

**Campus Messenger
Terms & Conditions
2009/2010**

To Activate Your Voice Mailbox:

In order for your voice mailbox to be activated, you must contact Telephone Services by phone (765) 285-8417 or by e-mail at bsuconnect@bsu.edu and notify us of your on-campus address and telephone number.

Cancellation:

During the first week of classes you may cancel voice mail service and receive a 100% refund by contacting Telephone Services by phone (765) 285-8417 or by e-mail at bsuconnect@bsu.edu.

After the first week of classes you may cancel your voice mail service; however, you will not receive a refund unless you move out of University Housing (see Refund Policy below).

It is your responsibility to notify Telephone Services of your on-campus address and telephone number. Failure to notify Telephone Services of your campus address and telephone number does not qualify you for a refund of your prepaid voice mail service fee.

Refund Policy:

During the first week of classes Telephone Services will refund 100% your prepaid Campus Messenger fee without any questions. After the first week of classes, you will only be eligible for a refund of your prepaid Campus Messenger fee when University Housing notifies Telephone Services in writing that you have moved out of university housing. The following schedule is used to calculate any refund for which you may be eligible.

Fall or Spring
Week 1 – 100%
Week 2 – 80%
Week 3 – 60%
Week 4 – 40%
Week 5 – 0%

Summer
Week 1 – 100%
Week 2 – 50%
Week 3 – 0%

If you prepaid for an academic year and did not return to campus for Spring Semester, upon written notification from University Housing, you will be refunded \$20.00

All refunds will be processed through the University Bursar.

Returned Check Policy:

Ball State Telephone Services charges a \$15.00 service fee for each returned check. Returned check fees will be 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.