

Duke Office of Information Technology

Billing Information and Policies

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Online invoices

OIT's online invoice shows details of all your monthly and one-time (for example, long distance) charges. OIT sends email notification to each student customer by the 15th of every month, advising them that invoices are available for viewing online. If you haven't received notification by the 15th, contact the OIT Telecom Help Desk at (919) 684-2200 to verify your email address and obtain your balance due.

All payments are due by the 25th of each month.

NOTE: Your [Duke Unique ID](#) is part of your OIT account number. Please refer to your account number when making inquiries about your account.

If you prefer a paper copy of your invoice, please contact the OIT Telecom Help Desk at 684-2200.

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Payment options

You can pay your invoice online at [Online@Duke](#). OIT accepts the following forms of payment:

- ? MasterCard
- ? VISA
- ? [DukeCard Flexible Spending account \(FLEX\)](#)
- ? Check

If you prefer to mail your payment, please send your check to:

Duke University Residential Services Office of Information Technology PO Box 651682
Charlotte, NC 28265-1682

Prepayment

You may prepay for your monthly local telephone and cable TV services by the semester or academic year. Only your long distance ([SAC](#)) charges will appear on your

OIT bill each month. The option to prepay is only available at the beginning of each semester.

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Delinquent accounts & returned checks

Delinquent accounts (30 days or more past due) are subject to disconnection of services. Services are restored after payment of the entire balance due plus a processing fee of \$25. A delinquent account may result in the university blocking a student's registration and/or withholding transcripts.

OIT charges \$25 for checks returned for insufficient funds. In this occurs, we will contact you to make other payment arrangements.

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Subscribing to services

If you're a student, use Online@Duke to subscribe to or disconnect your OIT services. You also can view and pay your OIT invoice online.

At the beginning of each academic year, you have the option to prepay for your services (except [SAC](#)). You'll need your NetID and password to manage your account online. Faculty-in-residence may visit the OIT Help Desk at 02 Bryan Center to sign up.

Remember:

- ? Before applying for services, roommates should discuss the services they need and how they will share expenses.
- ? Only one occupant per room may subscribe for each OIT service.
- ? OIT cannot split the bill for a service between customers.
- ? The subscriber is responsible for all service charges until s/he requests the service be disconnected.

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Disconnecting services

OIT disconnects all residential telephone and cable TV services at the end of the academic year (around graduation day in May). OIT reminds customers of the pending disconnection date. During the summer, OIT sends subscribers a reminder to disconnect their summer telephone and cable TV services. To disconnect, visit Online@Duke.

Toward the end of the spring semester, you may wish to transfer responsibility for your service to your roommate if s/he needs service after you leave. If so, you should both visit the OIT Help Desk to complete a transfer no later than the date specified in the disconnect notice. Please read the disconnect notice carefully and observe the deadlines in order to avoid any fees or interruptions in service.

Your final OIT invoice (June) will be available online, or we can mail it to your permanent home address (on record with the Registrar). OIT will notify you of this

option via email in May. If your summer address will be different from your permanent home address, please provide us with the address for your final bill.

NOTE: The subscriber must contact OIT to discontinue services. The subscriber is responsible for any additional fees if the account is not canceled.

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Telephone harassment

If you receive harassing telephone calls, contact the Duke University Police Department at 684-2444. OIT can only investigate calls with police authorization.

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Security and Privacy

OIT has adopted Internet policies and practices to protect your personal information. When you manage your OIT account online, you can be sure your information is being managed in a secure manner.

For more information about security policies at Duke, visit [Duke's IT Security Office](#).

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Duke Office of Information Technology - www.oit.duke.edu - (919) 684-2200 - help@oit.duke.edu