

CHICAGO STATE UNIVERSITY

Office of Telecommunications Student Resident Telephone Services

Student Resident Telephone Service is for residence hall students provided by the Office of Telecommunications. Chicago State University's (CSU) goal is to provide you with-state-of-the-art, digital telephone service in an efficient and cost effective manner. We have done everything possible to ensure that our prices are competitive. Our primary local, long distant, and international carrier is AT&T.

Student Resident Telephone Services operates as follows:

Administrative Fee

*An administrative fee of twenty-five (\$25.00) per dorm room is charged to cover the telephone line maintenance and administrative services. **This is a mandatory fee.** All dorm rooms must have an active telephone line for emergency use. **The twenty-five dollar fee is divided among the occupants when the room is shared. (Example): for double occupancy both students must pay \$12.50 each etc.***

Authorization Codes

For a service activation fee of ten dollars (**\$10.00**), you will receive an authorization code for the semester. The authorization code allows you to make long distance and local calls. Without an authorization code only 800, emergency, and room-to-room calls are allowed.

The code is provided for you alone. It should not be shared with a roommate. You will be held responsible for all charges placed with your authorization code. The activation of a code is cost effective so that every student in the residence hall should be able to obtain one. Your code will only work from your room. This will protect you from any abuse or misuse of your code should your card be lost or stolen.

Direct-Dial Calls

Please be advised that all call types are billable (see rate chart) with the exception of toll-free calls with the area codes of 1-800, 1-888, and 1-877. Third-party calls, 1-900- calls, collect calls and 976- calls are not authorized by the university. Out-going calls of this type have been restricted by the telephone system. Third party, and/or collect calls made from a room will incur a fee of \$30.00 plus the cost of the call.

Billing Cycle

The billing cycle for your telephone service will be from the first of the month to the end, the exception is the last month of a semester. The last month of a semester, invoicing will be processed two days before exams. Invoices are available by accessing the T.I.M.S portal via the Telecommunications web page. **We no longer mail invoices to students. All students are responsible for viewing, printing, and submitting their payments no later than the fifteenth (15th) of each month.** Students have until the **fifteenth (15th)** to make payments. **After the fifteenth (15th)** your past due invoice will be forwarded to the Bursar Office to be applied to your university account and **your authorization code will be de-activated. There will be a ten-dollar (\$10.00) late fee applied to your bill. Activation of the authorization code will not take place until the invoice is paid in full. This fee is non-negotiable.**

Payments

A copy of your invoice (not the itemized call details report) along with your method of payment, i.e., cash, check, money order or credit card, or account charge, is to be submitted to CSU Cashiers Office located in the Cook Administration Building, Room 211. You will receive two copies of a receipt. One copy is to be provided to the Office of Telecommunications in Room 106 along with the invoice. Please bring a valid CSU student I.D. for verification. **(This step ensures that your telephone service will not be interrupted).** The other copy is to be retained by you for your records.

Rates

Maintenance/Administrative Fee for Phone Line shared)	\$25.00/room (Fee split when room is
Authorization Code Activation	\$10.00
Re-activation of Service	\$10.00
Lost/Stolen/Move	\$ 5.00
Local Calls (8-14 mile radius) (312), (773) (708) area codes	.04 per minute
Suburban Calls (15-30 mile radius) (630), (708), (847)	.09 per minute
Long Distance/Zone 1 (309), (217), (815), (618)	.09 per minute
Long Distance/Zone 2 (All other area codes)	.20 per minute
International Calls	(billed at cost + \$1.00)
Per Use Calls	(billed at cost + \$.50)
Directory Assistance/Information	(billed at cost + \$1.75)

Applying for Telephone Service

Fill out the attached application form completely. Pay the Cashier the \$10.00 activation fee. **Bring the application and the paid receipt to the Telecommunications Department.** You will receive an activated authorization code.

Questions

Any questions that may arise regarding your bill and/or services should be directed to the Office of Telecommunications, located in the Cook Administration Building Room 106. Our telephone number is 773-995-2559 (extension 2559). **Our office hours are 8:30 am until 5:00 p.m. for student services.**

It is our desire that you enjoy the quality of the services we provide.

HAVE A GREAT SEMESTER!