Cleveland State University
Information Services and Technology

Ordering Conference Calling Codes

Before beginning a conference call with more than three callers, your department will first need to obtain conference calling codes. Please order conference calling service at least one week prior to the conference call; it takes a couple of days to complete the order.

Once the codes have been ordered and received by your department, they can be used repeatedly and will remain active until your department cancels the codes and the services.

There are two codes that will be issued to your department: a leader code (for the Cleveland State University contact) and the participant code (code give to members of the conference call). Also, issued will be an 800 call-in number for all participants to call to join the conference call.

To order the codes, the department secretary or department head will need to send an email to the Telecommunications Office (telcom@csuohio.edu) with the following information:
• 	Department name
• 	Department account number
• 	The department contact – the person who will be responsible for the codes (you may want to include one or two names). This individual(s) are the only people that Telecommunications will provide the codes to for your department.

After the codes have been issued to your department, you need to make sure who has access to the codes. Any charges that are made against the codes will be the responsibility of the department. If you feel that the codes are being used, contact Telecommunications and we can look into having the codes changed.

Pricing Information:
Cost for the conference service is $0.05 per minute per user. For example, if you have 5 individuals on the conference call and the call lasts for fifteen minutes, the charge will be $3.75 (5 callers * $0.05 * 15 minutes)
There is no monthly charge for the service; you are only billed for usage. When there are charges against your codes, a journal entry will be completed to your departmental account number and a copy of the charges will be sent to the department contact for reference.

If you have any questions about using the Conference Calling features, please contact the Telecommunications Office at 216-687-3881.