

Office of Information Technology

WolfTV and Telephone Terms and Conditions

This contract is effective for telephone, telephone features and WolfTV (cable) services from the date the subscriber signs it, either physically or electronically, and remains in effect through the current academic year as long as a valid residence hall agreement or Greek Village housing commitment is in effect or until the subscriber submits a request for change via the Office of Information Technology (OIT) website (go.ncsu.edu/wolfstv) canceling service. Failure to notify OIT via the website will result in continued charges for service. The subscriber is liable for all charges incurred up to and including the date of cancellation.

Chapter 14: A copy of the State of North Carolina Utilities Commission Chapter 14 form is available for viewing at the OIT WolfBytes office in the West Dunn Building between 8AM-5PM Monday-Friday. The form is also viewable on the OIT website. A copy of the form will be provided free of charge upon request of the subscriber.

Acceptance of Agreement: The subscriber's telephone and/or WolfTV service will be connected only after the application is completed by the applicant (through the OIT website) and received by the OIT office. The subscriber's electronic signature via the Web binds the subscriber to these terms and conditions and signifies that the student has received, read and agrees to abide by all conditions, terms and policies contained in this agreement.

Cancelation Procedures: Amounts owed for services applied under this agreement may, if necessary, be collected through procedures established by OIT, including but not limited to withholding transcripts, registration and diplomas.

Fees: Charges for repair visits as a result of equipment failure in subscriber-provided equipment will be billed to the subscriber at \$50.00 per hour. The subscriber will be assessed a fee based on time and materials for the repair of any damages to University telephone and/or WolfTV facilities with a minimum charge of \$100.00 per incident.

Inquiries/Complaints: Inquires or complaints regarding any aspect of the service me addressed to: BJ Attarian, Student Services Manager, media and Student Services, Campus Box 7217, Raleigh, NC 27695, or made by telephone to (919) 515-7099, option one (5-7099 on campus). Unresolved complaints pertaining to telephone service may be addressed to the Utilities Commission, Consumer Services Division, 4326 Mail Services Center, Raleigh, NC 27699, telephone (919) 733-9277.

Breach of Contract: This contract shall be voidable at the option of the subscriber and without further liability to the subscriber if

the contract is breached by the University. This contract may be terminated by the University upon the subscriber's breach of contract. The subscriber is liable for all charges incurred up to the date of breach.

Telephone: Each student must provide his/her own touch-tone telephone. NC State does not provide long-distance services.

Local telephone service is an optional service and can be requested by completing the application from the OIT website (<http://oit.ncsu.edu/mss>) and submitting it in person to our offices in the West Dunn Building. The rate for phone service is \$67 per line, per semester, and is billed to the subscriber's university account. The charge will automatically rollover at the beginning of the spring semester unless the subscriber cancels service. The phone charge is non-refundable unless cancelled prior to the beginning of the semester. Local service includes a dial tone, expanded area calling, voice mail, caller ID, three-way calling, call waiting and call return.

NOTE: All 512 numbers are owned by the University and cannot be used for personal calling cards or DSL service. Subscribers will be charged for the amount of the bill plus research time if caught using calling cards/DSL service charged to a 512 number. Subscribers are responsible for providing directory information and authorizing or withholding publication in the campus telephone directory by contacting the Registration and Records office.

WolfTV: Each subscriber must provide his/her own television capable of receiving a ClearQAM signal.

The rate for WolfTV service is \$192.50 per room, per semester and is billed to the subscriber's university account. The rate is prorated daily. Students may sign up for or cancel service throughout the semester, however, a minimum charge of 30 days' worth of service is billed to the subscriber's account for each sign up. The charge is a per semester fee that will automatically rollover at the beginning of the spring semester unless the subscriber cancels service.

Payment of Bill: The subscriber is fully responsible for payment of all charges. The semester fee will appear on the University account as a separate line item. The semester bill is to be paid in full by the due date specified.

Connection Cable: The subscriber is responsible for providing the coax cable from the wall to TV. This can be purchased from the Bookstore, KMart, Roses, etc...

Unauthorized Use of Signal: It is a federal offense to receive a cable TV signal for which the owner of such cable does not properly authorize you. It is also an offense to allow another party to gain access to the cable TV signal from your outlet.

This contract only authorizes WolfTV service for the outlet of the subscriber. Any unauthorized reception discovered by the University will be traced back to the source, and both sides will be deemed to be in violation of federal law. Any subscriber who is suspected of violating this contract will be subject to investigation and possible prosecution by University police and may suffer permanent loss of WolfTV service, residential housing privileges or both. OIT reserves the right to inspect the integrity of its outlets.

Greek Village, Wolf Ridge and Wolf Village: WolfTV service is automatically provided for in each room at Greek Village, Wolf Ridge and Wolf Village. Each resident is charged \$46 per semester for this service.

Rate Changes for Telephone and WolfTV: Rates will not change within the academic year. At least 30 days written notice (via OIT website, promotional materials and, in some cases, email notification) will be given prior to any rate increase. If OIT receives less than 30 days notice of a rate increase, notice shall be given as soon as possible.

NOTE: By accepting this agreement you agree to receive periodic email from OIT pertaining to rate or service changes.

Revised: July 9, 2014.

- **ResNet and WolfTV support is available at (919) 515-HELP or help@ncsu.edu**
- **To Reach Wolfpack Sports Television call (919) 515-3153**
- **To Reach WolfBytes Radio and Television call (919) 515-1082**

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