

**BSU Prepaid Long Distance  
Faculty/Staff Terms & Conditions  
2008/2009**

Ball State Telephone Services is pleased to offer personal long distance services to Ball State Faculty and Staff. Ball State Telephone Services is the only provider of direct dial long distance from any on-campus telephone.

**Rates:**

Nationwide long distance calls are \$0.06 per minute 24 hours per day. Directory Assistance calls are \$0.95 each. International long distance rates can be found on our web page at [www.bsu.edu/bsuconnect](http://www.bsu.edu/bsuconnect) or you may request a printed copy by calling our office at (765) 285-8417.

**International long distance:**

If you plan to place international long distance calls, simply indicate that you wish to have this access when you sign up for service. If you wish to add international dialing at a later time, please contact Telephone Services at (765) 285-8417.

**No hidden surcharges:**

Ball State Telephone Services does not impose a surcharge for long distance calling.

**Personal Billing Numbers:**

Members who prepay for blocks of long distance minutes will be responsible for all calls placed using their Personal Billing Number (PBN). If your PBN is lost or stolen, report it to Telephone Services at 5-8417. The PBN will be cancelled and you will be issued a new PBN for your remaining balance or prepaid minutes.

Unauthorized access of another person's PBN is a serious violation, as serious as any theft or invasion of privacy. Violations will be dealt with in accordance with University disciplinary procedures. Certain activities involving telecommunications fraud and tampering are considered misdemeanors or even felonies.

**Incomplete calls:**

Ball State does not have answer supervision on its outside lines. Therefore, Telephone Services cannot detect if an outside call has been answered. To compensate faculty/staff buying long distance services from Ball State, you will not be charged for your call until 45 seconds after you begin dialing. To avoid being charged for incomplete calls, hang up if your call is unanswered within 45 seconds.

**Closing your BSU Prepaid Long Distance account:**

To close your BSU Prepaid Long Distance account, you must complete a cancellation form. BSU Prepaid Long Distance cancellation forms are available on our website at [www.bsu.edu/bsuconnect](http://www.bsu.edu/bsuconnect) or at our office:

Telephone Services  
321 N. College Ave.  
Muncie, IN 47306

**Refunds:**

You have 7 days from date of purchase to cancel service and receive a refund of your remaining balance. Otherwise, unused minutes are non-refundable.

**Returned checks:**

Ball State Telephone Services charges a \$15.00 service fee for each returned check. Returned check fees are processed by the University Bursar.

*The information presented here, correct at the time of publication, is subject to change. Ball State University practices equal opportunity in education and employment and is strongly and actively committed to diversity within its community.*