Problem Calls
if you receive obscene, harassing or threatening calls, don’t say anything, just calmly hang up. Don’t talk about the call with people you know. Chances are, the caller is an acquaintance. If the calls continue, call University Police at extension 2122.

Repair Policy
All telephone repairs are the responsibility of the student(s). Any repairs needed to the telephone jack and/or lines should be reported to the Telecommunications Office immediately by dialing “0” from an on-campus telephone.

if it is determined that the problem is due to a malfunctioning telephone or damage caused by apparent tampering and/or vandalism, a bill will be sent to the room occupants. The student(s) will be held responsible for any repair charges when the malfunction is proven to be, or caused by, equipment they have provided. tampering leading to damage the student(s) caused, or if a technician is dispatched for repair and the problem is not related to a PAETEC service, college service, or no problem is found.

The service fee is based on a contracted hourly rate with the college’s preferred repair provider at the time of the repair. The hourly fee is subject to change at anytime without notice. The service fee will be at least $70 per hour per service call.

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 or extension 2312
• 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
Phones: On line form: www.cortland.edu/admin/phone
Voicemail: 4723; PBN problems: 2312
Collections
1-877-340-2550
• TTY for Collections
1-888-277-9859
Email
info@campuslink.com
Mailing Address
PAETEC Communications, Inc.
Campuslink Services
One PAETEC Plaza
600 Willowbrook Office Park
Fairport, NY 14450

Important Numbers
Fire (emergency) 911
University Police (emergency) 2111
University Police (non-emergency) 4124
Emergency Squad 4111
Health Services 4811
Counseling Services (before 5 p.m. Weekdays) 4728
Advisement 4726
Academic Support & Achievement (ASAP) 4309
Affirmative Action Office 2302
Arts & Sciences - Dean’s Office 4312
Associate Dean’s Office 4314
Athletics 4953
Auxiliary Services Corporations 4627
Bank, M&T, Neubig Hall 5676
Bursar/Student Accounts 2313
Career Services 4615
Center for Wellness 4639
College Store - Neubig Hall 4621
Corey Union (Campus Corner) 4623
Corey College Union 2700
Information Desk 2133
Video Store 4717
Financial Aid Office 5678
Interfaith Center 9 + 753-1002, wait for tone + PBN
Internship/Volunteer Office 4715
Judicial Affairs 4725
Library 2525
Reference Desk 2590
Lost and Found 4124
Menu Hotline ASC 5678
Newman Hall 9 + 753-6737, wait for tone + PBN
Phone Bill Line/Account Balance 9 – 1 800 962 4772,
wait for tone + PBN
Professional Studies - Dean’s Office 2701
Associate Dean’s Office 2702
Raquette Pizza 4624
Registrar 4701
Residential Services 4724
SAB (Student Activities Board) 2626
SafeRide/Commuter Express 5666
SGA (Student Government Association) 4816
Sports Recreation Information 4960
Sports Results Hotline 2521
Student Health Services 4811
Study Abroad 2209
Technology Help Desk 2500
WSUC-FM Radio 4818

Calling Guides May Also Be Viewed At:
www.cortland.edu/admin/TelComm
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 5-Digit Extension Number (8XXXX)

Local and Long Distance Access
Local and long distance access is provided by Administrative Computing Services, Telecommunications Office, in partnership with PAETEC Communications. For help with your PAETEC PBN call: 1-800-962-4772 or 2312 from on campus.

Local Calls
Dial 9 + 7-Digit Number, wait for tone = PBN

Long Distance Calls
Dial 9 + Area Code + 7-Digit Number, wait for tone = PBN

International Calls
Dial 9 + 011 + Country Code + City Code + Number, wait for tone = PBN

Toll-Free Calls
Dial 9 + 1 + Ten-Digit Toll Free Number, wait for tone = PBN

Customer Service
Dial Extension 2312 or 9 + 1-800-962-4772, wait for tone = PBN

Directory Assistance - $.85 per call
Local and Long Distance:
Dial 9 + Area Code + 555-1212, wait for tone = PBN

PAETEC Calling Card
• From anywhere in the U.S., dial 1-800-496-1116
• Enter your 4-Digit Location Identifier (2800)
• Enter your PAETEC PBN
• Dial the number you wish to reach

1-800, 1-700, or 1-976 Numbers
The phone system restricts premium services such as entertainment and information service numbers like 1-800, 1-700, or 1-976 numbers. To dial one of these numbers, it is required that you dial your call to a credit card or a third-party number that does not subscribe to PAETEC services.

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.

Emergency Blue Light Phones
An emergency phone system has been installed on-campus to make the reporting of serious incidents easier and quicker. Each grey emergency phone box is attached to a light pole or building. A blue light, easily seen at night, hangs over each box. To report an incident, just open the box and pick up the receiver. The phone will be answered by University Police.

Telephones at the main entrance of each residence hall are “hands-free,” allowing visitors to call the rooms of students. The phones are also equipped with a separate button for emergencies only, which when activated, will ring directly to the University Police Department. Please note: these phones are designed for short conversations and will terminate after one minute.

Billing Information

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 information about how to view your account on our website, 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 the 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 ASA 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 to* PAETEC Communications (COR)
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.

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
The college provides voice mail services to students in the residence halls. For further information about this service, contact the Residential Services Office at extension 4723.