

# UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

**Campus Information Technologies  
and Educational Services**  
1110 Digital Computer Laboratory  
1304 West Springfield Avenue  
Urbana, IL 61801



## **PROCEDURE TO ESTABLISH TELEPHONE SERVICE ON THE UIUC CAMPUS FOR NON-CAMPUS ENTITIES**

A non-campus entity that needs to establish telephone service on the UIUC campus has 2 choices; they can contact AT&T (local telephone numbers) or CITES Communications Customer Service (campus telephone numbers). Please contact CITES Communications Customer Service at 217/333-1161 for specific information, costs or questions.

The following information needs to be provided on business letterhead stationery with an authorized signature to CITES Communications Customer Service to establish telephone service regardless of whether the service is requested from AT&T or CITES.

1. Business Name
2. Billing Address
3. Billing Contact Name and Phone number
4. Authorization for UIUC/CITES to bill outside entity for installation and monthly charges
5. Campus Location – Contractor Trailer, Campus Building Name, Room Number and Jack Number, etc.
6. FEIN number – Federal Employer’s Identification Number
7. On-Site/Local Contact Name and Phone Number
8. Affiliation with UIUC
9. Approximate length of time on Campus
10. Jack and Room number if line is being activated in a UIUC Building or authorization for installation of a new jack
11. AT&T Order Number, Telephone Numbers and Due Date - only if service is provided by AT&T
12. Campus Dialing Restriction – applies only if service is provided by CITES Communications Customer Service

In order to get the telephone service installed in a timely manner, the above information needs to be received in CITES Communications Customer Service as soon as it becomes available. If AT&T is providing the service, the information needs to be received in CITES Communications Customer Service as soon as the order is placed with AT&T. To order AT&T telephone numbers, call the Small Business Center at 1-800-660-3000.

If UIUC service is requested, the above information needs to be provided as soon as possible so CITES Communications Customer Service can process the request. In most cases, CITES will complete the installation regardless of whether the service is provided by AT&T or CITES Communications Customer Service. Installation typically takes 3-5 business days; however, depending on exactly what is required, installation could take longer.

The request can be mailed to:  
CITES Communications Customer Service  
Rm 1110 DCL  
1304 W. Springfield Avenue  
Urbana, IL 61801

Or the request can be faxed to CITES Communications Customer Service at 217/333-9758.

Please note: service will not be provided until the above information has been received in writing on letterhead by CITES Communications Customer Service.

#### **COSTS:**

##### **Installation:**

AT&T telephone number: \$52.35 for the first line and \$17.50 for each additional line (must all be at the same address).

Campus telephone number: \$50.00 per line

The installation costs above are one-time charges; UIUC CITES will charge time and materials to complete the activation. If time and materials are billed, a minimum of 1 hour @ \$47.50 per hour would be billed plus material charges.

##### **Monthly:**

AT&T telephone numbers: \$23.28 per line per month **PLUS** \$12.00 per month per line for use of UIUC facilities. Long distance charges are not included in the monthly charges.

Campus telephone numbers: \$22.60 per line per month. Long distance charges are not included in the monthly charges. UIUC long distance rates are \$.07 per minute.

**PLEASE NOTE, COSTS ARE SUBJECT TO CHANGE**

## **TERMINATION OF SERVICE**

The non-campus entity that established phone service on the UIUC campus also needs to remember to terminate their service with CITES Communications Customer Service, when they leave campus.

If a campus number was originally established, a letter with an authorized signature on the company letterhead needs to be sent to CITES Communications Customer Service requesting the service be cancelled. The letter can be mailed to CITES Communications Customer Service at Rm 1110 DCL, 1304 W. Springfield, Avenue, Urbana, Il 61801 or faxed to 217/333-9758.

If AT&T provided the service, the service still needs to be cancelled through CITES Communications Customer Service. The request to cancel the service needs to be sent in on company letterhead at the address listed above. If CITES Communications Customer Service does not receive a written request to terminate the service, the non-campus entity will continue to be billed for the use of campus facilities.

Please contact CITES Communications Customer Service at 217/333-1161 if there are questions regarding termination of service.