



Communications Services Installation Request



Customer Information

Name:	Perm Number:	Install Date:	
Residence Hall and Room or Apt. #:		Today's Date:	
Local Mailing Address:	City:	State:	Zip:
Contact Telephone Number:			
E-mail Address (for billing notices):			

Telephone Service Installation - \$20.00 Please allow up to 3 working days for Installation

If you would like to have Telephone Service, please check here:

Optional Telephone Features

Your line includes a package of standard calling features including Call Transfer, Three Way Calling, Call Forward, Call Return, Camp-On With Callback (on-campus calls only), Call Hold, Redial, Call-Waiting.

The following two options may be selected at *no additional charge*:

Check here if you would prefer NOT to have Call Waiting Tone for incoming calls:

Check here to restrict your line to Local Calls Only (this prevents Toll Long Distance calling):

Caller ID Feature Package: \$8.49 per month. In addition to the standard calling features you will receive Caller ID for incoming calls. **You will need a Caller ID compatible telephone or Caller ID Box.**

Check here for the **CALLER ID Feature Package:**

Voice Mail Box: \$5.95 per month, \$5.00 Installation Fee (waived when ordered with new line)

Cable TV Service Installation \$56.95 Please allow up to 3 working days for Installation

If you would like to have Cable TV Service, please check here:

Requested Installation Date: (mm/dd/yy) _____

Service Agreement:

I have read the UCSB Residential telephone and Cable television services policies printed on the back of this form. I understand these policies and agree to abide by them. I understand and agree that I am responsible for all charges applied to my account for telephone and or television service. I agree to make prompt and timely payment on all bills issued to my account. I further agree to notify the UCSB Communications Service department, on forms provided by them or by using the on-line ordering process, if I decide to discontinue telephone and or television service, or change my room or address.

Signature: _____ Date: _____

FOR QUESTIONS OR ASSISTANCE, PLEASE VISIT <http://www.commserv.ucsb.edu/residents> OR CALL 805-893-8700.

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.

Mail or Deliver completed form to:

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