



UNIVERSITY
of VIRGINIA ITC-Communication Services

TO: Deans, Chairmen, and Activity Heads

FROM: Roberta Mason, Billing Supervisor

DATE: June 26, 2008

~~SUBJECT: Vita Conference call procedures~~

In the past UVa employees have been able to call a number in Richmond and have an agent set up their conference calls using the VITA bridge. As of February 2008 there has been a change in that process. In order to set up a conference call it requires the customer to own a conference call account that has been set up with VITA. These accounts need to be coordinated thru ITC Communication Services. If you need to request a conference calling card account please email rpm2h@virginia.edu providing the following information: Name, email address, P. O. Box, and primary office telephone number. Once ITC Communication Services submits the request to VITA, the requestor will receive an email providing them with their owner number, password, and other pertinent information needed to access the service. This email should arrive within 3 business days of the request with the actual conference card arriving in the main within 7-10 business days.

Currently we have no means of providing an emergency account for departments that do not know in advance; therefore I would stress that you pass this along to anyone in your department that may ever have a need for conference calling using VITA..

If you have any questions concerning this, please contact our Business Office at 4-4148.

Carruthers Hall, P.O. Box 400196, Charlottesville, VA 22904-4196
Phone: 434-924-4148 Fax: 434-924-7112