

TELECOMMUNICATIONS SUBSCRIPTION TERMS

I. GENERAL INFORMATION

- **Office Address:** Volunteer Connections, 1115 Volunteer Boulevard, 9 Humanities Bldg., Knoxville, TN 37996-0401
- **Office hours:** 8 AM to 4 PM, Monday through Friday; reduced hours may be observed during UT administrative closing, holidays, or other department specified occasions.
- **Office telephone:** (865) 974-8006 or toll free 1-877-783-5266
- **Office email address:** volcon@utk.edu
- **Office web address:** oit.utk.edu
- **Online payments and purchase:** oit.utk.edu/ecommerce
- **Service Equipment problems:** (865) 974-3121 Should system-wide problems occur, every effort will be made to restore services within twenty-four (24) hours. If a University technician is dispatched to your address, authorized access will be coordinated with either the subscriber or University Housing.
- **Local and long distance dialing problems:** (865) 974-3121
- **Information:**
 - Campus Information: (865) 974-1000
 - Knoxville City Directory Online: oit.utk.edu/phone/yp
 - Directory Assistance: 411
- **Operator assisted (0+) dialing problems:** 0; or contact your alternative carrier (see Section III)
- **Disability requirements:**
 - residents of University Resident Apartments contact Disability Services at 974-6087
 - residents of Knoxville Place contact the manager's office at 525-7111

II. APPLYING FOR SERVICE AND SERVICE DESCRIPTIONS

- **Applying for Service:** Volunteer Connections cannot accept an application without a housing contract. Student and employee status will be verified regularly. Unless prior arrangements are made, any non-enrolled subscriber will be deactivated.
You may apply for services in one of these four ways:
 - Online at oit.utk.edu/ecommerce
 - Call Volunteer Connections for an application.
 - To apply in person, bring your validated UT ID and housing contract and pay the NON-REFUNDABLE activation fee(s) at Volunteer Connections.
- **Service Descriptions:** Refer to front of application for service and feature descriptions and rates.

III. RATES (All rates and fees are subject to applicable taxes and communications fees.)

For monthly costs and service descriptions refer to front of application. These services will be billed monthly by Volunteer Connections.

• VolTelcom, VolVMail, and DSL Services

Service	Activation Cost	Standard Activation Time
VolTelcom	\$50.00	4 business days
VolVMail	—	4 business days
DSL	—	10 business days

Services will be prorated based on activation/deactivation dates. Should your DSL service require telephone/software reconfiguration there will be a one time charge of \$70.00 Upon completion of the application process, every effort will be made to have services activated in the time frame stated above. However, due to 911 emergency issues, additional service (other than the primary line in the apartment) may require as long as ten (10) business days for activation. If a technician is dispatched for service activation, authorized access will be coordinated with either the subscriber or University Housing. Optional services cannot be activated until the VolTelcom service is in place. Any refund warranted for service(s) deactivation will be netted against any outstanding balances due the University.

• VolConnection Long Distance Service

Refer to front of application for package descriptions and rates.

- Rates are in effect 24 hours a day, 7 days a week
- **Change in Service:** Subscriber may change his/her long distance package by completing a change in service form. The long distance package will go into effect the first day of the following month. The long distance package chosen on this application will remain in effect until subscriber requests change or disconnection.
- The package II monthly fee will be prorated on the first and last month of service based on activation and deactivation date.
- If the subscriber exceeds the credit limit, long distance services will be deactivated. Monthly fee will not be prorated and/or refunded.
- No minimum usage requirement; however, \$500 credit limits will be observed (refer to section V—Delinquent Accounts/Late Fee.) Subscriber is responsible for all charges on his/her account even if system fails to deacti-

vate services at the credit limit amount.

Any deviation from the maximum limit will require prior approval.

- **Disclaimed Calls:** Billing inquiries are to be made by the 3rd day of the following month.
Disclaimed calls determined to belong to the person disclaiming them will be rebilled to the subscriber. Subscriber will be subject to a \$5 per call investigation fee and, if applicable, a Volunteer Connections late fee (see section V.) Such claims may result in disciplinary action.
- Fraudulent use of service is an infraction of University policy and is a criminal offense under federal and state law. Persons involved in fraudulent use of long distance service will be referred for disciplinary actions and placed on University hold (withhold transcripts and diploma as well as a delay in registration and grades.) In addition, their services will be deactivated.
- **Alternative Carrier:** You may access an alternative long distance carrier from your University Apartments for 0+ calling. The 101XXXX (the equal access number) + 0 "casual" access, allows callers access to an inter-exchange carrier other than the University's carrier. Should you wish to use a "casual" access carrier, contact that carrier for access dialing instructions, 0+ calling options, and billing information. When applying for these services, provide the carrier with your billing address. These long distance charges should NOT be billed back to your University telephone number.

- **Information Calls:**
Campus Information: 974-1000 **free**
Directory Assistance: **\$1.50 per call**
(Rate subject to change)
Knoxville City Directory Online: oit.utk.edu/phone/yp ... **free**
- **Enhanced Telecommunications Features**

Features will be prorated based on initial activation/deactivation dates. Features may not be compatible between different telecommunications systems or service providers.

- **Change in Service:** To upgrade/downgrade your features within the first two (2) weeks of your initial service activation, no change-in-service fee will be assessed. Subscriber may change his/her feature(s) by completing a change in service form. The feature(s) will go into effect the first day of the following month. However, after the initial two weeks a \$5.00 change-in-service fee will be applicable at this time.
- **Knoxville Directory listing:** \$2.00 per month. Directory referral services are not available upon service disconnection.
- **Transfer of Service:** A \$50.00 service (s) transfer fee will be assessed if a subscriber transfers housing units. A maximum of 4 business days will be required to transfer the service(s). The same telephone number will not be guaranteed.
- **Change in Primary Tenant:** A \$25.00 primary account name change fee will be assessed.
- **Service Refunds:** Refunds warranted will be netted against any University outstanding balances due.

IV. BILLING AND PAYMENT INFORMATION

- **Method of payment:** Monthly payments may be made online at oit.utk.edu/ecommerce, or make payment via cash, check (drawn on an U.S. bank only), traveler's check, money orders, MasterCard, Visa, or Discover. Neither All-Star nor Third-party check payments are accepted. Make checks or money orders payable to the University of Tennessee. To insure proper crediting, include your UT ID number on the face of the check or money order. Cash should never be sent through the mail.
- **Monthly statements:** Volunteer Connections statements are issued between the 1st and 7th of each month and posted online by the 9th day of each month. Payment is due on the 3rd day of the following month. If the 3rd occurs on weekend or holiday, payments will be due the next business day. refer to Section V regarding late fee procedures.
- Subscriber is responsible for all charges on his/her account even if system fails to deactivate service at credit limit amount. Any deviation from the maximum limit will require prior approval.

V. DISCONNECTION OF SERVICE

- **Returned Checks:** The Bursar's Office manages all returned checks for the University. Upon receipt of notification from the Bursar's Office that a check has been returned, service(s) will be deactivated. Payment and applicable University service fees for returned checks must be made at the Bursar's Office. To restore telecommunication service(s), bring Bursar's Office receipt to Volunteer Connections. To reactivate your service(s), you must pay a \$25 service fee.
- **Delinquent Account / Late Fee:** Failure to make payment in FULL by the 3rd day of the following month will result in deactivation (including 911 and local service.) A new application must be completed to reactivate services, a \$50.00 activation fee will be assessed, and the same telephone number will not be guaranteed. DSL subscribers will be charged for purchase of the DSL modem upon deactivation of service. If service is reconnected following payment of statement balance within

15 calendar days, or if the modem is returned to Volunteer Connections within 15 calendar days, the charge will be removed from your statement. Please note, that due dates may be altered based on University schedule. The long distance credit limit will be reduced on your account indefinitely, and if you are a student, you will be placed on University HOLD status (transcripts and diploma will be withheld, and registration and receipt of grades will be delayed). Failure to receive a bill will not entitle the subscriber to be relieved from payment. Contact Volunteer Connections if a bill has not been received at the expected time. As a subscriber to Volunteer Connections, you agree to pay all attorney fees and other reasonable collection costs and charges necessary for the collection of any money not paid in full within 60 days of bill date

- A dual threshold credit limit program will help you manage your account. When your account balance reaches 75% of your credit limit, a status letter will be sent to your University Apartments address to notify you of your account balance. Your long distance will not be deactivated until your account balance reaches 100% of your credit limit. A deactivation notice will be sent to your University Apartments address (The credit limit is comprised of long distance charges only.) To have service restored, a minimum balance payment (established by the University) must be received. No reactivation fee will be required unless the account is already delinquent. Failure to notify subscriber of charges in excess of the credit limit does not relieve subscriber of responsibility for payment of services requested and received.
- **Account Information:** For account administrative reasons, if a monthly statement is returned because of an incorrect billing address, all Volunteer Connections services will be deactivated. Come to Volunteer Connections for service reactivation and provide your correct billing address. No reactivation fee will be assessed. Student and employee status will be verified regularly. Unless prior arrangements are made, any non-University subscriber will be deactivated.
- **Temporary Social Security Number:** Any Volunteer Connections account opened with a temporary social security number will have 30 days to obtain a permanent number or service(s) will be deactivated. Once the permanent social security number has been provided, service(s) will be restored with no reactivation fee assessed.
- **Wiring Modification:** No University owned wiring or equipment is to be modified. Any damage or alteration to University-owned sets or to University wiring or equipment, including but not limited to extending wiring beyond the jack to another room or apartment, will result in a minimum fee of \$50.00 to restore the wiring or equipment to its original state. Additionally, any applicable telecommunications service charges will be assessed, and disciplinary action may be pursued. **Knoxville Place:** Residents of Knoxville Place will be responsible for repairs to the telephone wiring inside the apartment. For repair to wiring call 525-7111.

VI. SUBSCRIBER RESPONSIBILITIES

- Maintaining a current account.
- **Subscriber account information:** The subscriber is responsible for notifying Volunteer Connections, in person, of any name, status, social security number, or address change. Changes made with other offices on campus will not update your Volunteer Connections account.
- Contact Volunteer Connections if questions arise on your account. Due to account confidentiality, account information will only be provided to the actual account holder. A reasonable effort to verify the account owner will be made by the Volunteer Connections if an account inquiry occurs via telephone.
- **Service disconnection:** To disconnect your service(s), you must appear at Volunteer Connections in person and complete a disconnection form. To avoid additional billing on your account, you must come at least 7 days prior to vacating the housing unit. Not completing a disconnection form does not relieve the subscriber of responsibility for payment of services requested and received. Any calls incurred prior to account disconnection but invoiced after the disconnect date are the subscriber's responsibility. A forwarding billing address should be submitted when service disconnection is requested.
- **Reporting service problems:** Services issues must be reported to Volunteer Connections within 48 hours. Payment for subscribed service(s) is acknowledgment the service(s) has been received and is in working order.
- **Telephone instrument:** Telephone sets and their maintenance are the responsibility of the subscriber.
- DSL Service
 - Subscriber must provide Network Interface Card.
 - During a commercial power outage, service will be interrupted unless subscriber provides a UPS system.
- **Caller ID:** Subscriber must provide and maintain his/her own Caller ID equipment.
- No Modification of University-owned equipment is allowed. See Section V regarding wiring modification procedures.