and 3¢ each additional minute. Long distance calls billed at 15% discount off AT&T long distance rates (7¢ to 33¢ per minute depending on the time of day of the call). 50% discount off AT&T international rates.

Students who have calls in excess of 60 minutes per month will benefit from one of the following enhanced optional calling plans:

- NY Express + Phone Home Plan ** \$49.00 PER SEMESTER (Non-refundable charge) - Billed in Sept. & Jan.**
Local calls billed at 10¢ for the first 3 minutes, and 3¢ each additional minute. Long distance calls billed at 5.9¢/minute within NY State, 8.9¢/minute within the continental United States. 50% discount off AT&T international rates.
- Nationwide + Phone Home Plan ** \$49.00 PER SEMESTER (Non-refundable charge) - Billed in Sept. & Jan.**
Local calls billed at 10¢ for the first 3 minutes, and 3¢ each additional minute. Long distance calls billed at 7.9¢/minute for all toll calls within the continental United States. 50% discount off AT&T international rates.

Phone Home Plan: Allows you to call your home phone number {supplied above} for 4.9¢/minute within the continental United States only and 20¢/minute to Canada. Local calls will be billed at the standard rate.

Local Calls within the 315 area code include phone numbers with the following exchanges: 207, 216, 236, 297, 312, 326, 341, 342, 343, 349, 402, 529, 532, 561, 564, 591, 592, 593, 596, 598, 602, 746, 806, 887, & 963.

Step 2 ~ Choose a PBN Credit Limit

PBN Credit Limit \$25.00 \$50.00 \$75.00 \$100.00
(Please select one)

The PBN credit limit default is \$100.00 if one is not selected. Once you exceed your limit your PBN will automatically be deactivated. **This includes any outstanding balances and / or unbilled calls.** Bills not paid by the due date are subject to delinquent status regardless if your credit limit has been exceeded {see #6 Non-Payment on reverse side}. PBNs will be deactivated Monday – Friday (excluding holidays), if you reach your credit limit on a weekend or holiday your PBN will not be deactivated until the following business day. When payment is made that brings balance owed below your credit limit, your PBN will automatically be reactivated. **Depending on the calling plan and credit limit chosen, to ensure uninterrupted service, you may wish to pre-pay to stay under the chosen credit limit. You may view your phone bill anytime by going to <http://myphone.oswego.edu>.**

Step 3 ~ Home Billing ** \$9.95 PER SEMESTER (Non-refundable charge) - Billed in Sept. & Jan.

Yes No

This option allows a copy of your telephone bill to be printed every month and mailed to your home address (continental United States only). This is particularly useful when parents pay the bill.

~~~~~**ACKNOWLEDGMENT**~~~~~

I have received and read the terms and conditions, stated on the back of this form, and agree to assume full responsibility for all charges including semester charges, calls, and taxes incurred. **I understand that once I sign this contract it remains in effect until the end of the spring semester, unless cancelled in writing, by the student (See #3 on reverse).** I also accept all procedures and policies stated in the Student Telephone Policy Manual (found on our website <http://www.oswego.edu/cts/services/telecommunications/telephone.html>) and the SUNY Oswego Student Handbook. Upon receipt of the monthly bill, I agree to render payment by the due date specified on the telephone statement. Any past due balances **MUST** be paid in full before my application for services will be processed.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**SUNY Oswego -- CTS~Telecommunications Office**  
**Terms and Conditions**

***SUNY Oswego is pleased to provide campus telephone service, local and long distance service as well as many other telephone services are offered, subject to the following conditions:***

1. Each student must complete an application form in full and submit it to the CTS~Telecommunications Office in order to receive a **PERSONAL & CONFIDENTIAL** 7-digit PBN (Personal Billing Number).
2. **LIABILITY:** Once a PBN is issued, **the student becomes fully responsible and liable for all calls charged to that PBN until such time the student gives written notice (in person) to the CTS~Telecommunications Office to disconnect their PBN.** If a student should lose his/her PBN or suspects a theft or misuse of the PBN has occurred, that student must immediately notify the CTS~Telecommunications Office in person AND in writing. Upon receipt of written notification, this office will disconnect the old PBN and issue a new PBN to the student at no charge. The student is responsible for payment of all charges on their bill until their PBN is reported lost or stolen to the CTS~Telecommunications Office.
3. **CANCELLATION OF SERVICES:** Request to cancel services must be received in writing. **The cancellation must be received before the start of the semester in order not to be charged for the services.**
4. **PBN CREDIT LIMIT:** The PBN credit limit default is \$100.00 if one is not selected. Once you exceed your credit limit, your PBN will automatically be deactivated. **This includes any outstanding balances and / or unbilled calls.** Bills not paid by the due date are subject to delinquent status regardless if your credit limit has been exceeded. PBNs will be deactivated Monday – Friday (excluding holidays), if you reach your credit limit on the weekend or holiday your PBN will not be deactivated until the following business day. When a payment is made that brings your balance owed below your credit limit, your PBN will automatically be reactivated. **Depending on the calling plan and credit limit chosen, to ensure uninterrupted service, you may wish to pre - pay to stay under your chosen credit limit. You may view your phone bill anytime by going to <http://myphone.oswego.edu>. Credit limits may be lowered at the discretion of the Assistant Director of CTS~Telecommunications.**
5. **PAYMENT:** Payments can be made in cash, check {made payable to 'SUNY Oswego'}, and certified funds or by credit card; Discover, MasterCard, Visa, and American Express are accepted. Payments can be made by mail, in person (102 Culkin Hall) or by our automated credit card line (315) 312-2273. A payment drop box is located in the lobby of Culkin Hall next to room 105 for your convenience. **Please do not put cash in the drop box.** Payment must be received **IN** our office by the due date to avoid disconnection of services.
6. **BILLING:** Local and long distance calls are billed against your PBN on a monthly basis. Monthly email notifications are sent to the students SUNY Oswego email address when the telephone bills are ready to be viewed online. You can view your bill online by going to <http://myphone.oswego.edu>. Select the Customer Web Portal and login using your SUNY Oswego username and password. Students are subject to the same rules and regulations as set forth by the college for other financial obligations. Payment is due the 22<sup>nd</sup> of every month, should the 22<sup>nd</sup> fall on a weekend or holiday, the due date will be the next business day..
7. **NON-PAYMENT:** If payment is not **RECEIVED** by the due date, a late notice will be mailed as a reminder of a possible \$20.00 disconnection fee and disconnection of services within 5 business days and a hold will be placed on your registration/transcripts/diploma. Once a PBN has been disconnected, the balance due (**including the \$20.00 disconnection fee**) must be paid in full before the PBN will be reactivated. Activation or reactivation of a PBN is subject to the Assistant Director of CTS~Telecommunications discretion.
8. **RETURNED CHECK:** When a check is returned from the bank: 1) the amount of the check will be reapplied to your account, 2) a \$20.00 penalty will be assessed to your account, 3) your registration, transcripts, and diploma will be restricted, and 4) you will be placed on the college's outstanding financial obligation list. If after 5 business days from the date of the Insufficient Funds Notice, payment has not been received, the student's PBN will be disconnected and their account will be assessed a \$20.00 disconnection fee. Any balance due must be paid in full before the PBN will be reactivated. The CTS~Telecommunications Office will NOT resubmit any returned checks.
9. **MISUSE OF SERVICES/FRAUD:** Fraudulent use of the telephone system including voice mail is considered a misdemeanor under the penal codes of the State of New York and is punishable by up to 1-year imprisonment and/or \$1,000 fine. The provision of telephone service to students who occupy college-owned & maintained residence halls is subject to federal, state and local regulations. Students may also be subject to SUNY Oswego disciplinary action, if necessary. If voice mail service or PBN is abused or misused in any way, the voice mailbox or PBN will be disconnected immediately.
10. **BILL COPIES:** If a customer requests a copy of a telephone statement, it will result in a \$3.00 fee per statement. **Only the holder of the account may request a copy of their statement.** The request must be filled out and the fee paid prior to processing.
11. **CHANGE OF ADDRESS:** It is the student's responsibility to inform the CTS~Telecommunications Office of any on-campus or home change of address. **The student is responsible for all charges incurred on their account prior to written notification.**
12. **EQUIPMENT:** Students must provide their own telephone equipment. Cordless telephones are NOT recommended. However, if you do choose to use a cordless telephone, we recommend you use a 900 MHz or 2.4 GHz telephone.
13. **COLLECTIONS:** Any past due balance left inactive for six months or more will be turned over to our collection agency. Your account will then be assessed collection agency processing fees and interest will accrue daily.
14. **RESNET:** The fee for ResNet service in your residence hall room is \$49.00 per semester. The fee will now appear on your campus bill when you are billed your room charge. You must have your original genuine Windows CD or MacOS CD (system restore CD) and license. It will be needed for installation/support of Ethernet cards. If you do not have these items we WILL NOT be able to troubleshoot Ethernet card problems. By signing this contract I agree to the SUNY Oswego Network Acceptable Use Policy.