

# Telephone Services

## New Lines, Moves and Changes

When you need to order a new phone line, move or remove an existing line, or change current line features, please send a completed "Telephone Service Order Form (SEE BELOW)" to Mary Ruetz, Tallent 231. For new lines, be sure to list the features you need and any restrictions you want placed on the line. We will call the order in to SBC. For most orders, a technician will be out in five business days.

["Telephone Service Order Form"](#) (Fill Out ONLINE and Send Via Email)

The most commonly used Centrex features and restrictions are call transfer, three-way calling, consultation hold, 6-port conferencing, call hold, call forwarding, speed-call 6, and distinctive ring (1 ring, inside call; 2 ring, outside call). Others include call-forward-busy-line, which automatically routes your call to another number when your line is busy. Call-forward-don't-answer routes your call to another number when you don't answer your telephone. Call pick-up lets you pick up another ringing phone in your area by dialing 74. Directed call pick-up lets you pick up another ringing phone by dialing 70 + the number of the phone you want to pick up.

Your line can be restricted to prevent callers from placing dial-9 and/or dial-8 (STS) long-distance calls. Perhaps you don't want callers to dial off-campus at all. We can restrict your line to place only on-campus calls. All lines are restricted from accepting third-number billing and collect calls, and from placing 900 calls.

The cost to install a new line is based on time and materials, so it is impossible to know beforehand just what a new installation will cost. However, a rough estimate is \$200. Moves and other changes to an existing line run around \$160 per line. There is no charge to remove a line or to add or delete line features. If you would like to know which Centrex features are currently on your line, please call Mary Ruetz at 2667.

## Equipment and Line Problems

When you are having telephone problems, such as no dial tone, not being able to transfer, etc., you need to determine first whether the problem is in the line (from SBC's central office to their terminal boards in our "communication closets,") or in the instrument. On standard single-line sets, you can do this by plugging a different telephone into the jack. When your TeleMatrix multi-line set loses dial tone or lights, simply disconnect (for 5 seconds) and reconnect the AC adapter and the line cord. Electrical "noise" coming through the AC adapter, or the telephone line, can cause these phones to malfunction. When the adapter cord and the line cord are disconnected and reconnected, the software within the phone resets itself.

If service is not restored, the problem is in the line. Call Mary Ruetz, and she will contact SBC Repair Service. They can usually repair the line within eight working hours, at no

charge. However, SBC will charge for repair of our inside wiring. Inside wiring extends from the SBC terminal board to and including the jack.

If the problem is in the instrument, contact the manufacturer for repair, or purchase a new set. We have standard and electronic sets available for loan until you receive your repaired or new equipment.

### **Purchase of New Equipment**

Call Mary Ruetz (2667) for information on various vendors providing telephone equipment.

### **Available On Loan**

The following units are available on loan through the Business Office:

- A Panasonic speakerphone, which you can use for conferences and training sessions.
- Single-line and TeleMatrix 2-, 3-, and 5-line sets that you can use while your set is being repaired.

We can provide your department with various lengths of line cords (7', 14', 25'), as well as handset cords. We have cords for single- and multi-line sets.

### **Campus-Calls-Only Public Phones and Pay Phones**

There are 13 wall-phones located in open areas throughout the campus for student and staff use.

Only on-campus calls can be placed and received from these telephones, with the EXCEPTION of phones #10, #11, #12, and #13 below. These four phones will allow you to place and receive on-camps, local, extended community calls, and toll-free calls (callers can use a pre-paid calling card to place long-distance calls). Each phone is identified by signage that reads: "Public Phone."

1. CART - near room D118, outside music area, in hallway
2. CART - South entrance, between D143 (Media Servs.) & Theater Lobby (near payphone)
3. GRNQ - Across from room 103
4. GRNQ - LD1, near elevator
5. MOLN - across from D113 in hallway
6. RANGER HALL - west front entrance, parking-lot level
7. RSDC - 1st floor, near front door
8. SAC - 2nd floor by main office (253) elevator
9. TLNT - 1st floor, near front entrance
10. UNION - Ground floor by Information Center & Ranger Card Office

11. UNIV APTS - 1st floor, laundry room, parking-lot level
12. WYLL - near Library Circulation desk & room 148, near payphone
13. WYLL - near room D133 and WYLLIE Market in hallway

For safety and convenience, there is at least one SBC payphone or campus public wallphone per building. Good signage makes these phones easy to find.

### **Voice Mail**

The only lines not charged (\$2.50/month) for voice mail are those used for data (fax and modem). Money generated maintains the voice-mail computer. You can choose to not have voice mail installed on your line, however.

If you would like voice mail installed on your line, contact Mary Ruetz at 2667. Also call Mary for password resets. For technical problems, call the Information Services Help Desk at 2444.

Instead of relying on stutter dial tone to tell you when you have a message waiting, you can purchase an easily installed add-on light box that will work with your phone, or purchase a phone with a built-in message-waiting light. Be sure to tell the salesperson that the light must work with FSK signaling. Please call Mary Ruetz at 2667 for details.

### **When Do I Dial 8 and When Do I Dial 9?**

#### ***Dial 8 For:***

- All long-distance calls, including international calls
- Directory assistance:
  - 8 + 1 + area code + 555-1212 for national numbers
  - 8 + 1 + 412 + 555 + 1515 for international numbers

#### ***Dial 9 For:***

- Local calls. For list of prefixes local to UW-Parkside, visit [http://localcalling.sbc.com/LCA/lca\\_input.jsp](http://localcalling.sbc.com/LCA/lca_input.jsp)
  - Type in 262-595. Scroll down to see a long list of prefixes local to 262-595.
- Extended Community Calls: For list of prefixes local to UW-Parkside, as well as "extended community calling prefixes," visit the site below:  
<http://localcalling.sbc.com/LCA/DispatchServlet>
- Type in 262-595.
- Click "Show All Prefixes" to include "extended community calling" prefixes. ECC prefixes will list ahead of local prefixes.

- To dial extended community calls, dial 9 + 1 + 262 + 7-digit number number. If you place ECC calls by dialing 8 (STS), you will be charged 5.4 cents per minute.
- There is no charge for either local or ECC calls.  
Collect calls  
Toll-free calls

## **STS Line**

Use of state telephone lines for personal long-distance calls, even if reimbursement is subsequently made to the University, is not permitted. The state telephone systems (dial-8 STS and dial-9 toll) are to be used only for calls that are related to University business.

DIAL-8 – The “State Telephone System” (STS), provided by AT&T, offers long-distance dialing to all states and most countries at significantly reduced rates. You access the STS system by dialing 8 + 1 + area code + 7-digit number.

DIAL-9 – “State Calling Service,” provided by AT&T, offers long-distance dialing to all states and countries at reduced rates – BUT NOT AS REDUCED as the STS System.

Emergency long-distance personal calls should be charged to your home telephone, a personal calling card, or a prepaid calling card. Or make your call from one of the payphones located on campus. Personal use of state telephone systems is addressed in the ethics code under Wisconsin Statutes S.19.45(5) and DER rules under ER PERS 24.4.

Employees violating these rules may be disciplined, and must reimburse the University for the cost of their calls.

The only exception is when traveling on university business. Traveling employees can charge one personal telephone call (up to \$3) on a travel expense form for each of the following: 1) an overnight stay is involved, or 2) a change in travel plans occurs. See [www.uwsa.edu/fadmin/fppp/fppp3613.htm](http://www.uwsa.edu/fadmin/fppp/fppp3613.htm) for details.

To avoid clogging the STS lines, place local, extended community calling, collect, and toll-free calls over "dial-9" lines.

For list of prefixes local to UW-Parkside, as well as "extended community calling prefixes," visit the site below:

<http://localcalling.sbc.com/LCA/DispatchServlet>

Type in 262-595.

Click "Show All Prefixes" to include "extended community calling" prefixes. ECC prefixes will list ahead of local prefixes.

To dial extended community calls, dial 9 + 1 + 262 + 7-digit number number. If you place ECC calls by dialing 8 (STS), you will be charged 5.4 cents per minute.

There is no charge for either local or ECC calls.

Use of state telephone lines for personal local calls should be limited to essential situations.

If you dial a call over the STS line, get a busy signal, and remain on the line for over 30 seconds, you will be charged a one-minute line-access charge. When disconnecting from an STS call, wait at least (5) seconds before dialing another call. Calls followed by a quick press and release of the switch hook might be put on "hold" while a second conversation is taking place. When this happens, you are tallying charges on both calls simultaneously.

If you encounter any problems completing "dial-8" calls, call Dick Strand, manager of the STS (at DOA): 608-267-8987.

### **STS Rates**

Cost per minute (all times) for STS calls are: Wisconsin 4.2 cents; other 49 states 5.4 cents. STS callers now can call international locations by dialing 8 + 011 + country code + city code + rest of the number. International calls placed through STS will be 30 to 40% less than non-discounted AT&T service.

### **Local and Extended Community Calling**

For list of prefixes local to UW-Parkside, as well as "extended community calling prefixes," visit the site below:

<http://localcalling.sbc.com/LCA/DispatchServlet>

Type in 262-595.

Click "Show All Prefixes" to include "extended community calling" prefixes. ECC prefixes will list ahead of local prefixes.

To dial extended community calls, dial 9 + 1 + 262 + 7-digit number number. If you place ECC calls by dialing 8 (STS), you will be charged 5.4 cents per minute.

There is no charge for either local or ECC calls.

Use of state telephone lines for personal local and ECC calls should be limited to essential situations. For a list of ECC prefixes, (repeat info on bottom of page 5)

## Line Rental

Line rental for Budget Year 2004 is:

<b>TELEPHONE LINE CHARGES</b>		
	<b>PER MONTH</b>	<b>PER YEAR</b>
<b>Standard Line (Analog)</b>		
(One number on one line)	\$15.50	\$186.00
<b>ISDN Line (Digital)</b>		
Point-to-point number		
(One number on one line)	\$23.68	\$284.16
Multi-point number		
(Two numbers on one line)	\$14.70	\$176.40
<b>Voice Mail</b>	\$ 2.50 *	\$ 30.00

\* The only lines not charged for voice mail are those used for data (fax and modem). Money generated maintains the voice-mail computer. You can choose to not have voice mail installed on your line, however. If you would like voice mail installed on your line, contact Mary Ruetz (2667).

## Conference Calls

If you'd like to set up a conference of up to five additional parties, you can use the Centrex line feature "Six-Way Conferencing." For calls of 7+ parties, contact the WIS-Line coordinator at UW-Extension in Madison (8-1-608-262-0753).

## Billing

Each department is responsible for monitoring the use of telephones under its control. Monthly call-usage printouts should be reviewed carefully to be certain that unauthorized calls are not being placed over your lines. Follow these procedures if charges are listed on your bill for calls you did not make:

### *STS Calls:*

Attempt to identify the party called by asking who placed the call. If no one remembers placing the call, try one of the free information sites on the Internet: [www.anywho.com](http://www.anywho.com), or [www.infospace.com](http://www.infospace.com). We have had some success identifying a person or business through the "Reverse Lookup" piece of this site. Or, dial the number yourself.

When you have identified the number, contact Mary Ruetz (2667), and she will notify our

STS billing specialist, who has the option of approving or not approving our credit request.

***Toll Calls:***

Call Mary Ruetz (2667), and she will work with SBC and AT&T to obtain credit. These companies can tell us the name of the party to whom the call was placed.

**Directory Assistance Charges**

AT&T directory assistance is \$1 per call.

To call AT&T directory assistance, press 8 + 1 + area code + 555-1212. If you don't know the area code of the person/business you want to call, check the front of the SBC directory. There is a map of the United States and a listing of area codes of selected cities.

For AT&T international directory assistance, press 8 + 1 + 412 + 555-1515. The cost for international directory assistance is \$7.95 per call.

Whether national or international, you can request two numbers each time you call.

Before calling Directory Assistance, you might want to try one of the free directory information sites on the Internet: [www.anywho.com](http://www.anywho.com), and [www.infospace.com](http://www.infospace.com).

These sites have “reverse directory” capability where you can look up a business or person by their phone number.

I have had SOME success with these sites. The problem is, there are a lot of numbers they cannot find.

Mary Ruetz (2667)