

## GENERAL INFORMATION

Utica Campus - Information/Main Number 315-792-5400  
1101 Sherman Drive  
Utica, New York 13501-5394

Rome Campus - Information/Main Number 315-339-3470  
1101 Floyd Avenue  
Rome, New York 13440-4699

## **PUBLIC SAFETY EMERGENCY #'s**

**On Campus – 5777**

**Utica - 315-731-5777** (off campus/cell phone)

**Rome - 315-334-3559** (off campus/cell phone)

**Individuals and departments can be reached between Utica and Rome campuses by dialing the four digit extension number.**

**DIRECT INWARD DIAL** - Please advise all callers of your direct number.

**Utica -** all extension numbers starting with 5300 through 5699 can be dialed directly from off campus by dialing **315-792-** plus the appropriate extension number. All extension numbers, 5700-5899, can be dialed directly from off campus by dialing **315-731-** plus the appropriate extension number.

**Rome -** all extension numbers from 7700 through 7799 can be dialed directly from off campus by dialing **315-334-** plus the appropriate extension number.

All other extensions must be accessed via the appropriate main campus number.

[AB=Academic Building, ACC=Alumni College Center, ACC BASE=Alumni College Center Basement, PH=Payne Hall, ST=Science & Technology Building, WH=Wilcox Hall, R=Rome Campus, PC=Rome Campus Plumley Complex]

Revised 2/24/2020

## LOCAL CALLING AREA EXCHANGES as of 2/18/19

LOCAL CALLING AREAS from **Utica** exchanges 223, 235, 266, 269, 272, 275, 292, 316, 327, 351, 368, 404, , 507, 520, 525, 526, 527, 534, 542, 570, 580, 601, 624, 721, 722, 723, 724, 725, 731, 732, 733, 734, 735, 736, 737, 738, 739, 749, 765, 768, 790, 792, 793, 794, 796, 797, 798, 799, 801, 864, 880, 922, 927, 939, 941 and 982 are:

BARNEVELD	860, 896	ROME	225, 240, 271, 281, 330, 334, 335,
BOONVILLE	358, 942, 943		336, 337, 338, 339, 356, 371, 533,
CLAYVILLE	259, 839		571, 617, 709, 795, 832, 838
CLINTON	381, 557, 853, 859		
FORESTPORT	392, 763	SYLVAN BEACH	264, 761, 762, 813, 897
HERKIMER	219, 360, 574, 619,717,	UTICA	223, 235, 266, 269, 272, 292, 316,
	866, 867, 868, 940, 983, 985		327, 351, 368, 404, 507, 520, 525,
			526, 527, 534, 542, 570, 580, 601,
HOLLAND PATENT	206, 865		624, 721, 722, 723, 724, 725, 731,
ILION	417, 444, 894, 895		732, 733, 734, 735, 736, 737, 738,
KNOXBORO	843		739, 749, 765, 768, 790,792, 793,
LEONARDSVILLE	855		794,796, 797, 798, 799, 801, 864,
MIDDLEVILLE	891		880, 922, 927, 939, 941,982
NEWPORT	845		
ORISKANY FALLS	306, 821	VERNON	829, 953
POLAND	826	WEST WINFIELD	204, 822, 972
REMSSEN	205, 831	WESTERNVILLE	827, 851

LOCAL CALLING AREAS from **Rome** exchanges 225, 240, 271, 281, 330, 334, 335, 336, 337, 338, 339, 356, 371, 533, 571, 617, 709, 795, 832 and 838 are:

CAMDEN	245, 820, 974
CLINTON	381, 557, 853, 859
HOLLAND PATENT	206, 865
ROME	225, 240, 271, 281, 330, 334, 335, 336, 337, 338, 339, 356, 371, 533, 571, 617, 709, 795, 832, 838
UTICA	223, 235, 266, 269, 272, 275, 292, 316, 327, 351, 368, 404, 507, 520, 525, 526, 527, 534, 542, 570, 580, 601, 624, 721, 722, 723, 724, 725, 731, 732, 733, 734, 735, 736, 737, 738, 739, 749, 765, 768, 790, 792, 793, 794, 796, 797, 798, 799, 801, 864, 880, 922, 927, 939, 941, 982
VERNON	829, 953
WESTERNVILLE	827, 851

# **TELEPHONE USE**

## **UTICA & ROME CAMPUS CALLS**

- a. Consult your directory for the extension number.

### **LOCAL CALLS**

- a. Dial "9", listen for dial tone, and dial 315 then the number.
- b. Refer to the local calling area exchanges in the front of the directory.

### **LONG-DISTANCE**

Dial "9", listen for dial tone, dial "1", the area code, if necessary, and the telephone number.

## **IMPORTANT TELEPHONE NUMBERS**

Health & Wellness Center	Ext. 5452
Residence Hall	Ext. 5310
Public Safety	Ext. 5566

### **Public Safety Radio System**

**For EMERGENCY use/important messages only:**

**Dial ext. 5777 for two-way communications with Public Safety.**

## **REPORTING TELEPHONE TROUBLE**

If you have any trouble with your telephone, please report it immediately to Office Services extension 5468 or Information Technology Help Desk extension 5711. Be sure to give full details including your name, the trouble encountered, the extension number and the location of the phone.

## **SWITCHBOARD OPERATOR**

The switchboard is available from 8 a.m. to 4 p.m. When the switchboard is unattended, the auto attendant is available to direct calls to all campus numbers including those extensions that must be accessed through the switchboard. Please do not ask the switchboard operator to place calls for you or to check outside lines. These are not services the operator is able to perform. The operator is able to provide directory information for various cities in New York State.

## **CALL TRANSFER**

If you receive a call that should be forwarded to another extension, **DO NOT** transfer the call to the switchboard. This only delays the caller who must be transferred again to the correct extension. Each individual telephone on campus has the capability to transfer calls on campus to other extensions. When transferring calls please identify yourself, give a brief reason for the referral and then forward the call. This procedure will assist the receiver of the transfer call to identify if he or she can help the caller, or if another office should be contacted. It would be helpful to inform the caller of the number they are being transferred to in case the call is disconnected in the transfer. That way they can redial directly to the desired department.

## **DIRECTORY ASSISTANCE & OPERATOR SERVICES**

Charges for directory assistance are \$1.25 per request. Please ask the campus switchboard operator if there is a directory available for the area you need to call before requesting assistance from the phone company. The internet can provide number look-up services at a variety of web sites. Verizon supports **www.SuperPages.com**.

Please note there are additional charges for operator assistance like Third number billed, Person-to-person, and Verifying a number, etc., which are very expensive and should be avoided. Further explanation and information can be found in your Verizon Telephone directory.

## **TIMED MESSAGE RATE SERVICE**

There are **no free local calls** from the telephones at MVCC. The amount of the charge is based on the location dialed and the length of the call. Charges range from 6¢ to 6.8¢ per minute

To hold down the amount of time spent on local calls and control the cost of the telephone bill, all college employees are asked to:

- Make and receive your own calls and avoid transfer calls from one person to another.
- Develop callback procedures when it appears there will be a long waiting period on the line.
- Avoid personal calls on business phones.
- Plan calls beforehand to save time.

**For additional copies of this directory submit a supply requisition to the Office Services Department**