

OFF-CAMPUS PHONE, INTERNET AND TV OPTIONS

Landline Phone Service:

You have three options for phone service: landline, digital (requires internet) and cellular (please see our cell phone handout). A landline phone is the most reliable phone service in case of emergency, since it will function even if your electricity goes out. However, it tends to be more expensive than digital phone service and does not offer the convenience of cellular service. Verizon is the only landline provider for this area; they also offer Internet and cellular service.

Verizon

Verizon.com

1.800.483.4000

Landline Service

To set up service and get a new phone number, call Verizon. After you call, go to the Verizon Phone mart at North Gate Mall (see below). You must bring picture ID and a social security number OR if you do not have a Social Security number, your passport. Northgate Shopping Mall is within walking distance from East Campus. (Ten minute walk from East Campus Bus Stop).

Verizon Phone mart Hours: Monday - Friday, 9am - 7pm, Saturday, 9am - 5pm.

Northgate Mall, 1058 W Club Blvd, Durham, NC 27701.

The basic connection charge for new telephone service is approximately \$55, but may be more if someone must come to your home to do the installation. The monthly fee for local service only is approximately \$25. You can purchase extra features including Long Distance or International Calling, Voicemail, Call Waiting, and Caller ID for an additional monthly fee.

LOCAL and LONG DISTANCE CHARGES

Calls made in Durham are free because they are included in your basic phone plan. However, Verizon will charge local long distance rates to call both Chapel Hill and Raleigh from Durham. There are no additional charges for calling Research Triangle Park. Most people choose to use either cell phones or calling cards to make their long distance/international phone calls. Please see International House's Calling Card and Cell Phone handouts for more information.

Other Phone, Internet and TV Service Providers:

VONAGE

<http://www.vonage.com>

Internet Phone Service

Vonage is a phone service that works through the Internet rather than landline connections. You must have a broadband Internet connection and a US shipping address. You must sign up online. Vonage offers 2 residential plans (Basic and Premium) and includes features such as Voicemail Plus, 3-Way Calling, Call Waiting, Enhanced Call Forwarding, Caller ID with Name Call Return, and Competitive international rates.

Price: \$15 - 25 per month plus taxes and regulatory fees

Activation and set-up fees: \$30-50

TIME WARNER CABLE

1-800-892-2253

708 East Club Boulevard

<http://www.timewarnercable.com>

TV, Internet and Digital Phone

Time Warner offers all three service options and has a \$20 upgrade to their digital phone service which provides 1000 minutes per month of international calling to over 100 countries. If you do not have a social security number (which most newcomers do not) unfortunately you **must** go to their Payment Center located at #708 East Club Boulevard and show them two government-issued identifications (i.e. your passport and I-20 or DS-2019). You will have to pay a security deposit (refundable) and an application fee for each service.

You will have to take a taxi to get to Time Warner Cable, as it is much too far to walk. Or you can take Data Bus #11 or Data Bus #6 to the downtown and transfer to Data Bus #9. Tell the bus driver you are going to Time Warner Cable on East Club and he/she will tell you where to get off. Cost: \$1.00 one-way. Ask for a bus transfer when you get on the first bus.

The Payment Center Hours are Monday - Friday 8am - 6pm and Saturday 9am - 1pm. You will have to pay for the first month of service up front. **The monthly fee varies from \$10-\$100+ depending on which services you choose. Call the telephone number first before going to their office so you have an idea of how much money to bring with you.**

EARTHLINK

Internet and Digital Phone service

www.earthlink.com

Earthlink is mainly an Internet service provider that also offers digital phone service.

Price: \$10-100+ depending on which services you choose.

(TURN OVER)

DIRECTV

Satellite TV service

www.directv.com

DirecTV offers only TV service, but has an extensive variety of channels including many international TV channel options from other countries and regions, including Arabic, Chinese, Korean, Spanish, Portuguese, Italian, Filipino, Russian, Greek, Italian, Portuguese, Vietnamese, and South Asian (India).

Price: \$12-80+ depending on which programming package you choose.

DISH NETWORK

Satellite TV, Internet and Digital Phone Service

www.dishnetwork.com

1-888-284-7116

Dish Network offers all three service options via satellite. They also provide many international TV channel options from the following regions and countries: African, Arabic, Armenian, Chinese, Filipino, French, German, Greek, Israeli, Italian, Japanese, Korean, Polish, Portuguese, Russian, South Asian (India), Ukrania, Urdu and Vietnamese.

Price: \$20-100+ depending on which programming package you choose.