

TELEPHONE SERVICES INFORMATION

Students living in campus residence halls should consult the telephone information provided by Housing. The following information is for administrative telephone service only.

CALLING PROCEDURES AND RATES

TYPE OF CALL	DIALING PROCEDURE***	RATE
Incomplete call	-----	No charge
On-campus call	36 + last 4 digits of number or 55 + last 4 digits of number	No charge
* Local call Augusta Eau Claire Fall Creek Chippewa Falls Elk Lake Rock Falls Cleghorn Elk Mound	9 + 7-digit number	No charge
* Extended community call Downsville Mondovi	9 + 7-digit number	No charge
** Other Wisconsin cities	8 + 1 + area code + 7-digit number	3.5¢ per minute
** Other 49 states in USA	8 + 1 + area code + 7-digit number	3.5¢ per minute
** Canada	8 + 1 + area code + 7-digit number	Rates vary
** International Calls	8 + 011 + country code + number	Rates vary
Toll free call (800, 888, 877, 866)	9 + 1 + 8xx + 7-digit number	No charge
Directory Assistance		
* Local (715 area code)	9 + 411	\$1.50 per call or more
** Long distance	9 + 411	\$1.50 per call
** International	9 + 00 & ask for international dir. assist.	Rates vary (1.99 or more)

NOTES:

- * **University policy concerning personal local calls:**
The University System accepts the Department of Administration's policy on personal local telephone calls. The policy states "...employees should have the opportunity to make essential personal calls as long as the employees are judicious and do not make excessive use of their telephones for this purpose."

- ** **University policy concerning personal long distance calls:**
State employees are prohibited from placing personal calls from University telephones over the State Telephone System (STS). The State of Wisconsin Administration Policies & Procedures Manual states, "The charging of personal calls to the State violates tariff regulations, state, and federal excise tax laws."

State employees may use personal calling cards to place personal long distance calls.
Dial 9 + the number provided by your calling card company and follow the card's instructions.

- *** Dialing 8+1 utilizes the State Telephone System (STS) which is extremely cost effective when compared to regular long distance rates.
Only *emergency* business calls should be made over the regular long distance network. Do **NOT** use 8+1 dialing for local, toll free, or directory assistance calls.

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STANDARD FEATURES AVAILABLE ON BASIC UNIVERSITY TELEPHONES

FUNCTIONS	INSTRUCTIONS
Last Number Redial	After calling a number and getting no answer or a busy signal, you can redial that number by dialing ##.
Call Transfer	To activate: Advise the calling party that you are transferring the call. Depress the switch hook. Listen for the special dial tone. Dial the third party number. When the third party answers, announce the call and hang up. To return to the original call if the third party does not answer or the line is busy, depress the switch hook twice.
Call Hold	To activate: Depress the switch hook. Listen for the special dial tone. Dial 12 . Leave the handset off the hook to keep the call on hold. While the call is on hold, it is possible to dial another number.
	To retrieve: Hang up. Your phone will ring. Lift the handset and resume the conversation.
3-Way Calling	To activate: Depress the switch hook to place the original call on hold. Listen for the special dial tone. Dial the third party's number. When the third party answers, depress the switch hook, and all parties will be connected. To return to the original call if the third party does not answer or the line is busy, depress the switch hook twice.
Speed Calling	To program or change a speed code: Lift the handset and listen for the dial tone. Dial 155 . Listen for the special dial tone. Dial the single-digit "speed code" (0-9) to be assigned to the telephone number. Dial the number as it would normally be dialed, including 8-1 or 9-1 as needed. Dial #. Listen for the confirmation tone. Hang up. Use the same procedure to program or change each speed code.
	To use: Lift the handset and listen for the dial tone. Dial *, dial the "speed code" assigned to the telephone number being called, and dial #. The number will be dialed and ring.
	To delete a speed code: Lift the handset and listen for the dial tone. Dial 155 . Listen for the special dial tone. Dial the single-digit code to be deleted. Dial #. Listen for the confirmation tone. Hang up.
Call Forwarding	To activate: Lift the handset and listen for the dial tone. Dial 13 . Listen for the special dial tone. Dial the number to which calls are to be forwarded. Listen for the confirmation tone. Hang up.
	To cancel: Lift the handset and listen for the dial tone. Dial 14 . Listen for the confirmation tone. Hang up.

If any of the above functions do not work, email **LTS.TELEPHONE** or call Telephone Services at **36-3000**.

TELEPHONE CHANGES OR REPAIR (ADMINISTRATIVE TELEPHONES) Email **LTS.TELEPHONE** with all requests for telephone service changes, voice mail, cellular service, or repairs. Call **36-3000** to reach Telephone Services personnel.