

NORTHEASTERN/VERIZON CUSTOMER SERVICE & RESIDENCE HALL DIALING INSTRUCTIONS

Verizon – to order service	1-888-339-7306
Verizon Repair	1-617-555-1611 (available 24/7)
Verizon on-line	www.verizon.com (set up acct. to pay/view bill on-line)
Verizon on-line directory	www.superpages.com

LOCAL SERVICE OPTIONS

Measured Service: Includes unlimited incoming calls and unlimited on campus calling. Calls off campus in the metropolitan area billed at .016 per minute as zone 1 and 2 charges. Regional toll rates apply to Massachusetts calls outside of the metropolitan area.

Unlimited/Contiguous Service: Includes unlimited calling to Cambridge, Roxbury, So. Boston, Brighton, Allston, Brookline, Charlestown, E. Boston and the Boston central exchanges. Calls to other metropolitan Boston exchanges are billed as zone 1 and 2 charges at .016 per minute.

Metropolitan Service: Includes unlimited calling to all of the greater metropolitan Boston exchanges as well as Burlington, Lynn and Saugus.

OPTIONAL SERVICES

Caller ID: A display, on phone or separate device that shows the phone number of most incoming calls - \$5.58 monthly.

Verizon Voicemail: Turns your phone into an answering machine with individual mailboxes available. Each student has their own independent mailbox - \$5.00 monthly.

Inside Wire Maintenance Plan: A Verizon technician will repair a problem with the telephone wiring and/or jacks inside your room at no charge - \$3.45 monthly.

Installation Charges: There is a one time charge of \$13.50 to turn on your service. Service can be installed Monday – Saturday. We make every attempt to connect service on the date requested. If your service is not on and working by 8:00 p.m. on the date requested, the Verizon College Dept. should be notified as soon as possible at 1-888-339-7306.

RESIDENCE HALL DIALING INSTRUCTIONS FOR VERIZON LOCAL SERVICE (377 exchange)

TO CALL PUBLIC SAFETY - EMERGENCY

From a Residence Hall (377 exchange) Dial 3333
From off-campus Dial 1-617-373-3333

TO CALL PUBLIC SAFETY - NON-EMERGENCY

From a Residence Hall (377 exchange) Dial 2121
From off-campus Dial 1-617-373-2121

PLACE CALL FROM A RESIDENCE HALL (377 EXCHANGE)

To another 377 number Dial last 4 digits

To Administration (373 exchange) Dial 3 & last 4 digits

To Off-Campus Locations
& Toll Free Numbers: Dial *9+ 1 +10 digits

FREE 411 (Directory info.) Dial *9 + 1-800-373-3411

Verizon 411 (Directory info.) Dial *9 + 411

Placing a Long Distance Call:

Long distance calls are placed by using a pre-paid calling card of your choice. Dial *9 then follow the card instructions.

Placing an Operator Assisted Call: (calling card, collect or third party calls)

Dial *9 + 0 + number, at the tone, dial your calling card number or follow voice instructions.

CALLING FEATURES INCLUDED IN LOCAL VERIZON SERVICE

Call Waiting: Notifies you while you are on a call that a second call is waiting. If you use a modem on this line, you should request that call waiting be cancelled.

To use: Press switch-hook, or link key. You will be connected to the second call.

To return to the first call/alternate between two calls: Press switch-hook (link key)

To cancel call waiting prior to placing a call: Lift handset. Dial *70 then dial number.

To cancel call waiting if already on a call: Press Switch-hook, dial *70

Three-Way Calling: Dial first call, when call is completed, press switch-hook (link key). Dial second number and establish second call. Press Switch-hook (or link key) again. All three parties are connected. To return to first call if second call is busy or no answer, press switch-hook (link key) twice.

Speed Dialing: Allows you to program a directory of up to eight frequently dialed numbers.

To Use: Programming speed calling is easy. Lift the handset and dial *74. When you hear the dial tone, assign and enter a storage code number of 2-9. Enter the number to be stored, and then press #. If storing an off campus number, press *9 + the number (remember to insert 1 + area code). You will then hear a confirmation tone. To use, after programming, just lift the handset and enter the storage number 2-9.

Residence Voice Mail: Turns your phone into an answering machine with individual mailboxes available. Each student has their own independent mailbox. Roommates should choose what extension number they will be prior to mailbox initialization. (Ex 1-4)

To access messages:

From a Residence Hall Dial 3-7500

Off-Campus Dial 1-617-373-7500

Starter Password: Your starter password is your 7 digit telephone number plus your mailbox extension. Use your starter password to establish your service and you will be prompted to change to your password which can be a 4-10 digit self-assigned number.