

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.

Phone Service

To order service when you arrive on campus go to: campuslink.paetec.com

Click on: Sign up for service
Select: University of Kentucky

There is a monthly charge of \$25.21 to cover your phone use. This charge covers room-to-room calling, unlimited local calls and incoming calls.

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

Room to Room

Dial 5-Digit Extension Number

Local Calls

Calling from Fayette County to:
Georgetown exchanges 570,863,867 & 868
Midway exchange 846
Nicholasville exchanges 881,885 & 887
Sadieville exchange 857
Stamping Ground exchange 535
Versailles exchanges 256,873 & 879
Wilmore exchange 858
All exchanges within Fayette County are considered local.

Long Distance Calls Within the 859 Area Code (Local Toll Calls)

Dial 8 + 1 + 859 + Number + Wait for Tone + PBN

Long Distance Calls

Dial 8 + 1 + Area Code + 7-Digit Number + Wait for Tone + PBN

International Calls

Dial 8 + 011 + Country Code + City Code + Number + Wait for Tone + PBN

Toll-Free Calls

Dial 8 + 1 + 10-Digit Toll Free Number

Customer Service

Dial 8 + 1-800-962-4772

Directory Assistance - \$.85 per call

Local and Long Distance:

Dial 8 + 1 + Area Code + 555-1212 + Wait for Tone + PBN

Emergency

Fire, Medical, Police Dial 911

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

PaeTec Calling Card

- From anywhere in the U.S., dial 1-800-466-1116
- Enter your 4-Digit Location Identifier (2640)
- Enter your PaeTec PBN
- Dial the number you wish to reach

Voice Mail

Voice mail is available to all students living on campus for a nominal monthly recurring fee of \$6.50

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, 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.

Rate information is available online by logging into your account at campuslink.paetec.com 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.

How to Pay Your Bill

Credit or Debit Card

American Express, Discover, MasterCard or Visa

Online: 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 when contacting PAETEC Customer Service. This information can be located on the bottom of your checks. Do not forget to void this check from your checkbook.

Check or Money Order by mail*

Include your 11-Digit Account ID
Send to: PAETEC (NYC)
Cash Applications
One PAETEC Plaza
600 Willowbrook Office Park
Fairport, NY 14450

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

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.

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 may be automatically deactivated. Your PBN will be reinstated after payment is received. To lower your credit limit or for questions about how your credit limit works, contact Customer Service. If your PBN is deactivated due to exceeding your credit limit, you are still responsible for any additional fees incurred, including any monthly service fees.

PAETEC Recommendations

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 capability problems. We highly recommend you utilize corded telephones.

PAETEC Rates

Collections Policy

Should your account become more than 30 days past due, you may be contacted by PAETEC's Collections Department 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

Repair Policy

Telephone repairs are the subscriber's responsibility. Repairs for telephone jacks and lines should be reported to Customer Service at 1-800-962-4772.

Damage caused by apparent tampering and/or vandalism may be billed to room occupants. Subscribers may be held responsible for any repair charges when the malfunction is proven to be in, or caused by, equipment they have provided. Any damage found after the subscribers have left campus may be billed to the room occupants. If a technician is dispatched for repair and the problem is not related to a PAETEC service or if no trouble is found, an additional service order fee of \$75 may be assessed on your next billing statement.

PAETEC Online www.campuslink.paetec.com

NEW! Log on and click a specific date to view an itemized invoice of all your calls instantly!

Access all of your account information via our website. All you need is your PBN and 11-Digit Account ID 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

PAETEC Contact Information

Customer Service 1-800-962-4772

- Billing Inquiries
- Automated Account Information Line
- Credit Card Payments
- TTY for Customer Service

Customer Service Fax 1-888-880-7676

Repair 1-800-962-4772

Email campuslink@paetec.com

Mailing Address
PAETEC
Campuslink Services
One PAETEC Plaza
600 Willowbrook Office Park
Fairport, NY 14450

University of Kentucky Telephone Service Calling Guide

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PAETEC