

**COMMUNICATIONS SERVICES  
RESIDENTIAL TELEPHONE SERVICES CHANGE-OF-CUSTOMER NOTIFICATION**

Use this form **only** if you are moving out of a residence hall room or university apartment **and** one of your roommates wants to retain this telephone service, assuming responsibility for all charges incurred. If none of your roommates wants to retain this service, complete a RESIDENTIAL TELEPHONE SERVICES DEACTIVATION REQUEST instead. Please print legibly or type.

Current Customer Name (as it appears on billing summary)		Perm Number	Telephone Number	
Residence Hall or Street Address (where telephone line is installed)			Room Number or Apartment	
Mailing Address for Final Billing Summary	City	State	Zip Code	
If you wish to cancel your UCSB Calling Card, check here: _____. If you wish to cancel Voice Mail, check here: _____.				

The **NEW** customer should complete the following section.

New Customer Name (as it should appear on billing summary)		Perm Number	Change of Customer Date	
New Mailing Address for Billing Summary		City	State	Zip Code
New Permanent Mailing Address (Street Address or P.O. Box)		City	State	Zip Code
E-mail Address: _____				
We normally configure lines with Flat Rate for local calling. Check here <b>only if you prefer Measured Rate</b> : _____				
For \$2.99 per month, your line will be installed with a <b>Standard Feature Package</b> , including <b>Call Waiting, Call Forwarding, Call Hold, *69 Call Return, Camp On with Callback, and Redial</b> . Check here if you would prefer NOT to have these features on your line: _____.				
You can get our <b>\$8.49/month Caller ID Feature Package</b> (all features above, plus Incoming Caller ID) by checking here: _____				
Voice mail is available for \$5.95 per month; installation charge may apply. To order voice mail, check here: _____. Up to three additional boxes are available for \$2.00 each per month. Check if you would like one _____, two _____, or three _____.				
A listing with Verizon Information (411) costs <b>\$1.75 per month</b> . To be listed, check here: _____. Please indicate any <b>additional</b> names to be listed, for \$1.75 <b>per person, per month</b> :				
Name: _____		Name: _____		
Service Agreement: I have read the UCSB Residential Telephone Services Policies printed on the reverse side of this form. I understand these policies, and agree to abide by them. I agree to make prompt and timely payment on all bills issued to my account for telephone services used or authorized by me. I understand and agree that I am responsible for <b>all</b> charges to my telephone line. I further agree to notify the UCSB Communications Services Department, on forms provided by them or by using the on-line ordering system, if I decide to discontinue my telephone services, or change my room or address.				
Signature: _____		Date: _____		

Mail or deliver completed form to:  
Communications Services, Public Safety Building  
University of California, Santa Barbara, CA 93106-1020

**Please do not write below this line.**

Telephone Number				
Date Activated	Date in Database	By	Work Order Number	

(Change-8/04)

## Residential Telephone and Television Policies

A complete description of UCSB's Residential Telephone and Television services and associated policies is available at our offices, and at:

<http://www.commserv.ucsb.edu/residents/>

1. All applicants for residential telephone services must agree to read the Telephone and Television Services Policies on this page, and agree to abide by them. Violations of policy may result in deactivation of your services.
2. All charges for these services, with the exception of any Premium television services obtained from Cox Communications, will be assessed by the UCSB Communications Services Department, and will appear on your monthly Billing Accounts Receivable Collections (BARC) statement. All charges are subject to surcharges by State and Federal regulatory agencies. Payment may be made through the mail or in person to the UCSB Cashier's Office, SAASB 1212. Please use check or money order, payable to Regents, University of California. Bills are due and payable at the time of receipt, but no later than thirty (30) days from the date of the billing summary. If you do not make full payment within this period, we will restrict or cancel your service. To reactivate service, you will have to settle all past due accounts, and pay a reconnection fee.
3. The person who signs up for television, telephone or voice mail services becomes the Customer of Record and is responsible for **all charges**, including **all calls** placed or received on the telephone line, collect calls, credit card calls, calling card calls, and **long distance calls within Area Code 805 to establish Internet connections**.
4. When initiating a phone call, you may be charged for an unanswered call if you stay on the line more than sixty (60) seconds. Therefore, you should hang up immediately upon hearing a busy signal, or after approximately ten unanswered rings. When you have completed your call, or the party called doesn't answer, or you get a busy signal, **hang up for at least five (5) seconds before attempting your next call**. Failure to hang up for at least five seconds may cause your previous call to be placed on "hold," and you may be billed for two concurrent calls.
5. If you change your room number, move away, withdraw from the University, are evicted, or decide to discontinue your telephone services, you must complete a **Communications Services Deactivation Request**, available from Communications Services. Failure to do so will result in continued liability for charges billed to your previous address or account. Deactivation requests must be received by Communications Services at least three (3) working days prior to the requested date.
6. Claims for refunds of charges for residential telephone services must be received by UCSB Communications Services within sixty (60) days of the date of the billing summary on which they appeared. Claims should be submitted on a **Customer Request for Refund of Charges form**, available from the Communications Services website, or our offices.
7. All long distance calls will be completed using the UCSB telephone system's carrier. You agree not to select another company as your primary long distance provider, or to subscribe to a long distance discount program. If you subscribe to programs with other carriers that result in recurring charges to your line, you may be charged \$50 to unsubscribe.

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Public Safety Building  
University of California  
Santa Barbara, CA 93106-1020**