

# Establishing Landline Telephone Service

## North University Park Campus

*Applies to all off-campus housing facilities north of Jefferson Blvd, including family housing, grad buildings, and USC Housing-owned fraternities.*

As of August 15, 2010, landline telephone service in all off-campus housing facilities has been disconnected. Residents wishing to obtain a telephone line may do so by contacting AT&T directly and following the appropriate instructions below.

This will be standard telephone service. You will be able to dial all local and 800 numbers, as well long distance numbers (at an additional charge).

Your expected monthly service charges will average \$21.00. You are responsible for any charges and fees related to your phone service and must pay for them directly to AT&T. You will also need to contact AT&T to terminate your service when you move out.

**Step 1:** Call (800) 288-2020

**Step 2:** Answer the following questions, as prompted by the automated system:

- *Question 1:* "If you are calling for regular local exchange service, press 1. For any AT&T sales or service needed, press 2."

Answer: press 2

- *Question 2:* "I see you are calling from (phone number). Is this the number listed on the AT&T account?"

Answer: no

- *Question 3:* "Say or enter the ten digit phone number listed on your account."

Answer: I don't have one

- *Question 4:* "Which are you calling about?"

Answer: new account

At this point, press number zero (0) to be connected to an AT&T representative.

**Step 3:**

Once connected to an AT&T representative, explain that you are a USC student and would like to set up a new account.

Follow their instructions to set up a new account.

Provide the following information:

- Building name
- Address
- Apartment number
- Zip code: 90089

**Step 4:** IMPORTANT: YOU MUST ALSO INSTRUCT THE AT&T REPRESENTATIVE TO CONTACT USC HOUSING MAINTENANCE AT (213) 740-4646 TO COMPLETE THE FINAL CONNECTION

Note: **If you have any problems or questions, please contact Housing Maintenance Services at (213) 740-4646.**