



STUDENT AFFAIRS

Housing & Residence Life

Maintenance, Phones, Cable TV and Data Policies and Procedures

Maintenance

If you find a need for maintenance in your room:

- Do not attempt to make the repair yourself.
- Contact your resident assistant, chapter resident assistant, hall director or program coordinator concerning all maintenance problems, even those that may seem minor. The office assistant or other staff will complete a Service Order Request Form, and the problem should be handled within a short period of time.

Should an emergency occur involving water on floor surfaces:

- Do not attempt to vacuum the water with a regular vacuum cleaner.
- Contact the hall office or a hall staff member immediately.

The University reserves the right to enter a student's room at any time for maintenance purposes. Physical Plant employees are required to wear an identification badge plainly displayed on their uniforms. When work has been performed in individual residence hall rooms and the residents are not present, a tag with information about the work performed will be placed on the inside doorknob. The University is not responsible for any damage to your belongings as a result of maintenance problems.

Student Room Telephones and Cable Television

TCU Connect provides state-of-the-art telephone and cable television services to every resident. Telephone services include three-way conferencing, call forwarding, call waiting, call transfer and hold functions, in addition to basic dial tone. Caller ID is available for a monthly charge. Other features include direct campus dialing and free on-campus and local calls; 1+ long-distance calls are also available. Long-distance charges are billed to your TCU student account. A seven-digit authorization (PIN) code secures phones against unauthorized long-distance calls.

Cable television service features a broad array of educational and entertainment programming. You will need a TV with a QAM Digital tuner and a standard coaxial cable to connect your TV to the wall outlet. If you don't already have these, both can be purchased at an electronics store. If your TV is not cable-ready, you can purchase a cable converter box from any local electronics store—just make sure the tuner is QAM-rated. For the TCU Channel lineup go to: www.telecom.tcu.edu.

For telephone and cable television questions and inquiries, students should contact TCU Connect at 817-257-HELP (4357). Account information is available by TCU Connect.



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Campus Network

Each residence hall room provides connection to TCU's computer network, which gives you access to the Internet, e-mail and the library system. If you have questions, call the TCU Help Desk at 817-257-5855. Setup instructions for computers are available at www.tr.tcu.edu/StudentFAQ.htm.