Resident Personal Phone Policy and Directions

We can provide personal phone lines for the residents to have a private line in their room.

Incom/CTC Contact Info

Tickets: https://incomsupport.zendesk.com/hc/en-us/requests/new   Phone: 208-229-9000

Phone Hardware

- Phone hardware is not provided, only the phone line
- Phones must not be older than 10 years, and preferably digital

Cost & Billing

- Cost is $30 per month per line
- Administrator: Add them in Bluestep under the resident information page
  - <u>This is very important so accounting can set up the monthly billing for the resident!</u>
  - Also, when resident moves out or they don't need the line anymore, it is really important to submit a ticket so I can disconnect that line. Otherwise we will continue paying for that active line.

Phone Line Setup

- New Phone Number: Submit a ticket to Incom/CTC to connect the line and assign a new phone number for the resident, this process can take 2-3 business days.
- Porting Current Phone Number: If the resident wants to transfer their phone number to use:
  - Porting a number has a one-time cost of $40 to the resident.
  - Submit a ticket to Incom/CTC
  - Get a copy of the most recent bill from their current phone provider
  - The process to transfer/port a phone number to Incom/CTC takes minimum 5-7 business days

Issues after Setup

- If the residents are having issues with the phone line, such as quality or intermittently not ringing, it is the staff or administrator responsibility to submit a ticket to Incom/CTC for the problem.
- Please communicate with your residents about the status.

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