WSU Apartment Internet and Utilities Options

High Speed Internet

Cable Internet has been installed in all WSU apartment complexes except for Yakama Village - which is connected to the university Ethernet. For your convenience, the new Internet service fees will be included in your rent. For help connecting to the Internet, please call 866-440-2003 to report a problem. Be sure to get the trouble ticket number if the CTV Help Desk cannot assist you so you may reference your call if additional assistance is necessary. If CTV cannot assist you over the phone, they will send out their on-site staff within 24-48 hours.

DSL service available in all university apartment complexes - except Yakama Frontier offers DSL service with or without land line phone service. You can view plans and order service at

http://west.frontier.com/wa/pullman

If you get a service not available message, please call Maintenance Services at 509-335-1541 and request a check on your apartment's line. Our technician will, in most cases, be able to correct the problem. To speak with a Frontier representative, please call 1-866-272-8262.

Available only for Yakama Village
High Speed (10 Mbps) ethernet service is available to all Yakama Village the same as with WSU residence halls. One port per apartment is on at no charge; additional port activations will require Housing approval and potential charges to the resident requesting the service. All residents using the WSU Network have agreed via the Housing contract to abide by the Network Service Agreement:

/network/

Wireless Broadband In University Apartments

Wireless broadband is available in all university apartments through Clearwire. Clearwire uses a wireless modem that works by transmitting signals to and from nearby cellular towers instead of using a traditional phone line. Phone service is also available. You can view plans, order service, and find a local retail store at www.clearwire.com or 888-253-2794.

Using Wireless Access Points in Yakama (only applies to Yakama residents)
If you wish to add a Wireless Access Point to your existing internet service in Yakama Village you may do so as follows:

1) Purchase your own Wireless Access Point

2) Contact the Information Technology Services Help Desk (helpdesk@wsu.edu or 335-HELP) and supply them with the following:
   - Your Full Name
   - Your Contact Phone Number
   - Your Yakama Village Unit Number
   - The MAC Address for both the Wired (uplink) and Wireless portions of your device. These are in the format AA:BB:CC:DD:EE:FF and are usually located on the device as well as on the retail packaging
   - Request that your unit be "White Listed"

3) Install your device per the instructions that came with the device

4) If you need assistance contact the ITS Help Desk

Please be aware that any interference to the WSU Wireless Network may result in your device being removed from the network and/or network service being terminated for your apartment.

Interference between Wireless Networks owned by the residents of Yakama Village must be resolved by the residents.

**Electrical Service**

Residents in all complexes except Chief Joseph and Valley Crest (electrical service in Chief Joseph and Valley Crest is included in the monthly rate) will need to arrange for this service, with Avista Utilities, to be billed directly to you before keys will be issued.

Avista Utilities 1-800-227-9187 [www.avistautilities.com](http://www.avistautilities.com)

**Telephone Service**

You are responsible for arranging for your telephone service at your cost. If you require land line telephone service, you must request service through Verizon for all complexes except Yakama. Yakama residents must request their phone service through WSU Information and Technology. All other residents should request their service through Verizon.
Residents of family housing are requested to update their online housing application with their telephone numbers as soon as possible. These numbers will not be given out and are used only by Housing Maintenance Services.

Verizon (All complexes except Yakama) 1-800-483-4100  www.verizon.com

IT (Yakama) (509) 335-3663

**TV Cable Service**

TV Cable Service is included in your rent. Service will be on when you move in and will be left on when you move out. Each apartment is provided with at least one TV cable outlet, the outlet is normally located in the living room. If you have problems with your cable service or wish to request service to additional outlet, please contact Housing Dining Maintenance at 509-335-1541.

More information, including channel guides, program listings and troubleshooting suggestions, are available at [http://tv.wsu.edu/](http://tv.wsu.edu/).