







URGENT! The attached T&CA form must be signed and returned to CBI at least one week prior to your arrival on campus in order to have telephone (local, as well as long distance) service when you arrive. Failure to return the form by that date will result in significant delays in the activation of your service.

Dear Eastern Nazarene College Student:

Welcome to **CBI Student Services Inc.**! Proudly serving Eastern Nazarene College (ENC) students with high quality, low cost long distance telephone service. ENC has significant technology in place in order to provide you with up to date voice and data services. These services include voice mail and data jacks in each room. There is a one-time setup fee of \$55 per semester, which is billed through the Student Financial Services department at ENC. (Please **do not** send the setup fee to CBI.) You must complete the attached Terms and Conditions Agreement form and return it to CBI or ENC's ITS department. An 8 digit Personal Access Code (PAC) will then be issued/activated. Your PAC can be used from any on-campus phone. **PACs are required for all off-campus dialing, including local calls.**

To take advantage of ENC's long distance service, just use your PAC and then dial the number. For billing purposes CBI tracks charges via your PAC, so you may use it from any phone on campus.

The rates charged are:

-  Domestic Long Distance service rates (calls within the 48 contiguous United States) are **10** cents per minute (cpm) 24 hours a day, seven days a week.
-  You are automatically enrolled in the **Call Home Advantage Plan**. This plan enables you to call your designated Home number (**as long as it is within the contiguous 48 United States**) for a flat **9** cents per minute, ANY time of day or night. If your home number is NOT within the contiguous United States, you are permitted to choose a number of a relative or guardian that is. Please note that you may change your home number only one time per semester.
-  Calls to Alaska and Hawaii are 22 cpm flat rate. Calls to Canada are 30 cpm flat rate.
-  International calls are priced at standard AT&T DDD (direct day dial) rates.

If you choose to use another long distance service, it must be via a calling card that utilizes a local (or 800) access number to that service. Bear in mind that the only calls that can be made without a charge are on-campus calls and calls made to Quincy or a town bordering Quincy. **Whether you use ENC's long distance service or not, basic phone service is required.**

Do not share your PAC number with anyone. Once your PAC number is activated, you will be charged for all toll calls made with this number. *Protect this number as you would any credit card number.* If at any time you think your PAC number has been compromised, call CBI at (800) 469-2520 immediately. A \$10.00 fee is charged to reissue a new PAC number. Your PAC, as well as instructions for all telephone and voice-mail features, will be available on-campus at the Information Technology Services (ITS) Office (on-campus extension 3727).

For customer service (Monday through Friday from 8:30 a.m. to 4:30 p.m. EST) call (800) 469-2520. You may also access your account information online at www.connectcbi.com. Follow the secured login link and enter your login (your CBI account number) and password (your PAC number).

NEW ONLINE ENROLLMENT/PAYMENT!! CBI introduces online enrollment and credit card payment for Fall 2003! Visit our website to sign up for your campus phone service. You may also access your account information or make a secured credit card payment www.connectcbi.com.

Thank you for enrolling with Eastern Nazarene College and **CBI Student Services Inc.**!

Eastern Nazarene College Terms and Conditions Agreement

Please PRINT corrections to Student Information LEGIBLY below if necessary.

Full Name:	Student ID Number:
Campus Extension:	PAC <i>(confidential):</i>
Billing Name:	Home Phone No.: <i>(For 9¢ Call Home Advantage Plan.)</i> () -
Permanent Address: <i>(for end of semester billing purposes)</i> _____ _____ _____	

CHECK ONE: Send Invoice/Statement To:

- School Address**
 Above Address (to name indicated in Billing Name above)
 Email: _____

Statements by default will be sent to your school address if left blank. Your end of semester statement will be mailed to the above address in your name unless indicated otherwise above.

📞 Please Keep a Copy (front and back) for your Records: Without your PAC you will not be able to make calls when you arrive on campus! 📞

By my signature on this document I agree to the terms and conditions of Eastern Nazarene College (listed on the back of this form). I agree to pay Eastern Nazarene College for all long distance toll charges made with my assigned Personal Authorization Code (PAC) and for all telephone related expenses. I agree that any service provided by Eastern Nazarene College may be terminated for non-payment of charges, for misuse of the telephone system, or for any other reason deemed valid by ENC. I realize that I am responsible for all charges that accrue on my account, plus the cost of collection of any charges not paid when due.

Signature (REQUIRED): _____

Date: _____

1. A telephone is required and will be provided for each resident student and is the property of Eastern Nazarene College (ENC). Loss or damage to the telephone may result in a charge of up to \$100.00 to the person to whom the telephone has been assigned.
2. Basic Service, for which there is a one time setup fee of \$55 per semester paid to ENC (please do not send to CBI), includes calls to other campus telephones, telephones within your local dialing area, or any toll free telephone number, and provides personal voicemail. **NOTE: Each student is required to have Basic Service**, regardless of the use of a personal/cellular phone.
3. Access to local and long distance calling is made available through the use of a Personal Authorization Code (PAC). A PAC is assigned by CBI and will be activated upon receipt of this signed ENC T&CA form. A PAC will allow you to directly dial any United States or international number. All domestic long distance calls (within the contiguous 48 United States) are priced at 10 cents per minute (cpm) 24 hours a day, seven days a week. Calls to Alaska and Hawaii are 22 cpm flat rate. Calls to Canada are 30 cpm flat rate. All other calls, with the possible exception of any special calling plan(s) in which the student may be enrolled through CBI and ENC, are billed at AT&T's standard rates.
4. Each student is responsible for verifying the accuracy of the home telephone number listed in CBI's database. Failure to verify the home telephone number or to notify CBI and ENC of any change to the home telephone number voids your Call Home Advantage Plan until the correct information is provided by the student to CBI and ENC. The home telephone number must be within the contiguous 48 United States.
5. **Each student is responsible for all calls billed to his or her PAC.** If a PAC number is lost, stolen, or compromised in any way, notify CBI by calling (800) 469-2520 immediately. The PAC number will be de-activated within 1 business day and a new PAC issued. There is a \$10.00 fee to reissue a PAC number. Each student is responsible for all charges made with his or her PAC number up to the time of disconnection.
6. **Basic service is still required**, even if you choose not to use ENC's long distance service. Remember that a PAC is necessary to make local calls, although there is no charge. The student is responsible for notifying CBI and ENC if moving off campus during the school year.
7. A monthly-itemized statement will be sent to the address indicated on the front for long distance telephone service at the end of each month. **Payment in full must be received prior to the due date that is printed on the invoice. Accounts with outstanding balances after the due date will result in disconnection of calling service. There is a \$10.00 fee to reactivate a PAC number.**
8. There is a \$50.00 credit limit on each account. If charges exceed that amount, calling service will be disconnected until the balance drops below \$50.00. There is no reconnect fee. This can be avoided by prepaying the amount desired over \$50.00.
9. The toll-free customer service number for billing inquiries and for interactive voice response for account information is (800) 469-2520.
10. Unauthorized use of the telephone system constitutes theft and will result in appropriate discipline. We direct your attention to the College Code in the Student Handbook. Acceptance of collect calls or third party billing is not permitted.
11. ENC reserves the right to discontinue or modify any service or calling plans at any time for any reason.
12. This T&CA has been amended and supersedes all previous agreements.
13. The basic service setup fee (see item 2) is billed through Student Financial Services on campus for each semester. Do not send this fee to CBI.
14. Payment for monthly long distance service may be made by check or money order payable to ENC Telecom. There is a \$10.00 fee for returned checks and a \$10 fee for declined credit cards. No cash is accepted. Payment may also be made using a credit card on-line at www.connectcbi.com. Payments will not be accepted on campus. Mail payment to CBI, Post Office Box 9590, Manchester, NH 03108-9590.

Rev 7/03

Please **MAIL** this form to: CBI, 42 Franklin Street, Laconia, NH 03246 (Please apply postage; the Post Office will not deliver mail without postage) **or FAX** to CBI Customer Service at (603) 528-5700.