

Residential Service Guide



Communications Services

Dialing Instructions

University telephone numbers begin with **805-893**.

Local and Long Distance Dialing

Dial a **9**, followed by the telephone number you wish to call.

Room to Room Dialing (893 to 893)

Dial only the last four digits of the telephone number.

Room to Department, Faculty, or Staff

Dial only the last four digits of the telephone number.

Long Distance Service

Communications Services is the sole provider of long distance service for University-owned residence halls and apartments.

Long Distance Rate: 10 cents a minute

24 hours a day within the United States and Canada
For int'l rates, see www.commserv.ucsb.edu/residents

Additional Dialing Features

Our optional Standard Feature Package is available for only \$2.99/month. The Caller ID Feature Package, which includes the Standard Feature Package, is \$8.49/month. Feature Package instructions follow.

To Answer Call Waiting

Press the Flash button or the telephone hookswitch.

To Cancel Call Waiting

Press ***70**, then dial your call normally.

To Forward Your Phone

To an 893 number: Press ***72** + the last four digits of the number.

To all other numbers: Press ***72** + 9 + the full number.

To Cancel Call Forwarding for an Individual Call

Press ***73**.

Callback (Camp-On)

To get a callback when a busy 893 number becomes available, press Flash or the Telephone hookswitch and dial ***52**. Hang up.

When the busy line is free, your phone will ring. When you pick up, their line will ring.

Automatic Redial

You can automatically redial the last number you called by picking up the receiver and pressing **##**.

Call Return (*69)

Lifting the handset and pressing ***69** will dial the last number to call you for all calls from an 893 or off-campus number where the caller's number was not blocked.

Three-Way Conference Calling

Press Flash or the telephone hookswitch, followed by the telephone number (including a **9** if you are calling an outside line). Once the third party answers, press Flash or the hookswitch again.

Service	Campus Operator	Repair	Emergency
8700	8000	4600	911

Visit us on the Web at www.commserv.ucsb.edu/residents

Initial Voice Mail Instructions

When you access your mailbox for the first time, your passcode is set to the last four digits of your telephone number. You will be prompted through a brief tutorial, explaining how to change your passcode, record your name, and record a greeting.

To Activate Additional Individual Mailboxes (If Ordered)

Visit our web page at www.commserv.ucsb.edu/residents for complete instructions, or stop by our office for a Quick Reference Card.

To Call Voice Mail from Your Room or Apartment

1. Dial **8800**.
2. Enter your passcode when prompted.

To Call Voice Mail from Another 893 Number

1. Dial **8800**.
2. When prompted for your passcode, press the ***** key.
3. Enter the last four digits of your telephone number, followed by the ***** key.
4. Enter your passcode when prompted.

To Call Voice Mail from A Non-UCSB Number

1. Dial **893-8800**.
2. Enter the last four digits of your telephone number, followed by the ***** key.
3. Enter your passcode when prompted.

Policies and Procedures

You can review policies and procedures pertaining to your telephone service on our website. It is your responsibility as a customer to review and understand these policies. The Customer of Record will be billed for all charges incurred on the telephone line.

Cable Television

Cable television is provided in all residence hall rooms. You may sign up for television service in your apartment online (www.commserv.ucsb.edu/residents), or by visiting our office. Once service is activated, follow the instructions below.

1. Make sure a cable is connected between the back of your television set and the cable jack in the wall. (No cable? Check at the front desk of your residence hall to see if Housing has one available.)
2. Confirm that your TV set is plugged into the wall outlet.
3. Turn the TV on and reprogram any stations that may have been erased from memory since your set was disconnected.

Premium and Digital Channels

Cox Communications can provide additional Premium and Digital channels at their standard rates after your primary University service has been activated. You can contact Cox directly at 683-7751.

Residential Customer Service Center

1030C Public Safety Building (PSB)
8am-5pm, Mon-Fri except UCSB Holidays
805-893-4002 (**3-4002** from your room or apartment)