A seven digit Personal Security Code (PSC) is required for making long distance calls for **BUSINESS USE ONLY**. When you make a call that is considered long distance by the local phone company, you will be required to enter the PSC that has been assigned to only you. Your PSC is assigned to you, not your phone, thus it allows you to make long distance calls from most phones (fax machines, modems, etc.) on campus and have those calls billed to your department.

In the past, the University permitted individuals to make personal long distance calls from University telephones with the understanding that the cost of those calls would be reimbursed. This practice has been abused. Therefore, all long distance personal calls must be made with the use of a personal calling card or credit card (from any company). Unauthorized use of a PSC is fraudulent and a criminal offense under state and federal laws.

**Instructions:**

**Local Calls: (No PSC needed)**
Dial: 9 + phone number.

**Toll-Free Calls: (No PSC needed)**
Dial: 9 + 1 + 800 + phone number.

**Long Distance Calls:**

- **Within the 518 Area Code:**
  Dial: 9 + phone number + (hear ‘fast busy’ tone) enter PSC.

- **Outside the 518 Area Code: (including Canada)**
  Dial: 9 + 1 + area code + phone number + (hear ‘fast busy’ tone) enter PSC.

- **International Calls: (except Canada)**
  Dial: 9 + 011 + country code + city code (if needed) + phone number + (hear ‘fast busy’ tone) enter PSC.

- **International Faxes: (except Canada)**
  Lift receiver and dial: 9 + 011 + country code + city code (if needed) + phone number + (hear ‘fast busy’ tone) enter PSC.
  Listen for the connection, then press “send” and hang up the receiver.

**Directory Assistance:**

- **Within 518 Area Code:**
  Dial: 9 + 555-1212 + (hear ‘fast busy’ tone) enter PSC.

- **Long Distance Location (U.S. & Canada):**
  Dial: 9 + 1 + area code + 555-1212 + (hear ‘fast busy’ tone) enter PSC.

- **Long Distance International:**
  Dial: 9 + 1 + 412 + 555-1515 + (hear ‘fast busy’ tone) enter PSC.

**Operator-Assisted and Calling Card Calls:**
Dial: 9 + 0 + area code + phone number + (hear ‘fast busy’ tone) enter PSC, wait for calling card automated attendant, then follow the instructions.

**Note:** your PSC will not be charged for this call.
Dial: 9 + 1 + calling card toll free number, wait for calling card auto attendant, then follow the instructions.

Your supervisor has determined the type of long distance you are authorized to make (i.e. New York State, International, etc.), so be aware that not all employees can call all locations. If you attempt to make a call that you are not authorized for, the call will not be connected.

**Attention:**
The PSC you have received is for your use only. Therefore, do not post the number where others can see it. Memorize your PSC or keep it in a secure location, and do not give the code out to others. You could be held responsible for any calls billed to your PSC by another person. If you feel that someone else is using your PSC, contact the Telecommunications Office immediately at extension 7-3800.