The Communicator – August 2004 Edition
Communications Network Services (CNS)
Student Telecommunications
120 Student Services Building – (540) 231-3000
Office Hours: 8am - Noon & 1pm - 5pm, Monday - Friday
E-mail: StuTel@vt.edu
Website: http://www.cns.vt.edu
COLA: https://cola.cns.vt.edu

_____

INCLUDE YOUR FULL NAME AND STUDENT ID NUMBER IN ALL E-MAIL CORRESPONDENCE

_____

TABLE OF CONTENTS:

_____

WELCOME
Whether this is your first year or you are a returning student, the staff at CNS Student Telecommunications would like to take this opportunity to welcome you to Virginia Tech. We are committed to providing you the best telecommunications service. If you have any questions, please contact us at 231-3000, or visit our office located in 120 Student Services Building or our website.

 WE LOOK FORWARD TO SERVING YOU!

_____

TELECOMMUNICATIONS SERVICES AT A GLANCE
    On Campus Authorization Code
    An authorization code is a six-digit code, which allows on-campus students to make long distance calls from any residence hall room. Long distance calls include: direct dialed long distance, international, calling card, directory assistance, outgoing collect, and 800, 888, or 877 calls.

    Off Campus Virginia Tech Modem Pool

    The Virginia Tech Modem Pool (VTMP) is an affordable dial-up service offered to university PID holders for off-campus connectivity.

Wireless LAN Network
Virginia Tech offers wireless data network access for portable (laptop) computer users in 85% of academic and administrative buildings on campus. This network uses the 802.11g standard. Complete information about the wireless service including registration, coverage, availability and technical support is available on our website. To use the wireless network service, you must first register on COLA or in person at the Student Telecommunications office.

On Campus Public Portals
Ethernet portals are located in public areas throughout Torgersen Hall and are available for use by Virginia Tech students. Students must register to use the public Ethernet portals in person at the Torgersen Hall bridge or online.

ACCOUNT MANAGEMENT TOOLS
We recommend students in residence halls take a moment to review the On Campus Telecommunications Handbook. The handbook contains information on various telecommunications issues and should be used as a reference throughout the academic year.

Information related to services for off campus students is available on our website.

In an effort to provide exceptional customer service the Student Telecommunications Office is pleased to offer COLA Customer On Line Access. COLA allows you to access account information and provides the ability to schedule or cancel telecommunications services online at any time.

We also offer STACIE, the Student Telecommunications Automated Customer Information Express. STACIE provides up-to-date information concerning your telecommunications account, 24 hours a day, 7 days a week. To use STACIE, you will need a touch-tone telephone, your Customer Account Number (CAN), and your Student Identification Number (SIN). You may reach STACIE by calling 231-7788.

UPDATING ADDRESS INFORMATION
ALL address *changes or updates* must be requested via the Hokie Spa. Once changes are made in the Hokie Spa they will be reflected in our files.

You do however have the option of receiving your telecommunications bill at your local or permanent address. Please select your address *option* via COLA (Customer On Line Access). You may also contact the CNS Student Telecommunications Office in person, by email, or fax to update your address *option*. Please note CNS Student Telecommunications will not send monthly bills to addresses outside the United States.

RATES
Please review the rates page located on our website to obtain rate information related to telecommunications services.

BILLING

You will receive a telecommunications statement which includes a remittance slip for payment, an account summary, and account detail. If you do not receive a bill it is your responsibility to contact CNS Student Telecommunications and request a duplicate bill. Failure to receive a bill does not relieve you of responsibility for paying by the date due.

All telecommunications bills are due on the 25th of the month. If past due balances are not received by the 18th of the following month, your telecommunications account will be discontinued and your service will be deactivated. A service cut fee and possibly a processing fee will be charged to reactivate your telecommunications account and services.

You must visit the CNS Student Telecommunications Office in person during normal business hours to request reactivation of your service once it has been disconnected for nonpayment by the due date.

Virginia Tech will deny optional services to students with past due telecommunications accounts. Unpaid accounts will be turned over to Virginia Tech Accounts Receivable for collection. This action will block your university records until past due amounts are paid in full. You are responsible for all collection costs, including reasonable attorney's fees.

PAYING YOUR BILL

We suggest you mail payments at least five (5) business days prior to the due date for timely crediting to your account. Mailed payments are sent to the Payment Processing Center in Richmond. To insure proper credit, you must include your remittance slip with your payment.

To insure the most rapid credit to your account, you may pay your bill in person at the Cashier's window located in 150 Student Services Building between 8:00am and 5:00pm, Monday – Friday. Obtain and keep the receipt.

ELECTRONIC PAYMENTS

Communications Network Services (CNS) offers an easy way to pay your telecommunications bill. The electronic debit service often referred to as EFT, automatically deducts the amount of your telecommunications bill from a checking account. Parents who wish to establish an electronic debit from their checking account for their student's telecommunications services are also welcome to complete an application.

Simply complete an application, attach a voided check, and return for processing. Once your application is processed, you will receive an email stating the effective date on which the debit service will begin. Normally, the electronic debit service will activate within 30 days.

Prior to each debit, you will receive an email notification from CNS including the amount and date your checking account will be effected. The debit will occur on the 20th of the month. Should the 20th fall on a holiday or weekend, the debit will occur on the following business day.

In the event your bank does not honor the electronic debit, your CNS account will be charged a $l5 returned debit fee, and you will be responsible for paying your telecommunications bill by the regular due date in order to avoid service deactivation. Your bank may also charge you a fee.

If you have further questions concerning the electronic debit service please review our [webpage](#) or contact us in person or by email.