**Residential Telephone Service Request FAQ**

**Student Network Services**

800 Washington St SW Suite 120 • 540-231-3000 • stunet@vt.edu

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**How long does the activation process take?**
- To begin service, it can take up to 10 business days
- You will be contacted by the Student Network Services office with further information and instructions regarding your new service

**When I return to campus in the Fall, will my service be active?**
- No. When you initially set up your telephone service, we set a deactivation date for the end of the Spring semester of the current school year. If you wish to reactivate this service for the next school year, you will need to come back to the Student Network Services Office in the Fall.

**Can there be more than one telephone in a room?**
- Yes. You and your roommate can each purchase your own residential telephone service subscription.

**Can I share my phone with my roommate?**
- Yes, you can share your phone with your roommate but you will be responsible for all charges associated with this service.

**Frequently Used Telephone Numbers:**

- **University Switchboard:** 1-6000
- **Safe Ride (VTPD):** 1-7233
- **Student Network Services:** 1-3000
- **University Bursars:** 1-6277
- **Financial Aid:** 1-5179
- **Dean of Students:** 1-4035
- **Non-emergency VTPD:** 1-6411
- **Parking Services:** 1-3200
- **4Help:** 1-4357
- **Hokie Passport:** 1-5121
- **Registrar:** 1-6252
- **Cook Counseling Center:** 1-6557

In case of an emergency, dial 911 immediately

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**Once my telephone service is active, will it deactivate automatically?**
- Yes. We will put in a deactivation date for the end of the Spring semester of the current school year.

**Where can I find my phone number if I forget it?**
- You can contact the Student Network Services office from your room phone if you have forgotten your phone number, and we will provide it to you. Your phone number will also appear on your bill.

**What is an authorization code and how do I get one?**
- An authorization code allows you to make long distance calls from a campus phone
- You can sign up for an authorization code at cola.cns.vt.edu or at the Stunet Office
- Once your authorization code is active, you will be notified via email. This may take up to five business days

**Will I be charged for long distance calls?**
- Domestic long distance calls can be made at no charge, but charges will apply to international calls
- To figure out the rate for international calls, go to: www.cns.vt.edu/tele_internationalNumbers.html

**How do I place an international call?**
- Dial: 9 + 011 + Country Code + City Code + Number, broken tone is heard, enter 6 digit authorization code
- For more information on placing calls, visit: www.cns.vt.edu/tele_howTo.html

**How can I forward my room phone to my cell phone when I am away?**
- Pick up your phone, when you get a dial tone, press *06
- When you hear a secondary dial tone, dial 9, then 1 + area code + phone number
- You will hear 3 short dial tones as a confirmation
- To turn off call forwarding, dial #06 from the room phone
How do I check my voicemail?
- To check your voicemail from your room phone, dial 1-1000
- The system will prompt you for your five digit extension (ex. 2-0000)
- The default password is 159357, which you will use the first time you log in, then you will be prompted to set a password for your phone
- After your password is set, there will be prompts talking you through the remaining setup procedures

How will I be billed for my service?
- You will be billed once per month. A printed statement will be sent to your mailing address listed in my.vt.edu
- Initial service costs (the activation fee and one month minimum) will appear on your first bill

Who do I contact if I am having technical difficulties with my phone?
- If you have technical difficulties with your phone, contact our Network Operations team at (540) 231-6780