

**VIKING HALL CONTRACT INFORMATION**  
**THIS FORM MUST BE FILLED OUT COMPLETELY**  
**Telephone Services**

Semester/Year \_\_\_\_\_

FAC Code \_\_\_\_\_  
(Assigned by Telecommunications)

I agree that I have read the Cleveland State University's telephone contract for long distance services provided to Viking Hall residents. I understand and agree to abide by the terms of this agreement. I also understand that the authorization code must be used to make local calls. Furthermore, I will assume full responsibility for all telephone calls made by my authorization code when it is assigned. It is my responsibility to keep the code confidential.

Please limit my FAC code to 'LOCAL' Service only.  
I understand this eliminates '800' service.  
**DO NOT SIGN HERE IF YOU WISH LONG DISTANCE SERVICES.**

\*\*Signature (LOCAL SERVICE ONLY) \_\_\_\_\_  
Signature for local service only.

OR

Please limit my FAC code to 'LOCAL & 800' Service.  
**DO NOT SIGN HERE IF YOU WISH LONG DISTANCE SERVICES.**

\*\*Signature (LOCAL SERVICE & 800 ONLY) \_\_\_\_\_  
Signature for local & 800 service only.

OR

\*\*Signature (LONG DISTANCE) \_\_\_\_\_  
Signature for local, long distance & 800 Service.

Name \_\_\_\_\_  
(Last Name, First Name----Print clearly in ink)

Room # \_\_\_\_\_ CSU ID Number \_\_\_\_\_

(Complete home address \_\_\_\_\_  
or that of nearest friend \_\_\_\_\_  
or relative. **Do not** \_\_\_\_\_  
**list your Viking Hall** \_\_\_\_\_  
**address.**) \_\_\_\_\_

Home Phone Number (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_  
(Or that of nearest friend – NOT RESIDENCE HALL PHONE NUMBER)

Date signed: \_\_\_\_\_ Date received by Telecommunications: \_\_\_\_\_

## Viking Hall –Telephone Contract for Viking Hall Residents

I understand that by accepting this contract I assume responsibility for all telephone calls made against my authorization code. Hence, it is not the responsibility of Cleveland State University to dispute disagreements regarding my telephone bills between other individuals and myself.

The following points should be noted regarding the telephone service that is provided by CSU:

A telephone contract must be signed before an authorization code will be assigned to the student. It is the student's responsibility to fill out the necessary contract. Forms may be obtained from the Residence Life Office. A new contract must be signed at the start of each Fall Semester. Activating the code may take five (5) working days once the contract has been received by the Office of Telecommunications.

Should the student not be in good 'financial' standing with the University, the authorization code will not be activated, or will be DEACTIVATED.

An authorization code is necessary to make local phone calls. Local information calls will be billed back to the individual. Local information using '411' is being billed at \$.75 per minute.

Long distance telephone bills will be produced monthly and distributed by the 10th of each month. Exceptions to this billing schedule may take place when the academic semester expires in the middle of a calendar month. Payment in full is due in the Cashier's Office by the 25th of the month in which the telephone bill was produced.

Any required adjustments to a telephone bill must be made to the current bill by the 20th of the month in which the bill was produced. Appointments for such adjustments can be made by contacting the Office of Telecommunications at Rhodes Tower 1010. Please call 687-3881. Any bills that require adjustments after the current month will still be subjected to the University collection process.

The telephone bill will be sent in the name of the student to the dormitory office. If the bill is lost or if it has not been received prior to of the 15th of each month, it is the student's responsibility to request another copy of the bill from the Office of Telecommunications. Collection fees will not be waived due to lost bills or adjustments obtained after the 20th.

Should the telephone bill not be paid by the 25th of the month the authorization code will be deactivated and the account turned over to the Collection Department. **No warning notice** will be sent to the student. The amount that needs to be paid may be obtained from the Bursar's office 687-3615. When the student's account has been cleared, the student must notify the Office of Telecommunications before the code can be activated. Reactivating the code may take four (4) working days.

The following information should be included on each cash receipt: The name, room number, extension number and CSU ID number of the student. Payment is to be made in the Cashier's Office, Main Classroom 115D.

Operator assisted calls such as collect calls, person-to-person calls, etc., cannot be made from VH rooms.

Collect Calls cannot be accepted by students. Should an operator make a mistake and put such a call through, the call will be billed back to all occupants of the room. In the event no one claims accepting the call, the charge will be divided equally among the residents of the room. THEREFORE, WE STRONGLY RECOMMEND YOU REFUSE TO ACCEPT COLLECT CALLS.

Check the front of the Cleveland 'White Pages' for a list of local exchanges. All other exchanges will be billed at long distance rates including local plus calling. On the web the following site may be used for checking this information: [http://localcalling.sbc.com/LCA/lca\\_input.jsp](http://localcalling.sbc.com/LCA/lca_input.jsp)

Long distance information '555-1212' is being billed at \$.85 per minute.

900 and 976 exchanges for 'dial-a-joke, opinion polls,' etc', are being billed at a minimum of \$5.50 per minute.

A threshold of 15 seconds has been assigned to long distance calls for the continental USA. If the party called does not answer and 15 seconds have elapsed, the call will be calculated with charges.

A threshold of 90 seconds has been assigned to long distance for international calls. If the party called does not answer and 90 seconds have elapsed, the call will be calculated with charges. International calls to Europe, Asia, Africa as well as some other locations cannot be made from Viking Hall. You may purchase a prepaid calling call or you may obtain your own telephone credit card against your home telephone number.

Normally a FAC is used for both local and long distance telephone services. If a resident chooses, a FAC can be issued for LOCAL service only within the Cleveland calling area. Sign on the 'local service only' line on the contact if you wish this type of service. The cost for changing a FAC later will remain at \$5.00. Should it become necessary to re-issue a FAC which was lost or stolen, a fee of \$5.00 will be charged.

## THIS IS VERY IMPORTANT. PLEASE NOTE –

**Do not give your VH phone number to a long distance credit card company when** obtaining a personal telephone credit card. The university owns the VH phone number. Giving it to a long distance company as a residential number may result in double charges to your account and cancellation of the account. Always identify yourself as a 'VH' student and ask for a student's credit card when obtaining this type of service from any company.

Do not use your Viking Hall phone number to subscribe to an advertised service such as psychic lines, shopping services, phone services, pager services, voicemail services, etc. Giving it will result in double charges to you and cancellation of the service. Use a personal credit card, (such as Mastercard, Visa, Discovery, etc.) if you wish to use these services.

Calling some pager numbers and cell phones may result in charges to you. Some services bill both the callers and the receivers of pager and cell calls.

**PLEASE REMEMBER IF A FAC BECOMES PUBLIC KNOWLEDGE, IT CAN AND WILL BE USED BY OTHERS. ALL RESIDENTS ARE REMINDED TO KEEP THEIR AUTHORIZATION CODE CONFIDENTIAL AS THEY ARE RESPONSIBLE FOR ALL CALLS MADE AGAINST THEIR CODE.**