

## 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

**Effective Fall 2005, dorm room phones are limited to placing and receiving on campus calls, unless student has ordered a full service phone.**

### Room to Room

Dial 5-Digit MIT Extension Number

#### Emergency ..... Dial 100

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

Medical Emergency .....Dial 3-1311

Campus Police .....Dial 3-1212

General Information .....Dial 3-4481

### Directory Assistance

Dial 0 (Operator)

MIT (8 AM to 5 PM, M-F, except holidays)

**Students may upgrade their phone to full service, which will include placing and receiving off-campus calls, voicemail, and call waiting. Long distance calling is available with PAETEC PBN.**

**The following applies to those who upgrade to full service phones.**

### Local Calls

(617) / (857) & Some 781/339 Area Codes

Dial 9 + Area Code + Number

### Long Distance Calls

Including 508, 978, and other 781 areas

Dial 9 + 1 + Area Code + Number + Wait for Tone + PBN

### International Calls

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

### Toll-Free Calls - 800/866/888/877

Dial 9 + 1 + 8XX + Number

### PAETEC Customer Service

Dial 9 + 1-800-962-4772

### Long Distance Directory Assistance

Including 508, 978 area codes

Dial 9 + 1 Area Code + 555-1212 + Wait for Tone + PBN

### International Directory Assistance (this is a toll call)

Dial 190 + 00-Ask operator for connection to international directory assistance and request that the call be billed to your personal telephone calling card or credit card.

### PAETEC Calling Card

- From anywhere in the U.S., dial 1-800-466-1116
- Enter your 4-Digit Location Identifier (2500)
- Enter your PAETEC PBN
- Dial the number you wish to reach

## Call Waiting

To put a call on hold and answer a waiting call

#### Do This:

When you are on a call, three beeps signal a second call, coming in. To answer the second call, press the switchhook and press 77. This puts the first call on hold and connects you to the waiting call. To alternate between the calls, press the switchhook and press 77.

End a call and answer a waiting call.

#### Do This:

Hold down the switchhook until the phone rings back with the second call.

To cancel call waiting before placing a call (to prevent interruption, especially on computer dial up calls)

#### Do This:

Lift receiver and press 69. At the second dial tone, place your call. Call waiting is restored when you hang up.

### 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.

### 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.

## Billing Information

### Account Information

Visit our website, [campuslink.paetec.com](http://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 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 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](http://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.

### 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.

Mail\*

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

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

## PAETEC Rates

Rate information can be found online at [campuslink.paetec.com](http://campuslink.paetec.com) by logging into Your Account 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 will be automatically deactivated. Your PBN will be reinstated only after full payment is received. To lower your credit limit or for questions about how your credit limit works, contact Customer Service. If your PBN has been 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 invoicing, 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.

## Additional Information

### Answering Machines

Answering machines are allowed, or you may subscribe to full telephone service that includes voicemail. See <http://web.mit.edu/is/tel/student.html> for more information.

### 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 functionality problems. We highly recommend you utilize corded telephones.

## Repair Policy

### Repair Policy

Massachusetts Institute of Technology repairs wall outlets and problems related to the MIT telephone systems and will replace MIT telephones if they fail. (There may be a charge for replacement).

PAETEC does not repair your personal telephone. Contact your House Manager to report a telephone problem or report it to [5help@mit.edu](mailto:5help@mit.edu) or call 253-4357. For more information see <http://web.mit.edu/is/tel/help.html>.

## PAETEC Online [campuslink.paetec.com](http://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

<b>Customer Service</b>	1-800-962-4772
• Billing Inquiries	
• Automated Account Information Line	
• Credit Card Payments	
• TTY for Customer Service	1-800-803-0320
<b>Customer Service Fax</b>	1-888-880-7676
<b>Repair</b>	1-800-962-4772
<b>Collections</b>	1-877-340-2550
• TTY for Collections	1-888-277-9859
<b>Email</b>	<a href="mailto:campuslink@paetec.com">campuslink@paetec.com</a>
<b>Mailing Address</b>	PAETEC Communications, Inc. Campuslink Services One PAETEC Plaza 600 Willowbrook Office Park Fairport, NY 14450