

DIALING INSTRUCTIONS

Also available online at ocio.osu.edu/phone/instructions

Calling Police

Emergency Calls	911
Non-Emergency Calls	
Mansfield (OSU Security).....	5-4218
Newark (OSU Security).....	5-9237
Wooster ATI/OARDC (OSU Police)	7-0111

Calling Other Campus Numbers (5-digit dialing)

Columbus Campus..... Dial 2, 3, 4, 6, 7 or 8 + last 4 digits	
Lima Campus	
Departments..... Dial 5 + last 4 digits	
Mansfield Campus	
Residence Areas..... Dial 7 + last 4 digits	
Departments..... Dial 5 + last 4 digits	
Marion Campus	
Departments..... Dial 5 + last 4 digits	
Newark Campus	
Residence Areas..... Dial 4 + last 4 digits	
Departments..... Dial 5 + last 4 digits	
Stone Laboratory (South Bass Island).... Dial 5 + last 4 digits	
Wooster Campus	
Residence Areas/ATI Departments.. Dial 7 + last 4 digits	
OARDC Departments..... Dial 5 + last 4 digits	

Calling Off-Campus Numbers

Local	Dial 9 + 10-digit number
Columbus.....Dial 1 + 6-digit Auth Code + 10-digit number	

Calling Toll Free Numbers

800, 844, 855, 866, 877, 888.....Dial 9 + 1 + 10-digit number	
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Calling Long Distance Numbers

Domestic

Dial 9 + 1 + 10-digit number

Instructions are online for long distance dialing to international locations using an OSU authorization code at ocio.osu.edu/dialinglongdistance.

Campus Directory Information and Operator Assistance

Columbus.....	2-6446 or 0
TDD for hearing impaired	2-0422
Mansfield.....	2-9108
Newark.....	2-4094
Wooster ATI.....	2-7115
Wooster OARDC	2-0861
Local/Domestic Long Distance (*1).....	1 + Auth Code + 411
Local Area Operator (WiMacTel) ¹	Dial 9 + 0
Domestic/International Operator (WiMacTel) ¹	Dial 9 + 0 + 0

1. Off-campus vendors may charge a fee for directory and operator assistance which must be paid with a personal credit/calling card.

ABOUT US

The Office of the Chief Information Officer (OCIO) provides cable TV and telephone services to students living in university-owned housing areas on Ohio State's Mansfield, Newark and Wooster (ATI) regional campuses.

CONTACT US

Our IT Service Desk answers questions about your IT services, as well as handles service requests, incidents and more.

Phone: **614-688-HELP (4357)**
TDD at **614-688-8743**

Fax: **614-688-3425**

Email: **8help@osu.edu**

Web: **ocio.osu.edu**

Connect with **TechOhioState** on social media:



SELF SERVICE

Our Self Service page is your one-stop shop for reporting and tracking an IT problem, ordering services, and DIY problem solving through a knowledge base of IT support articles.

ocio.osu.edu/selfservice

*Note: All services and prices listed are subject to change.
Rev. 8/16.*

For IT answers
on the go, visit our
mobile service guide.
go.osu.edu/itguide

Cable TV and Phone

2016 | 2017 Services Guide

FOR UNIVERSITY HOUSING AT OHIO STATE'S
Regional Campuses

Mansfield-Newark-Wooster (ATI)



THE OHIO STATE UNIVERSITY

BASIC CABLE

- Major cable networks include Big Ten, Cartoon Network, Comedy Central, ESPN and MTV.
- No charge with cable ready TV or video equipment.

Complete channel lineups are available at ocio.osu.edu/cabletv.

LOCAL/DOMESTIC/LONG DISTANCE SERVICE

- Free, unlimited campus, local and domestic long distance calling.
- Each room is equipped with one phone jack.
- You provide the phone.
- Plug in your phone and dial 2-7777 to verify your five-digit number.
- For free long distance, dial 9 + 1 + 10-digit phone number.
- Caller ID and call waiting are included.

INTERNATIONAL CALLING

- Choose from Traditional Long Distance or MobileSphere Prepaid International Calling options.
- Pricing available at ocio.osu.edu/longdistance or by calling the IT Service Desk at **614-688-HELP (4357)**.

LONG DISTANCE OPERATOR SERVICE

- Call the provider of your choice to access service or use WiMacTel, Inc., our campus telephone line provider.
- Rates for operator-assisted calls are available by calling 9 + 0 + 0 from a campus phone.
- To reach the WiMacTel, Inc. Customer Care Center, dial **1-888-476-0881** or write to:

WiMacTel, Inc., 2225 E. Bayshore Road, Suite 200, Palo Alto, CA 94303

VOICE MAIL

- May be added for \$5.50 per month.

MOVE OR CANCEL SERVICES

Contact our IT Service Desk at **614-688-HELP (4357)** before the date you need to move, change or cancel the optional services you ordered. You are responsible for all related fees until your service order has been completed.

SERVICE REPAIRS AND HELP

To request a repair for or get assistance with any of your telephone or cable TV services, contact our IT Service Desk at 614-688-HELP (4357). You can also get more information or submit repairs online at ocio.osu.edu/help.

BILLING AND PAYMENTS

- You are granted a \$100 credit limit when ordering optional services. If your balance exceeds \$100, service will be interrupted until payment is made.
- Services are billed each month by mail on the 15th or by email on the 2nd.
- Payment is due upon receipt.
- Accepted payment options include personal checks, money orders, most major credit cards and BuckID.

To manage your account or pay your bill online, visit go.osu.edu/account.