CSU Bakersfield owns, operates, and maintains its own telephone switching system on campus. Your ability to place different types of calls depends on your class of service (COS). Your COS is determined by the department requesting the phone installation.

**Class of Service**
- COS 1 - Place Campus calls only.
- COS 2 - Campus, Local, & Area Code 661.
- COS 3 - Campus, Local, & Long Distance.
- COS 5 - All of the above & International.

**Dialing Patterns**

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Dialing Pattern</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Campus Calls</td>
<td>Dial the last four digits of the telephone number</td>
</tr>
<tr>
<td>Local and calls within the 661 area code</td>
<td>Dial 9 followed by the seven-digit telephone number</td>
</tr>
<tr>
<td>Long distance calls</td>
<td>Dial 9, 1, the area code, and the seven-digit telephone number</td>
</tr>
<tr>
<td>International calls</td>
<td>Dial 9, 011, country code, city code, and telephone number * Most campus telephones are restricted and do not have this capability.</td>
</tr>
<tr>
<td>Credit Card Calls</td>
<td>Dial 9, followed by 0, the area code, and number. When you hear a tone, key in your credit card number.</td>
</tr>
<tr>
<td>Collect Calls</td>
<td>The university operator will not accept collect calls</td>
</tr>
<tr>
<td>Third Party Calls</td>
<td>Calls placed from an off-campus telephone number and charged to one of our campus phones are not permitted</td>
</tr>
</tbody>
</table>

**Placing Telephone Calls**

Most extensions can be dialed directly from off-campus. The prefix for a Bakersfield Campus extension is 654. The prefix for an extension for the Antelope Valley Branch Campus is 952. The table below provide dialing patterns for common types of phone calls.

**Telephone Service**

The telecommunications department is responsible for any modifications to your telephone services. These modifications include adding, moving, or changing telephones or telephone functionality. To request a modification, you will need to:

- Have permission from your department director, the department chairperson, the dean of your school, or by their designated contact person.
- Allow a two-week lead-time for all modifications: adds, moves, and changes.
- Submit a written request by memo, email, or fax
- Provide justification, the request is for all new telephone services

**Telephone Support**

If you are experiencing issues or other unexpected occurrences with your telephone, please report the trouble to the Help Desk at 654-2307. When reporting information, please include the following:

- Person’s name and number experiencing the trouble
- Type of phone, i.e. ITE 12 SD
- Location of the phone including building and room number
- Alternate contact person and phone number
- And a brief description of the trouble.

**Training**

By request, the Telecommunications department will provide training on the use of your telephone or voicemail system. Please call the Help Desk at 654-23073200 to make an appointment for a workshop or to ask questions regarding your phone or voicemail.

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**Request Help**

Phone: 661-654-2307  
Email: Helpdesk@csub.edu  
Location: Walter Stiern Library, Room 15