**Information Technology Services**  
**Network/Voice Services**  

**Items Pertaining to Your February 2012 Telephone Bill**

- **“Spring” into Better Quality Telephone Calls & Avoid Snap, Crackle, Pop!**  
  Along with the spring cleaning that many have/are performing, whether at home or at the office, it’s a great time to check your office telephone instrument to make sure it is performing well. If you’ve been finding your telephone to be snapping, crackling, popping, or even including a bit of fading-in/fading out, these certainly are not new features of the UNI Telecom System!

  The above occurring consistently could be symptoms of worn-out cords, whether the “spring” cord to your handset or the line cord from the phone jack to the wall jack.

  If the touchtone pad buttons on your phone have had a dose of a soft drink or are sticky from that last glazed donut you had, you could encounter frequently misdialed calls......of course, normal wear & tear can also cause touchtone buttons to wear-out! If so, let us know… (of course if you really did spill a soft drink on the phone…..Your Bad!).

  For these and other telephone problems, don’t just live with them….call the Computer Help Desk (ext. 35555) and report them! For normal wear problems, we replace handset cords and fix/replace telephone sets at no charge (for damage caused by the customer, we must charge a repair/replacement fee).

- **Budget Planning**  
  While it’s always good to perform budget planning as early as possible, these days it’s even more important.

  This is probably a good time to take a look at your telecom needs for next year. Remembering that even in more difficult financial times, expansion or change is often necessary to increase efficiency and ultimately lower costs, will your department be expanding or upgrading telephones, will you require an auto attendant or an automated incoming call distribution system, or otherwise need modifications to your telecommunications configuration?

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Spring Break Reminder
With Spring Break just around the corner, we’d like to remind departments and staff to place appropriate “out of the office” greetings on individual voice mailboxes for those who will be away during the week. In addition, since voice mail is accessible from almost anywhere in the world, checking voice mail while out of the office is easy, and efficient!

International Dialing Plans
When placing international calls, dialing the appropriate digits in the proper sequence can often be confusing. Always feel free to contact us with your international dialing questions; but we also encourage you to access web sites that provide international dialing information. A few sites we recommend include www.countrycallingcodes.com; www.timeanddate.com/worldclock/dialing.html; www.numberingplans.com/?page=dialling&sub=instructions.

Change/Information Requests
Please email any account number changes, information on billing issues, or other questions, etc., to randal.hayes@uni.edu. Our staff will work with you to resolve any issues as quickly as possible.