

SUNY POTSDAM PERSONAL TELEPHONE CALL **PAYMENT POLICY**

*All faculty and staff requesting personal authorization codes will do so by asking the Department Head/Secretary to contact Brenda Bennett via e-mail at *bennetbs@potSDam.edu*.

*The TelCom Office will issue a personal authorization code to the faculty and/or staff member in writing. Allow five business days for processing.

*The letter received by the user will inform the user that they have sole responsibility for all calls placed with their personal authorization code. If by mistake the user places business calls using their personal authorization code, they must return a copy of their bill with the calls they are requesting credit for circled. The credit will show on the customer's next bill.

*All parties are to understand that personal authorization codes are at the discretion of their supervisor. A supervisor has the right to revoke their code at any time for misuse. The Supervisor will be notified of accounts that are at the thirty day past due point.

*Any user whose authorization code is deactivated for nonpayment will have to pay a \$5.00 reactivation fee **and have their supervisor's signature on the code reactivation request form.** Past due balances must be paid in full prior to the user requesting a new code.

****All payments are due thirty days from the date of the invoice.**

*If the user does not pay their bill within thirty days, the TelCom office will send a notice informing them that their account is past due. At the sixty day mark, anyone who has not made payment will have their account cancelled.

*Payment may be made by cash, check or credit card. If paying with cash, payments must be made in person and with the correct amount. Checks should be made payable to "SUNY POTSDAM".

*All personal account holders with monthly bills of five dollars or less will now have the following options:

*User's wishing to hold their bills until they reach a \$5.00 minimum, may do so. No payment is necessary until the \$5.00 minimum is reached. Users will continue to receive monthly invoices. Payment is due thirty days after your account reaches the \$5.00 minimum. **You will not receive a monthly statement.**

*Personal account users also have the option to pay in advance. The TelCom Office will credit the user's account for the prepaid amount. Users will continue to receive monthly invoices that show their current telephone charges.

****Anyone with questions and/or suggestions regarding this policy may contact the TelCom Office at extension 3000.**