

# Student Telephone Usage

## Customer Procedure

Primary Point of Contact: Mike Firsdon

### Overview:

Basic telephone service is provided to all students residing in residence halls upon their request. Students may request campus telephone system service only for the room in which they reside.

Information Technology will provide unlimited local telephone service to all students residing in residence halls upon request. There is no charge to the student for this service.

Students using university-provided telephone service will need to use a long distance provider calling card. Students will need to obtain such card/service on their own. Students will be able to make toll free calls to connect with calling card long distance services.

### Customer Procedure:

- 1) Requesting university-provided telephone service.

Students will need to contact the IT Help Desk to request telephone service in their room. Students will need to provide their own telephone. There will be no charge for connecting the telephone jack in the student's room to the campus telephone system.

### Measure of Completion:

Requests for student telephone service will be considered complete when the telephone jack has been activated and the student informed of the phone number.