

What's New in the World of Union College Telecommunications



Spring 2006

Announcing Changes to Telecommunications Billing and Rates effective 4/1/2006.



Access to and viewing your phone bill: Telecommunications has recently upgraded its billing software. Viewing your phone bill has changed slightly because of this. Your login is now your union email address including @union.edu. Your password is set up to be your Union ID. As soon as you login the first time, we suggest you change your password to a new unique password. You can change your password easily by following the instructions below. To get to the web site to view the bills click on:

<http://www.paetecasp.com/Union5/app/web/main/index.pshtml>

Select the portal to login to:

For the Customer Portal select My Account → My Password

For the Department Portal select Maintenance → My Password

 login	CUSTOMER PORTAL Select this option to access billing and service related information about your Union telecom service.	 login	DEPARTMENT PORTAL Select this option to access billing and service related information about the Union Telecom services in your department if you are a designated departmental contact.
my account		maintenance	
My Password			
Change Your Password			
*** Security Alert! ***			
Please use this page to change your password as it is originally set to your UNION ID.			
Current Password:	<input type="password"/>	*	
New Password:	<input type="password"/>	*	
Verify Password:	<input type="password"/>	*	
Fields marked with * are required.			
<input type="button" value="Save"/>			

Student Cell Phone Calling Plan: A new offering from Telecom to help reduce departmental toll expenses that will now be partially subsidized by Telecom is a calling plan that will charge the calling party a rate of \$0.05/minute for any call made to a student cell phone number as provided to Union voluntarily by students Fall of 2005. This is a savings to departments of 50% off of the usual \$0.10/minute for long distance calls. This is a pilot program subject to review and modification for 2006-2007. Calls to student cell phones w/local numbers are not chargeable to the department.

Local Calling Area: The following cities are considered a local call from Union and are not chargeable to the calling party: Albany, Altamont, Averill Park, Ballston Spa, Berlin, Berne, Castleton, Central Bridge, Clarksville, Colonie, Delanson, Esperance, Galway, Greenfield Ctr., Jonesville, Mariaville, Mechanicville, Nassau, Pittstown, Ravena, Rotterdam Junction, Round Lake, Saratoga Springs, Schuylerville, South Bethlehem, Tribes Hill, Troy, Valley Falls, Voorheesville and Westerlo. Any city not listed is a chargeable call at \$0.10/minute.

International Calls-Rate Changes: International Rates have been adjusted to reflect current pricing under a new carrier and new mobile rate plans. Calls to international land lines have different rates than calls to international mobile phones where the latter is more expensive. The number dialed is the basis for what rate is charged. You can pre-determine the cost of any call by logging into the customer portal only; go to the tools menu, then price the call by entering the number to be dialed and the duration.

Prior Telecommunications Offerings:

Caller ID: You now have the option of having phone number specific caller ID for your phone line for a one time \$5 set up fee. Currently most phone lines are set-up to show the main number to the college. If you would like your specific phone number to appear as outgoing caller ID, please call us at Telecommunications at 6411. You will be able to block caller ID on individual calls by hitting *67 before dialing.

Dial 0 for Employee/Dept Speech Recognition Directory: You can reach the automated name directory for the campus community at any time by dialing zero from an on-campus phone.

Music on Hold: We have two sources for music on hold for individual lines. One source plays the Memorial Chapel chimes as played by David Stone, a current Union senior. The other source plays a variety of contemporary jazz and instrumental. Call Telecom at 6411.