

Harvard Student Telephone Office
PAETEC /Verizon Line Comparison

Compare PAETEC/Harvard service and Verizon service (2007/2008 Academic Year)

Students who live in Harvard Real Estate residential housing have the option of choosing the Harvard University telephone service with PAETEC or using Verizon - a commercial provider -- as their phone carrier. This is a decision you and your roommates must make based on a number of factors including cost, convenience, and the range and flexibility of services that each provider offers you.

Why choose one over the other? Here are some factors to consider:

	PAETEC/Harvard	Verizon
Installation speed and convenience	In Harvard Housing, the service is activated when you arrive on campus if ordered in advance . If ordered upon arrival, it takes 5 business days.	Verizon installation takes up to 2-5 business days after a request has been submitted and requires someone to be home during installation.
Installation Charges	There is no installation charge for a Harvard line.	Verizon charges an installation fee of \$13.50. This fee is waived if you select a Verizon Package Plan.
On Campus Calls	With PAETEC, on-campus calls are always free. To make on campus calls, you just dial the last five digits.	To make on campus calls, you need to dial all 10 digits.
PBNs	PAETEC provides Personal Billing Numbers (PBNs), which make it possible for roommates to share a line and be billed separately for his/her own toll and long distance calls. In addition, the PBN can be used like a calling card from any phone.	Verizon does not offer a PBN equivalent.
Local Calling plans	PAETEC's local calling plan includes most cities/towns in the metro area in the cost of the line. The monthly charge of \$20.00 is lower than the charges for Verizon's equivalent service level.	Verizon offers a wider choice of calling plans, but the Basic Service plan covers a much smaller area. Verizon monthly line charge including local calls is \$21.63 (excluding taxes).
Long Distance Calling	PAETEC's standard long distance rate is 7.9¢ per minute. PAETEC also offers a promotional long distance plan for a monthly charge of \$5.95 – all intrastate and interstate calls are billed at 2.9¢ per minute. PAETEC offers exceptional international calling rates.	Verizon subscribers must choose a separate long distance carrier. Carriers offer a choice of calling plans. Verizon Long Distance is \$0.05 to \$0.10 per minute. Verizon also offers a Verizon Freedom Essentials plan that costs \$44.99 for a line with features similar to the Harvard line, and includes voice mail and all usage except international calls.
Voice Mail	PAETEC utilizes the Harvard telephone switch that allows you to use the Harvard voice mail system for \$4.00 per month.	The Verizon voice mail system can be added for \$5.95 (7 message capacity) or \$7.95 (30 message capacity) per month, but there is no interaction with Harvard users (reply, lists, etc).

Other Line Features	<p>Features included in your line FREE!</p> <ul style="list-style-type: none"> ➤ Caller ID ➤ Call Waiting ➤ 3-way Calling <p>Line numbers are dedicated to the jack locations in apartments/suites, and are not portable when you move.</p>	<p>All features have a fee associated with them, sometimes included in a plan for a higher price. Line numbers are usually portable when moving within the same city.</p>
Payment Methods	<p>Bill and Payment options are available over the web! PAETEC accepts payments for your phone bill by check, money order or credit card.</p>	<p>Web payment is recently available; not as many payment options.</p>
Repair	<p>Lines are repaired by Harvard University. Access to building is controlled by Harvard. Timeframe is typically within 1 day.</p>	<p>Repairs are called in directly to Verizon. Harvard University does not play a role in the repair process. Timeframes can be extended: 4 days is usually the commitment.</p>