



# Guide to Telephone Services for College Residents

Fall 2007

*This guide explains how to use the telephone system on campus and the accompanying voicemail system. If you only have a minute, read the bullets on this page – it may save you time later. Refer back to the reference sheets when you have time to try out the system and set up voicemail.*

Just have a  
minute?  
Read this list  
now and refer  
to the rest  
later...

- **Get your four digit extension** from your college coordinators upon check-in. Your phone number will be 713- 348 - XXXX.

- **To make a call:**

On-campus:	4 digit extension
Off-campus:	9 + area code + number
Long Distance:	89+ 1+ area code+ number
Emergencies:	911
Campus Police:	6000

- **A broken or stutter dial tone** does not mean your phone line is malfunctioning. This simply indicates that you have a voicemail message waiting.

- **Voicemail vs. answering machine:** Voicemail is active for all rooms and picks up after four rings. If you prefer to use an answering machine just set it up so it answers before voicemail does.

- **Voicemail decision:** Using multiuser mailboxes requires more coordination among roommates than using a single mailbox. To use multiuser mailboxes, the first person who logs in must communicate to his or her roommates the initial user password; if not, submailboxes can not be created. If at any time a submailbox user forgets their password, all user passwords for that extension will have to be reset. You and your roommates may opt not to use submailboxes but to simply use a single mailbox with a shared password.

- **Domestic long distance is free** when dialed from college rooms or suites. See the *Appropriate Use Policy* on the back.

- **Cost:** A required fee of \$71 per semester will be billed via the Cashier's Office for each resident.

- **If you have a question,** try to find a solution using the reference sheets or looking at the Telecommunications web site at <http://www.rice.edu/telephone/>.

- **If you have a technical problem** (no dial tone, local or campus calls not working), contact Telecommunications via e-mail ([tele@rice.edu](mailto:tele@rice.edu)), call 5555 from a campus phone, or call 713.348.5555 from off campus.



RICE

Telecommunications

713.348.5555  
Fax: 713.348.4798  
[tele@rice.edu](mailto:tele@rice.edu)  
[www.rice.edu/telephone](http://www.rice.edu/telephone)

Hours  
Monday-Friday:  
8:00 a.m. - 5:00 p.m.



Information Technology  
Rice University

## Residential Telephone Service

Rice's residential student telephone service is provided by the Telecommunications department of Rice University. Some of the advantages include:

- phones working when students arrive
- billing via the Cashier's Office
- four-digit dialing for campus calls
- call waiting
- voicemail
- caller ID
- calls can be put on hold
- calls can be transferred on campus
- 3 party conference calls

### How Much Will It Cost?

Each college resident will be billed once a semester via the Cashier's Office for a required *Telecommunications Fee*. All students who reside on campus will be charged equally for this fee, which is not optional regardless of usage. The cost will be \$71 per semester per student.

### Service Already Operational

College residents do not need to sign up for telephone service and will be automatically billed a required *Telecommunications Fee* once a semester. The lines in rooms/suites will be operational for local and campus calls when students arrive.

### Students Provide the Phone

Students will be responsible for providing their own telephone instrument and there is only one telephone jack per room/suite. Telephone instruments should be analog and must comply with FCC parts 15 and 68 (most commonly available analog phones do). Students who wish to use caller ID should select a telephone with this feature.

### Assigned Phone Numbers

Each room/suite will have an assigned number that can receive direct-dial calls from outside Rice using 10 digits: 713.348.xxxx. As part of the campus telephone system, rooms can receive or make calls within Rice using only four-digit extensions. Students will receive their new phone number from their college coordinator when they arrive in the fall.

### Voicemail: Personalized and Private

Each room will have a mailbox on Rice's voicemail system. Rooms with more than one resident will have a submailbox for each resident (maximum of 6). Mailboxes and submailboxes are password protected and can have a personal greeting. Residents can identify whether they have voice messages waiting by a stutter dial tone on their telephone. (Note: voicemail will automatically pick up a call after 4 rings. Students preferring to use an answering machine instead of voicemail will need to be sure their machine answers before voicemail does.)

## Long Distance Options

Domestic long-distance service is provided at no cost to students as long as they do not abuse this privilege (see Appropriate Use Policy below).

For international long-distance service, you have several choices. They can obtain an account with Resicom (Rice's service provider) by going to <http://www.resicom.com> to sign up and to view country rates. You can also pick a carrier of their choice and use long-distance services through their assigned toll-free numbers or calling card. Purchasing prepaid calling cards from local retailers or utilizing your cell phone are other options.

### Appropriate Use Policy

Use of the telephone service on campus must abide by all federal and state laws and rules of conduct of Rice University. In addition, the telephone service is considered a shared resource of the University. As such, use of the telephone service is to be consistent with any other shared resources on campus and is not to be abused or monopolized. The telephone service is only to be used for normal residential calling and not to be used for data connections or any other type of non-residential non-voice communications. Suspected abuse will be investigated and should it persist after a probationary period, calling privileges will be terminated. What is considered abusive or excessive usage will be determined at the sole discretion of the University.