

PAETEC Recommendations

Phone Recommendation

Corded phones eliminate the problems you may encounter in using cordless phones such as cross talk, the inability to place outbound calls and feature capability problems. We highly recommend you utilize corded telephones.

Voice Mail

Beginning Fall 2009, access to a free voice mailbox in the SUNY Potsdam on-campus housing system will be done by request. You and your roommate(s) will now have to request your own mailbox. While the phone system supports the use of answering machines, they are not recommended as they may interfere with your ability to receive and retrieve messages.

Voice Mail Setup

Setting up your voice mailbox is easy once you have logged in to BearPAWS and request your voice mailbox number.

To set-up your mailbox, you must complete all of the following :

1. From your own phone, dial X4000.
2. When the system answers, enter the # key, followed by your mailbox number
3. When prompted, enter your temporary password, 123456. The system tutorial will then guide you through changing your password, and recording a greeting, and your name stamp.

Checking Voice Mail Messages:

Stutter dial tone will alert you that there are new messages in your mailbox. The stutter dial tone will remain until all new messages have been retrieved.

From Your Room Telephone:

1. Dial X4000
2. When the system answers, press #, followed by your mailbox number.
3. When prompted, enter your password.

From Off-Campus:

1. Dial (315) 267-4000
2. When the system answers, dial # followed by your mailbox number.
3. When prompted, enter your password.

Play New Messages

To play new messages, log into your voice mailbox and press "1 1"

User Options

Available from this menu are the following options, changing your password, recording greetings and a name stamp for your mailbox.

Changing Your Password

1. Log into your voice mailbox.
2. From the main menu, press 4 for personal options
3. Press 2 for administrative options.
4. Press 1 for passwords
5. Press 1 to change your personal password
6. You will be prompted to enter a new password, followed by the # key.
7. Follow the prompts

Changing Your Mailbox Greeting

1. Log into your voice mailbox.
2. From the main menu, press 4 for personal options
3. Press 3 for greetings.
4. Press 1 for personal greeting.
5. Press 2 to record a personal greeting
6. Record a new personal greeting, followed by the # key.
7. Follow the prompts

Recording a New Mailbox Name

1. Log into your voice mailbox.
2. From the main menu, press 4 for personal options
3. Press 3 for greetings.
4. Press 3 for recorded name.
5. You will be prompted to record your first and last name.

6. When you are finished recording, press #.

7. Follow the prompts.

Repair Policy

All requests for repairs to the telephone jack or wiring should be made to the TelCom Office at SUNY Potsdam.

This may be done by calling X3000 or emailing telcom@potsgdam.edu with your repair request.

PAETEC Online campuslink.paetec.com

Access all of your account information via our website. All you need is your seven-digit PBN and 11-Digit Account ID. Our website will allow you to:

- Obtain your current account balance
- Review your invoice and payment history
- Print a copy of your bill
- Verify rate information
- Pay your bill by American Express, Discover, MasterCard, or Visa
- Verify Customer Service Hours

Contact Information

Customer Service

- Billing Inquiries
- Automated Account Information Line
- Credit Card Payments
- TTY for Customer Service

1-800-962-4772

1-800-803-0320

Customer Service Fax

1-800-972-7257

Repair

On-Site PAETEC Rep

Hours: Mon, Wed 9-5 & Fri 9-4

paetec@potsgdam.edu

315-267-3000

315-267-7107

General Offices

1-585-340-2500

General Fax

1-585-340-2505

PAETEC Customer Service Hours:

Monday-Friday 8 a.m. to 6 pm (EST)

Closed Saturday and Sunday

Email: info@campuslink.com or campuslink@paetec.com

Mailing Address:

PAETEC
Campuslink Services
One PAETEC Plaza
600 Willowbrook Office Park
Fairport, NY 14450

SPD

WELCOME TO SUNY POTSDAM 2009 - 2010 CALLING GUIDE

<http://www.potsdam.edu/cts/services/TelCom/PDF-Guides.cfm>



PAETEC

2009 - 2010

TELEPHONES WILL NO LONGER BE PROVIDED IN THE RESIDENCE HALL ROOMS. You may purchase one from the TelCom Office at a one time cost of \$5.00. The phone is yours to keep. If you wish you may also bring your own phone. However, digital phones and phones with caller identification will not work on our system.

Upon Your Arrival:

All phone services will be activated and include:

- Unlimited Free Local Calls and Long Distance calling within the Continental US and it's territories.
- Upon your request, your own individual voice mailbox
- A PAETEC PBN for all calls, including local, long distance and toll free
- Free Wire and Jack Maintenance during the school year
- Call Waiting

There will be **WEB BILLING** only, unless you request a paper bill, there will be a fee of \$1.00 per bill.

Fees apply for all Directory Assistance and International Calls including Canadian Calls. Canadian calls are flat rate at 7.9¢ per min

UPON MOVING IN:

Log in to BearPaws to request a voice mailbox. Click on Voice Messaging Request and Instructions, the option to request a voice mailbox will appear. Click on the box, if you want voice mail, your voice mailbox number will be displayed along with instructions on how to set up your voice mailbox. Begin using your PBN which you will find by logging into BearPAWS, Under College Life and Auxiliary Services. Click on PAETEC Long Distance and your PAETEC Account Number and PBN along with dialing instructions will appear.

Your Personal Billing Number (PBN)

Your PAETEC PBN gives you the freedom to place calls from anywhere on campus. By using your PBN, you agree to pay for all calls placed with your PBN, regardless of whether or not you made them personally. **DO NOT** share your PBN with anyone! If your PBN is lost, or you suspect that it has been stolen, contact Customer Service immediately. PAETEC will disable your original PBN and a new PBN will be assigned.

PAETEC Calling Card

Your PAETEC PBN works as a calling card too. Contact Customer Service for calling card rates. See the dialing instructions below for information on how to use your PBN as a calling card.

Closing Your Account

Your PAETEC PBN will be deactivated and your PAETEC account will be closed on Monday May 18, 2010 unless you contact PAETEC at 1-800-962-4472 or 315-267-7107 to arrange for summer telephone service. If you wish to close your account prior to May 18, 2010, you must call PAETEC to close your account.

Dialing Instructions

Room to Room

Dial 4-Digit Extension Number

Local Calls

Dial 9 + Number + Wait for Tone + PBN

Long Distance Calls

Within 315 Area Code

Dial 9 + 1 + 315 + 7-Digit Number + Wait for Tone + PBN

Outside of 315 Area Code

Dial 9 + 1 + Area Code + 7-Digit Number + Wait for Tone + PBN

International Calls

Dial 9 + 011 + Country Code + City Code + Number + Wait for Tone + PBN

Toll-Free Calls

Dial 9 + 1 + 10-Digit Toll Free Number + Wait for Tone + PBN

Customer Service

Dial 9 + 1-800-962-4772

Directory Assistance

Local and Long Distance:

Dial 9 + 1 + Area Code + 555-1212 + Wait for Tone + PBN
(\$1.25 per call)

Emergency

University Police Dial 2222

If you dial 911 or 9911 from your campus telephone your call will automatically be directed to SUNY Potsdam's University Police department. If you dial University Police in error, please stay on the line and tell the dispatcher that you do not have an emergency.

PAETEC Calling Card

- From anywhere in the U.S., dial 1-800-466-1116
- Enter your 4-Digit Location Identifier (2760)
- Enter your PAETEC PBN
- Dial the number you wish to reach

1-900, 1-700, or 1-976 Numbers

SUNY Potsdam telephone system restricts premium services such as: entertainment and information service numbers like 1-900, 1-700, or 1-976 numbers. To dial one of these numbers, it is required that you bill your call to a credit card or a third-party number that does not subscribe to PAETEC services.

Collect Calls

The phone system restricts incoming collect or third-party calls. However, the phone system does allow outgoing collect and/or third party calls to other non PAETEC subscribers.

Billing Information and Account Information

Visit our website, campuslink.paetec.com, to review your detailed account information; get answers to frequently asked questions and to review rate information for specific calls. To log onto your account, you will need your seven-digit PBN and your 11-Digit Account ID. These may be found on your BearPAWS account under PAETEC account information. If you need additional instruction on how to view your account please contact Customer Service at 1-800-962-4772 or locally at 315-267-7107.

Individualized Billing

SUNY Potsdam has the E-bill only plan. You will not receive a paper bill. Instead, you will receive an email identifying your Current Balance due. Please keep your email address information current.

Changing Your Mailing Address

To have your bill sent to a different location, please call Customer Service or complete the address change information on the reverse side of the remittance slip you include with payment. Please note that it may take up to two billing cycles for your address change to be completed.

How to Pay Your Bill

Credit or Debit Card

American Express, Discover, MasterCard or Visa

Online: campuslink.paetec.com

Phone 1-800-962-4772

On-Campus PAETEC Office in Bowman Hall, Room 1158 or by call 315-267-7107, Hours: Mon, Wed 9-5 & Fri 9-4.

Check by phone:

1-800-962-4772

Please have your financial institution's ABA routing number and your checking account number available.

This information can be located on the bottom of your checks; please have your checks available for reference when contacting our Customer Service representatives. Do not forget to void this check from your checkbook.

Check or Money Order

Include your 11-Digit Account ID and return in envelope provided
Mail*

PAETEC Communications (SPD)

Cash Applications

One PAETEC Plaza

600 Willowbrook Office Park

Fairport, NY 14450

*Allow 7-10 business days for your payment to be received.

Avoid Additional Fees

- Late Payment Fee: 60 days after invoicing, a 1.5% fee will be applied to all balances greater than \$2.00.
- Returned Check Fee: A \$20.00 fee will be applied on your next bill.

PAETEC Rates

The only charges that may occur will be for Directory Assistance, International and Canadian Calls. Canadian calls will be rated at 7.9¢ per minute. Rate information is available online by logging into your account at campuslink.paetec.com or by contacting Customer Service. Rates are subject to change at any time, with or without notification. To ensure you have up-to-date rates, periodically check our website.

Managing Your Calling Budget

A \$150.00 credit limit has been automatically set to help you manage your calling budget. If you exceed your credit limit, your PBN may be automatically deactivated and your voice mail and ability to receive and place off campus calls may be restricted as well. Your PBN, voice mail and ability to receive and place off campus calls will be reinstated after payment is received. To lower your credit limit or for questions about how your credit limit works, contact Customer Service. If your PBN is deactivated due to exceeding your credit limit, you are still responsible for any additional fees incurred.

Collections Policy

Know the status of your account at all times. If you have not received your current billing statement, it is your responsibility to contact Customer Service to update your mailing information.

Should your account become more than 30 days past invoicing, you may be contacted by PAETEC's Collections Department. They may contact you by phone, email or mail to remind you of the status of your account. Further collections activity will proceed as follows:

- **60** days after invoicing, your PBN will be deactivated until payment in full is received. Your telephone line and voice mail will also be deactivated at this time. If you are in a single you will loose the ability to receive and place off-campus calls at this time.
- **120** days after invoicing, your account will be reported to an outside collections agency, where it may begin to affect your credit.