

# Union College Telecommunications 2009 Fact Sheet

- Union College owns and operates its own phone system and provides all telephone and voicemail services to its undergraduate students. These services are provided by the Telecommunications Office, which is located in Old Chapel 2<sup>nd</sup> Floor, at 518-388-6411.
- Each Residence Hall room has a 518-388-XXXX telephone number assigned to which residents can be called directly from the outside world. There are no connection fees or monthly line charges. Students provide their own telephones. Each room has uninterrupted dial tone. Students are encouraged to hook up a landline as an emergency measure should they need to dial “911” to reach Campus Security or their cell phones do not work in an emergency.
- Each student is assigned his/her own private voicemail box for which there is no charge. Students can retrieve their messages from any phone, on or off campus. Students need to go to the Telecommunications Office where they will be given their voicemail box number and instructions for setting them up. Students are responsible for managing their voicemail boxes.
- The College provides campus and local call dialing privileges from each residence hall room at no charge. Students may use calling cards or make operator assisted or toll free calls from their rooms at no charge or they can utilize the college’s network to make direct dial long distance or international calls by signing up in person at the Telecommunications Office for a personal and confidential long distance 7-digit authorization code at no charge. The domestic long distance rate is \$0.10/minute. International rates are available via web access to the billing system.
- Students are billed once a month, at the beginning of the month, for all calls made with the personal authorization code the prior month, plus any unpaid balance forward. There are no surcharges, taxes or late fees assessed on student phone bills. Phone bills are mailed and are accessible via the Union web page. Telephone payments are made directly to the College.
- Students are cautioned that they should never give their telephone numbers out when ordering any services, telephone related or otherwise, either over the phone or via the Internet. Students will be held financially responsible for charges billed to the college by companies providing such services. Students can retrieve their phone extension from their phone by dialing #\*113.
- Union College’s Telecommunications system provides custom calling features to residence hall telephone lines at no charge: caller ID, call waiting, last number redial, speed dial, transfer and conferencing and music on hold.
- The College provides and maintains outdoor and indoor Emergency and Courtesy Telephones, which are clearly marked. 911 calls from campus phones are sent to College Security Dispatch. 911 calls from cell phones are routed to either Schenectady PD or NYS Police.
- The Telecommunications Office maintains the Emergency Text Messaging Alert System. Students are asked to provide their contact cell phone number to the college at orientation or anytime via a web portal so they can receive emergency text messages sent by the college.