

In order to activate the telephone port in your room you must do the following:

1. Completely fill out the Residence Hall Telephone Service Agreement. **A copy is attached to this memo for your convenience.** You can also pick up a copy of the agreement in the Office of Residential Life and Services upon your arrival. If you need help completing the agreement please contact the Office of Residential Life and Services at 270-1466.
2. Once you have completed the Residence Hall Telephone Service Agreement, you can submit the agreement to the Office of Residential Life & Services. The information will be forwarded to Telecommunications. If you are a new student and you would like to activate phone service prior to your arrival, please send your completed form to: **The Office of Residential Life and Services, 811 New York Avenue, Brooklyn, New York 11203**
3. It will take approximately 10 business days to activate the port in your room during the initial sign-up due to the large number of phones being activated. After that it will take 4 business days to activate you telephone port.
4. Once the telephone port in your room is activated, you will receive an email with your telephone number and pin number. You can begin making and receiving calls at this point. If you are a new student, you will receive this information upon your arrival to the residence halls.
5. Any problems with you telephone service should be reported to the Office of Residential Life and Services immediately.

Important information for you to know about the telephone network:

1. Please read the Residence Hall Telephone Service Agreement carefully before signing.
2. Telephone usage local, long distance and international is billed by the minute. Below are the rates currently charged.

Call Type	1st minute	additional minutes
Local (212,347,646,718,917)	.07	.01
Regional (516,631,914)	.08	.075
Intrastate (NY state other than area codes above)	.035	.035
Interstate (US except NY)	.03	.03
International (average, depends on country called)	.08	.08
AT&T Directory Assistance	\$1.77/call	



SUNY DOWNSTATE Medical Center

Terms and Conditions

1. Services Provided

- Local & Long Distance Billing Service.

2. Terms and Conditions

- A. SUNY Downstate Medical Center agrees to provide and Licensee agrees to subscribe to services listed above for the amount provided for.
- B. Pursuant to an agreement(s) between Downstate and the actual carriers, Verizon is the local service provider and AT&T is the long distance provider. Said services are accessible through the Downstate Medical Center Telephone PBX System. Any problems relating to service outage or the quality of telephone service should be directed to the Office of Residential life and Services.
- C. Comview Multimedia Communications (CMC) does not provide the actual service, but is the contracted billing and collections provider. CMC shall not be responsible in any way for service outages. All payments should be directed to Comview Multimedia Communications (CMC).
- D. Billing – Usage charges are billed monthly in arrears.
- E. Payment - Payment for all charges is due upon receipt of invoice. Licensee shall give CMC written notice within 30 days of receipt of invoice of any disputed charges. After that time, all charges are deemed to be accurate and payable. In the event licensee fails to pay the charges billed within 30 days of receipt, SUNY Downstate Medical Center shall have the right to first discontinue outgoing service, then terminate all service within 10 days following.
- F. SUNY Downstate Medical Center *reserves the right to increase monthly fixed or usage charges by notifying licensee sixty days in advance of the effective date of the change. If rates are increased, licensee then has the right to terminate this agreement by providing sixty days written notice to SUNY Downstate Medical Center.*
- G. Limitation of liability – The entire liability of CMC for all claims of whatever nature arising out of the provision of any service provided by CMC shall be limited to the

proportionate fixed monthly charges to licensee. Liability is limited to that period of service in which any mistake, omission, interruption, delay, error or defect in that service or equipment or any other event or action giving rise to a claim occurs. In no event shall CMC be liable for special, punitive, consequential or incidental damages. CMC disclaims any express or implied warranties with respect to service or equipment, including without limitation any implied warranties of merchantability and fixtures for a particular purpose.

H. Licensee Liability – Licensee is responsible for payment of all charges for service including charges for unauthorized usage.

I. This agreement shall be governed by the laws of the State of New York.

Agreed:

Date:

(Print)

(Signed)

(Building)

(Room/Apt)

Office of Residential Life and Services – use only

Date received

Initialed

If you are a new student and you wish to have your phone activated prior to your arrival, please return this form to: The Office of Residential Life and Services, 811 New York Avenue, Brooklyn, New York 11203.