

Parents' Frequently Asked Questions

1. Does my student have to take UC Mobile?

No, this cellular program is not mandatory and is completely voluntary. The program was customized to meet the specific needs of students. The elements of the program are based on input from industry market specialists and focus groups conducted using UC upper class and first-year students. The goal of the University is to provide a program that affords unique, useful applications at competitive rates. These applications are designed to enhance student productivity and to make life easier and safer at UC.

2. What if my student already has a cellular plan with Cincinnati Bell?

If you are currently a Cincinnati Bell Wireless customer, you can easily change your plan to take advantage of one of the new high-value plans offered through UC Mobile by visiting the UC Mobile store at 535 Steger Student Life Center, or calling a service representative at (513) 397-5084. There are no change fees or other investments so you can begin to use the integrated features immediately.

3. What if my student is already part of our Family Plan with Cincinnati Bell?

If you are currently on a Cincinnati Bell Family Plan, depending on the family plan you have, the account holder can easily apply to convert your individual number to a UC Mobile plan. You may enjoy a corresponding reduction in both monthly fee and possibly the number of minutes on the existing family plan. This way, you can enjoy the benefit of UC Mobile, without having to disrupt other family members and or interrupt service to your phone. Visit the UC Mobile store at 535 Steger Student Life Center or call (513) 397-5084 to make this transition today.

4. What if my student has no credit history or failed the credit check the first time?

A new Credit Evaluation program recognizes that many freshmen have no established credit history. Using this new system, the credit score will be evaluated not just on payment history but also on additional non-traditional criteria. By expanding the way credit is measured, our freshmen will enjoy a significantly increased (as much as 40-50%) opportunity to be approved. If you have already applied and your credit was rejected, Cincinnati Bell will be contacting you to reconsider your credit application using this new program. If you didn't apply for fear of being turned down, we strongly suggest that you reconsider as this program is designed specifically for young adults like you. Additionally, you can have a parent or guardian establish the account in his or her name. Regardless of your situation, we want to make sure you have every opportunity to communicate effectively at UC.

5. What if my student is already under contract with another provider?

If you have an existing service agreement with another provider, let us pick up where they will leave off when your agreement expires to get you connected as soon as possible. If you are within 6 months of term expiration, pre-register for your UC Mobile plan and Bearcat phone today by visiting the UC Mobile store at 535 Steger Student Life Center, calling (513) 397-5084, or visiting: www.uc.edu/ucmobile.

6. The initial information didn't seem to have much detail about rate plans. How do I get full detail or get questions answered about how this compares to what my student currently has?

The rate plans for personal offerings are linked on the main UC Mobile home page for your convenience. Speaking with a cellular specialist is your best bet in determining what provides the best value for you based on your students usage and what impact it has on current plans. A cellular specialist will be available daily at the UC Mobile Store in Steger Student Life Center or you can call (513) 397-5084 or access the web at: <http://www.uc.edu/ucmobile>.

If you have any questions concerning the UC Mobile program please contact us at: UCmobile@uc.edu or 513-556-6624.