



SYRACUSE UNIVERSITY  
INFORMATION TECHNOLOGY AND SERVICES  
TELECOMMUNICATIONS

June 2006

Dear Student,

Welcome to Syracuse University! The Telecommunications staff look forward to assisting you with your campus telephone and cable television service. Local telephone, cable television and internet (ResNET) services are provided in all of the rooms. The costs of the services are paid for by a student communications fee of \$185 per semester which is billed to your Bursar account. You should report any problems with telephone or cable tv to Telecommunications at 443-4730. Problems with ResNET connections should be reported to Information Technology and Services at 443-2677.

### **Telephone Service**

Each room/apartment unit has one assigned telephone number. Most rooms have a telephone jack for each bed. Telephone service is provided by Verizon. Included in the service are caller ID, call waiting, three-way calling, speed calling, and call trace. Your telephone number should be listed on your housing assignment notification letter. *You will need to bring your own touch-tone telephone and caller ID display. Even though you may already have a cell phone, we encourage you to also connect a landline telephone in your room. You can use the phone to make free campus, local and toll free calls and receive calls from anywhere. You can also use it to contact Public Safety in the event of an emergency. Using the phone service in your room also makes it easier for your professors and other campus offices to reach you. Please note that the billing of any services to your room telephone is prohibited.*

### **Voice Mail**

Voice mail service is available for a *non-refundable* setup fee of \$15 per voice mailbox for the academic year. You can use voice mail or an answering machine, but not both. **Sign up for voice mail online at <http://telecom.syr.edu/student/vform.html>.** The fee will be billed to your Bursar's account.

### **Long Distance Telephone Service**

Syracuse University has no arrangements for long distance with any carriers. You can use prepaid phone cards or other toll-free options to make long distance calls from your room. Prepaid phone cards can be purchased in the SU Bookstores.

### **Cellular Service**

Cingular, Verizon Wireless, Nextel, Sprint, and T-Mobile are among the carriers that provide cellular service in the Syracuse area. Currently, Cingular Wireless offers a student discount plan. To learn more visit <http://telecom.syr.edu/student>.

### **Cable Television**

Standard service (74 channels) is provided in all Syracuse University residential facilities. *You will need to bring your own television.* Optional premium services are available through Time Warner Cable at an additional cost to you; you can order these services by calling Time Warner Cable at 877-255-4610, online at <http://web.twny.com/su/> or in person during Opening Weekend (on the quad or at the Schine Student Center).

### **Internet Connection**

SU's Residential Network (ResNET) provides a direct network/Internet connection to each student in residence hall rooms. You will need your own personal computer. In order to connect to ResNET, students are required to have McAfee antivirus software installed and running on their personal computers. The software is free to all students connected to ResNET. Students will also be required to activate their University NetID and password. Information about activating your NetID is available on the Web at <http://netid.syr.edu/>. Detailed information about obtaining the free antivirus software is available on the Web at <http://its.syr.edu/rescom/antivirus/index.cfm> or by calling ITS at 443-2677.

Staff from the Telecommunications Department, Time Warner Cable and ResNET will be available on the Quad on Wednesday, August 23rd and Thursday, August 24<sup>th</sup> to assist you. In the meantime, feel free to email us at [telecom@syr.edu](mailto:telecom@syr.edu) or call us at 315-443-4730 between 8:00 a.m. and 4:30 p.m. You can find additional information about our services by visiting our website at [telecom.syr.edu/student](http://telecom.syr.edu/student). Enjoy the rest of your summer and we'll see you in August.

Sincerely,

Ron Kurdziel  
Director, Telecommunications

