Student Dialing Guide

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There are a minimal number of student land line phones. You will find them in Resident Assistant (RA) or Community Assistant (CA) rooms and in the common areas of residence halls. The phones are limited to campus and local calling only.

Dialing Instructions

**Emergency Calls**
In case of an emergency, immediately call the University Police at x8-2323 or 412-268-2323. An operator will be able to dispatch fire, police, ambulance and medical personnel.

**On-Campus Calls (within main campus)**
Dial last five digits of campus telephone number.

**On-Campus Calls (between main campus & PPG)**
Dial 9 + 10 digit number

**Campus Operator**
Dial “0”

**Local Operators (Verizon)**
Dial 9 + 0 (zero)

**Local Pittsburgh Calls**
Dial 9 + area code + seven digit number

**Domestic Long Distance – Outside Local Pittsburgh Area Calls**
Not available; line is restricted to “local only” calling.

**International Long Distance Calls**
Not available; line is restricted to “local only” calling.

**Directory Assistance**
Inside CMU – Dial 0 (zero) to reach campus operator
Within 412 area code – Dial 9 + 555 + 1212

**Toll Free 8XX Numbers:**
Dial 9 + 1 + 8xx + seven digit number

**Calling Card Calls**
Follow instructions on the calling card.
Operator Assisted
Local Verizon Operator – Dial 9 + 0 (zero) + area code + number
AT&T Operator – Dial 9 + 00

Report a Service Problem
Before calling the Telecom Service Line to request repair on a land line phone, please follow these steps to help identify the problem:

1. Unplug, then re-plug the phone from the wall jack to ensure that the connection is tight.
2. Listen for a dial tone.
3. If there is still no dial tone, plug the telephone into another wall jack.
4. Listen for a dial tone.
   a. If you still do NOT hear a dial tone, the problem is likely with the telephone set itself.
   b. If you DO hear a dial tone, the problem is likely with the original wall phone jack.

If you determine the problem to be with the campus telephone service or wall outlet, call the Telecom Service Line (x8-8500) to request repair.