

Optional ECU Residence Hall Land Line Phone Service

Campus Living at East Carolina University is committed to providing a range of services to students. Given the significant rise in mobile phone use, text messaging, and email communication in recent years, the use of landlines by students in residence hall rooms has significantly declined. Nevertheless, students who want to have the convenience of a “land line” phone in their residence hall room, may acquire the service by paying an additional charge. Live-in staff will be provided with land line phones in their rooms and offices. In addition, public, courtesy phones will be available on the floor of each residence hall for student use.

The cost of the land line phone service is \$100 per semester and \$200 for the full term of the Campus Living contract (i.e., two (2) semesters). Students who sign up for the service for the full term of the Campus Living contract who later wish to cancel the service for the second semester, must notify Campus Living at the address listed below in writing no later than the last day of classes of the first semester. The \$100 service fee is billed to the enrolling ECU student upon service enrollment and at the beginning of each semester. The service fee is non-refundable and will not be prorated if the student terminates the Campus Living contract after enrolling in the service.

The service is for local telephone service only and is provided via an analog phone gateway over the University’s Voice-Over-IP phone system. Long-distance phone service is not included in the land line service. A standard residential phone will operate with on the system. Students are responsible for providing their own phone handset. Students will receive their phone number and other service-related information via their ECU e-mail account within two to three business days after signing up for the service.

Students are encouraged to discuss the use and management of the phone line with their roommate(s) as part of the roommate agreement process. A \$25 service fee will be assessed to the enrolling student’s account should it be necessary to move the phone line and number to another Campus Living room.

Student Name: _____ Banner ID: _____

Current Room Assignment: _____ Residence Hall: _____

Student Signature: _____ Date: _____

Witness: _____ Relationship to student: _____

I agree to pay \$100 per semester for land line phone service in my residence hall room. I understand that I am responsible for providing my own phone handset and that long-distance service is not included in the cost of the land line service. I acknowledge that the service fee is non-refundable should the Campus Living contract be cancelled. I further understand that an additional \$25 fee will be assessed if it becomes necessary to move the service to a new Campus Living room assignment. Lastly, I acknowledge that if I desire to cancel the land line service for the second semester, I must notify Campus Living in writing at the address listed below no later than the last day of classes of the current semester.

Mail or fax this signed agreement to:

Campus Living- Phone Service
Jones Hall- Office Suite 100
East Carolina University
Greenville, NC 27858

Fax: 252-328-4995

Optional ECU Residence Hall Land Line Phone Service – Common Questions

Does ECU provide the phone? The service is for local telephone service only and is provided via an analog phone gateway over the University's Voice-Over-IP phone system. A standard residential phone will operate with on the system. Students are responsible for providing their own phone handset.

Can more than one line be provided in a room? No, only one phone line can be set up in a room. The phone service will be provided to the first student in the room that requests it. Students can share the costs of the service by their own arrangement, but only one student will be responsible for the service and billed by the university.

What is the cost for the Service? The cost of the land line phone service is \$100 per semester and \$200 for the full term of the Campus Living contract (i.e., two (2) semesters). Students who sign up for the service for the full term of the Campus Living contract who later wish to cancel the service for the second semester, must notify Campus Living at the address listed below in writing no later than the last day of classes of the first semester. The \$100 service fee is billed to the enrolling ECU student upon service enrollment and at the beginning of each semester. The service fee is non-refundable and will not be prorated if the student terminates the Campus Living contract after enrolling in the service or starts the service after the semester begins.

Will the phone include long distance service? Long-distance phone service is not included in the land line service. Students will need to use a private long distance carrier via some type of phone card.

Does the land line include voicemail? It does not; students can use a standard residential answering machine if they need one.

How will I know my phone number or that the line is active? Students will receive their phone number and other service-related information via their ECU e-mail account within two to three business days after signing up for the service or their arrival to campus for the fall semester.

Moving the service? I further understand that an additional \$25 fee will be assessed to move the service to a new Campus Living room assignment for any reason. The service will be automatically moved to a new room assignment at the time a room change is completes, unless directed otherwise by the student at the time of the room change.