Telephone Service Agreement

As a student of Muhlenberg College you have been assigned your own Personal Identification Number (PIN) that will enable you to place long-distance calls from your campus phone. Use of your PIN assigned to you by STC Services™ (STC) means that you accept ALL the terms of this Agreement. NOTE: Please make sure you thoroughly read and understand this Agreement before using your PIN.

For the purposes of this Service Agreement ("Agreement"), "STC" shall refer to "STC Services", and "I", "me", "my", "mine" shall refer to the user of the STC provided Personal Identification Number ("PIN"). By using my STC Services™ PIN, I hereby agree to all of the following terms and conditions:

1. BASIC SERVICE
As a student of Muhlenberg College, I have been assigned my own Personal Identification Number (PIN) that enables me to place local and long-distance calls from my campus phone. This code will be available for my use upon arrival at Muhlenberg College. I understand that local calling will be provided for students. Individual telephone call charges will be billed by STC.

2. TOLL CALLS
I understand and agree that all long-distance "toll" calls made using my PIN will result in a charge to my account for which I am responsible.

3. RATES
I understand that calls will be based on long-distance rates established by Muhlenberg College and STC. These are rates applied to calls that are dialed directly by the user without any telephone company assistance. Rate information to specified areas is available through STC.

4. BILLING AND PAYMENT
I UNDERSTAND THAT UPON THE USE OF MY PIN I WILL BE RESPONSIBLE AND LIABLE FOR ALL CALLS CHARGED TO MY PIN UNTIL SUCH TIME THAT I GIVE NOTICE TO THE STC OFFICE TO DEACTIVATE MY NUMBER. I WILL RECEIVE A TELEPHONE STATEMENT FROM STC ON A MONTHLY BASIS ITEMIZING MY TELEPHONE CALL DETAIL. PAYMENTS ARE DUE WITHIN TWENTY (20) DAYS OF THE BILLING DATE. FAILURE TO PAY MY BILL WITHIN FORTY-FIVE (45) DAYS WILL RESULT IN MY PIN BEING DEACTIVATED. IT IS MY RESPONSIBILITY TO NOTIFY THE STC OFFICE IF I HAVE NOT RECEIVED MY TELEPHONE STATEMENT ON A TIMELY BASIS. IN THE EVENT I OWE STC FOR ANY UNPAID TELEPHONE BILLS, MUHLENBERG COLLEGE MAY WITHHOLD MY GRADES AND/OR MY ABILITY TO GRADUATE.

5. PAYMENT METHODS
Payment can be made by cash, check, money order or credit card.

6. DISPUTED CHARGES
I understand that I may dispute any charge on my statement by providing STC with the date and time of the call and the reason for the dispute (e.g. call not completed, length incorrect, etc.). The call will be investigated by STC and credited if the dispute is founded. If the dispute is unfounded, I will be subject to a $2.00 service charge per disputed call for the investigation.

7. CREDIT LIMITS
I understand credit limits are in effect. Each individual receives a credit limit of seventy-five ($75.00). STC will make a reasonable attempt to notify me when my balance is close to or exceeds the limit. However, this attempt is no guarantee my balance will not exceed the seventy-five ($75.00) limit. If this limit proves to be insufficient for my needs, I may place a deposit on my account that will increase my limit by the amount of the deposit. If I exceed this limit, my PIN will be deactivated. I understand that any balance exceeding the credit limit will be my responsibility to pay in full.

8. LATE PAYMENT
A $7.00 Late Payment Charge will be applied to all invoices not paid within thirty (30) days.

9. CHANGE(S) OF ADDRESS
If either my mailing address or billing address changes, or if both change, it is my responsibility to notify the STC office of the change. Failure to do so may result in undeliverable itemized statements. I will continue to be liable for any use of my PIN.

10. FRAUD
I WILL BE SOLELY RESPONSIBLE FOR ALL CALLS MADE WITH THE PIN ASSIGNED TO ME. I UNDERSTAND UNAUTHORIZED USE OF MY PIN TO PLACE TELEPHONE CALLS CONSTITUTES A THEFT OF SERVICES AND IS A VIOLATION OF BOTH STATE AND FEDERAL LAW. FRAUDULENT CALLERS WILL BE SUBJECT TO CRIMINAL PROSECUTION AND THE STC FRAUD INVESTIGATION FEE (SEE SECTION 11).

11. TERMINATION OF SERVICE
Either party, upon written notice, may cancel this service. STC may terminate my service if I fail to abide by the terms of this agreement. If my service is terminated, I understand I will be responsible for all calls placed under my PIN prior to the termination.

12. TAXES AND ADDITIONAL CHARGES
I understand that I am responsible to pay for any applicable taxes that may be billed. Additional charges will be incurred for miscellaneous items such as:

Copies of Statements	$2.00
Disputed Calls (per call)	$2.00
Re-Deposited Checks	$5.00
Late Payments	$7.00
Returned Check Fee	$20.00
Fraud Investigation	$50.00

13. LIABILITY
I understand and agree that I am responsible to keep my PIN confidential and that neither STC nor Muhlenberg College is liable for the loss of my PIN or telephone calls fraudulently billed to my account. I also understand and agree that unauthorized use of my PIN to place long-distance telephone calls constitutes theft of services and is in violation of federal and state laws. Individuals permitting or committing such will be subject to Muhlenberg College disciplinary action, criminal prosecution, and STC Investigation Fee.

14. INDEMNIFICATION
I hereby indemnify, defend, and hold harmless both STC and Muhlenberg College and their respective officers, successors, and assigns from and against any and all claims, suits, actions, demands, settlements, losses, judgments, costs, damages, and expenses (including reasonable attorney's fees and costs) arising out of or resulting from any breach of representation, warranties or agreement of STC contained in this Agreement.

15. RENEWAL
I understand that this contract will automatically renew each semester unless cancelled in writing by either party.

Pre-Set Arrangement for Long-Distance Calling for Students of Muhlenberg College

☎ *PIN **(Personal Identification Number)***

A pre-activated PIN is provided to all residents to make long-distance calls from campus.

☎ *Rates*

Local Calling
Free, unlimited.
Domestic Long-Distance
Only 8.9¢ per minute, all day, every day.

☎ *Billing Address*

Your campus address.

☎ *Payment Method*

Check or money order (drawn on U.S. banks only) or credit cards (call STC).

This is your Pre-Set Arrangement. For further options, see the My Options Form. You only need to fill out and mail in the My Options Form if you would like to change your Pre-Set Arrangement.

800.355.1081
www.stcservices.com

My Options Form

To change your Pre-Set Arrangement, select the boxes desired and mail promptly to STC, unless you have already done so in the past.

☎ *My Billing Address*

☐ **Home Address** - All calls made with my Personal PIN will be invoiced to my home address.

* If this option is not chosen the monthly invoice will be sent to the students campus mailbox.

☎ *My Payment Method*

☐ **Option A** - Automatically charge the Credit Card selected below ***10 days after each billing cycle***.

☐ Visa ☐ MasterCard ☐ Discover ☐ Amex

Full Name on Card

Credit Card Number

Expiration Date

Signature *(Required)* Date

☎ *My Info*

Provide the following information if you are selecting an option above. Please print neatly.

Student's Full Name

Student ID # *(If known)*

Home Phone Number *(Area code + number)*

Home Street Address

City State ZIP

Country *(Only if outside USA)*

Postal Code *(Only if outside USA)*

☎ *Detach & Mail*

Detach and mail this form to the following address if you are selecting an option above.

STC Services
7248 Tilghman Street, Suite 110
Allentown, Pa 18106

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