

WELCOME TO BISHOP'S UNIVERSITY!

Your residence phone features an individual extension number and will enable you to make local calls and receive both local and long distance calls.

Receiving calls

Callers may dial **819-822-3990** followed by your 4-digit extension. If you do not know your extension, please dial "0" between 8:30am and 4pm, Monday through Friday.

Telephones

Each student is provided with a phone in his or her room which is included in residence fees as a part of the on-campus package. Telephones operate on a network-based system, meaning that **only the telephone provided** will operate in the room. Fax machines and analog telephones cannot be used in residence.

Phones remain the property of the University. Each student is responsible for his or her phone and will be charged a replacement fee should it be damaged.

Internet

Internet service cannot be provided over the telephone, and may cause damage to the system. Use of dial-up internet services will result in cancellation of your phone access. Separate high-speed internet access is provided to students.

Long-Distance

Bishop's does not offer long-distance plans for phones in residence.

4-Digit Extension

The extension number assigned to your room is dedicated to that location and does not change when residents move in or out. If there are extenuating circumstances that lead you to believe that your number should be changed, you should first contact the Residence Services Office. (ext. 2685)

Emergency Calls

In the event of an emergency, call **Campus Security** at extension **2711**. Campus Security will contact Police, Fire or Ambulance Services as needed.

Internal Calls

To reach another residence room or Resident Assistant, dial the appropriate 4-digit extension number.

Local calls

Dial 9 + 10-digit local telephone number.
Example: 9 + 819 822 3990

Long-Distance & International Calls

Not available.

Toll-Free Calls

Dial 9 + (1 800, 1 877, or 1 866) & phone number.

Directory assistance

Directory assistance (411) is **NOT available** on campus other than payphones. You can use these online directories instead: **www.canada411.com** or **www.yellow.ca**

Helpful hints

Do **NOT** unplug your phone - this will result in deactivating your phone, which will require reactivation (dial "0").

Troubleshooting

No dial tone? Please try the following before reporting a problem.

- ◆ Check to see that the cord is properly plugged in to the wall and at the base of the telephone. Be sure it is plugged in the jack designated for phone use.
- ◆ Make sure the handset spiral cord is securely plugged into the handset and the base unit.
- ◆ Static on the line: check the spiral cord connection.
- ◆ If everything is plugged in securely, report your problem using one of the following methods:
 1. <http://www.ubishops.ca/residence/residence-work-orders/telephone-work-order-form.html>
 2. Dial "0" 8:30 am to 12:00 and 1:00 pm to 4:00pm, Monday through Friday

FREQUENTLY USED NUMBERS

Business Office:	2655
Counselling Office:	2695
Health Clinic:	2696
ITS Help Desk:	2273
Operator:	0
Printing Office:	2613
Records Office:	2682
Residence Office:	2685
Security:	2711
Sports Centre:	2669

