

Your Personal Billing Number (PBN)

Your PAETEC PBN gives you the freedom to place calls from anywhere on campus. By using your PBN, you agree to pay for all calls placed with your PBN, whether or not you made them personally. **DO NOT** share your PBN with anyone! If your PBN is lost, or you suspect that it has been stolen, contact Customer Service immediately. PAETEC will disable your original PBN and a new PBN will be assigned.

PAETEC Calling Card

Your PAETEC PBN works as a calling card too. Contact Customer Service for calling card rates. See the dialing instructions below for information on how to use your PBN as a calling card.

Closing Your Account

PAETEC requires all subscribers to close their accounts and provide a forwarding address when they leave. This ensures that your PBN will be disabled. Until your account is closed, you are responsible for all calls placed with your PBN, as well as any other monthly service fees.

Dialing Instructions

Room to Room

Dial 4-Digit Extension Number

Local Calls

Dial 9 + 10-Digit Number

Long Distance Calls

Dial 9 + 1 + Area Code + 7-Digit Number + Wait for the Tone + PBN

International Calls

Dial 9 + 011 + Country Code + City Code + Number + PBN + Wait for the Tone + PBN

Toll-Free Calls

Dial 9 + 1 + 10-Digit Toll Free Number

Customer Service

Dial 9 + 1-800-962-4772

Directory Assistance - \$.85 per call

Local and Long Distance:

Dial 9 + 411 + Wait for the Tone + PBN

Emergency

Fire, Medical, Police Dial 911

If you dial emergency in error, please stay on the line to tell the dispatcher that you do not have an emergency.

PAETEC Calling Card

- From anywhere in the U.S., dial 1-800-466-1116
- Enter your 4-Digit Location Identifier (3090)
- Enter your PAETEC PBN
- Dial the number you wish to reach

1-900, 1-700, or 1-976 Numbers

The phone system restricts premium services such as: entertainment and information service numbers like 1-900, 1-700, or 1-976 numbers. To dial one of these numbers, it is required that you bill your call to a credit card or a third-party number that does not subscribe to PAETEC services.

Billing Information

Collect Calls

The phone system restricts incoming collect or third-party calls. However, the phone system allows outgoing collect or third party calls to other people who do not subscribe to PAETEC services.

Account Information

Visit our website, campuslink.paetec.com, to review your detailed account information, get answers to frequently asked questions and to review rate information for specific calls. To log onto your account, you will need your PBN and your 11-Digit Account ID as printed on your account statement or PBN card. If you need additional instruction on how to view your account on our Web site, contact Customer Service at 1-800-962-4772.

Individualized Billing

Once a month, you will receive a detailed bill at the address provided to us. If your account balance is under \$2.00 at the time your bill is processed, a bill will not be mailed to you. If your account balance remains under \$2.00 at end of each school year, a statement will be sent to your address indicated in our records. In addition, if we have a current email address on file, you may receive an email notifying you of a current balance due.

If you are assigned to an Ebill only plan you will not receive a paper bill. Instead, you will receive an email identifying your Current Balance due. Please keep your email address information current.

Changing Your Mailing Address

To have your bill sent to a different location, please call Customer Service or complete the address change information on the reverse side of the remittance slip you include with payment. Please note that it may take up to two billing cycles for your address change to be completed.

How to Pay Your Bill

Credit or Debit Card

American Express, Discover, MasterCard or Visa

Online

campuslink.paetec.com

Phone

1-800-962-4772

Check by phone:

1-800-962-4772

Please have your financial institution's ABA routing number and your checking account number available.

This information can be located on the bottom of your checks; please have your checks available for reference when contacting our Customer Service representatives. Do not forget to void this check from your checkbook.

Check or Money Order

Include your 11-Digit Account ID and return in envelope provided

Mail*

PAETEC Communications (SIM)
Cash Applications
One PAETEC Plaza
600 Willowbrook Office Park
Fairport, NY 14450

**Allow 7-10 business days for your payment to be received.*

Avoid Additional Fees

- Late Payment Fee: 60 days after invoicing, a 1.5% fee will be applied to all balances greater than \$2.00.
- Returned Check Fee: A \$20.00 fee will be applied on your next bill.

PAETEC Rates

Rate information is available online by logging into your account at campuslink.paetec.com or by contacting Customer Service. Rates are subject to change at any time, with or without notification. To ensure you have up-to-date rates, periodically check our website.

Managing Your Calling Budget

A \$150.00 credit limit has been automatically set to help you manage your calling budget. If you exceed your credit limit, your PBN may be automatically deactivated. Your PBN will be reinstated after payment is received. To lower your credit limit or for questions about how your credit limit works, contact Customer Service. If your PBN is deactivated due to exceeding your credit limit, you are still responsible for any additional fees incurred, including any monthly service fees.

Collections Policy

Know the status of your account at all times. If you have not received your current billing statement, it is your responsibility to contact Customer Service to update your mailing information.

Should your account become more than 30 days past due, you may be contacted by PAETEC's Collections Department. They may contact you by phone, email or mail to remind you of the status of your account. Further collections activity will proceed as follows:

- **60** days after invoicing, your PBN will be deactivated until payment in full is received.
- **120** days after invoicing, your account will be reported to an outside collections agency, where it may begin to affect your credit.

PAETEC Recommendations

Phone Recommendation

Corded phones eliminate the problems you may encounter in using cordless phones such as cross talk, the inability to place outbound calls and feature capability problems. We highly recommend you utilize corded telephones.

Voice Mail

Your phone line is configured for voice mail. You and your roommate(s) will have your own mailbox from which to retrieve messages. While the phone system supports the use of answering machines, they are not recommended as they may interfere with your ability to receive and retrieve messages.

Meridian Mail

Meridian Mail is an electronic voice messaging system that gives you a convenient way to communicate with people both inside and outside Simmons College. Meridian Mail answers your calls when you are busy or away from your phone, and also allows you to:

- Compose, edit and send messages
- Forward and reply to messages

Logging In

To log into your Meridian Mail, you must complete all of the following steps:

1. From Simmons College, dial 2345.
2. From outside Simmons College, dial 617-521-2345
3. Enter your mailbox number, last 4-digits of your telephone number, followed by the # key.
4. Enter your passcode, followed by the # key.

Changing your Password

1. While logged into Meridian Mail, press 84.
2. Enter your new password, then press # key. Your password may be from five to sixteen numbers and letters except the characters # and *.
3. Enter the password again, then press #.
4. Enter your old password, then press #.

Checking Messages

Meridian Mail has a message waiting indication that notifies you when you receive mail. A special dial tone when you pick up the hands set indicates you have a message waiting.

After logging in, listen to the summary and it will inform you of how many messages you have. New messages play first followed by all previously played messages, in chronological order.

Begin by listening to the first message announcement.

- To listen to this message, press 2
- To skip back 5 seconds, press 1
- To skip forward 5 seconds, press 3
- To pause, press #
- To continue, press 2
- To go to the next message, press 6
- To go to the previous message, press 4
- To go to a specific message, press 8 6 then the *message number* and #
- To delete a message, press 7 6
- To restore a message, press 7 6 again (only within the current session)
- To play the message envelope, press 7 2
- To empty your mailbox, press 7 6 to delete each message
- Deleted messages are removed when you hang up or press 8 1

Recording your Greeting

Callers from outside Simmons College will hear your external greeting while callers within the college will hear your internal greeting.

- When logged in to Meridian Mail, press 8 2
- For your external greeting, press 1
- For your internal greeting, press 2
- To record, press 5
Wait for the tone before you start to speak
- To end your greeting, press #
- Once you have finished, you can play the greeting by pressing 2
- To rerecord your greeting, press 5
- To delete your greeting, press 7 6

Recording your Name (Personal Verification)

- While logged in to Meridian Mail, press 8 9
- To record, press 5
Wait for tone, and record your name and, if you wish, your ext number.
- To end the recording, press #

Help Keys

- General Help *
- Message Command Help 7 *
- Mailbox Command Help 8 *

Call Waiting

Call waiting informs you that another party is trying to reach you while you are on a call. You will hear the call waiting tone only once.

To Activate Call Waiting

1. Press *71

To Deactivate Call Waiting

1. Press *70

To Answer a Waiting Call

1. Press switch hook or flash key once and release*
2. Answer the new call.

To Return to the Original Party

Press the switch hook once and release* (Flash) again and you will be reconnected to the original caller.

*Your phone may vary. Consult your owner's manual for specific instructions on how to access call waiting from your personal telephone.

Repair Policy

Telephone repairs are the subscriber's responsibility. For issues with telephone jacks, lines, and voicemail call the student helpdesk line at x 2222.

Damage caused by apparent tampering and/or vandalism may be billed to room occupants. Subscribers may be held responsible for any repair charges when the malfunction is proven to be in, or caused by, equipment they have provided. Any damage found after the subscribers have left campus may be billed to the room occupants. If a technician is dispatched for repair and the problem is not related to a PAETEC service or if no trouble is found, an additional service order fee of \$75 may be assessed on your next billing statement.

PAETEC Online

campuslink.paetec.com

Access all of your account information via our website. All you need is your PBN and 11-Digit Account ID. Our website will allow you to:

- Obtain your current account balance
- Review your invoice and payment history
- Print a copy of your bill
- Verify rate information
- Pay your bill by American Express, Discover, MasterCard, or Visa
- Verify Customer Service Hours

Contact Information

Customer Service 1-800-962-4772

- Billing Inquiries
- Automated Account Information Line
- Credit Card Payments
- TTY for Customer Service 1-800-803-0320

Customer Service Fax 1-888-880-7676

Repair 1-800-962-4772

Collections 1-877-340-2550

- TTY for Collections 1-888-277-9859

Email campuslink@paetec.com

Mailing Address PAETEC Communications, Inc.
Campuslink Services
One PAETEC Plaza
600 Willowbrook Office Park
Fairport, NY 14450