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Board Approves Slate of Nominees

The Board of Directors has approved a slate of nominees to present to the membership for election to the Board. The new officers’ terms begin at the close of the Annual Conference in July. Ballots will be mailed to voting members May 17 with instruction to return a written vote postmarked no later than June 4. Ballots postmarked after that date will be disqualified. Fax, e-mail, and phone votes cannot be accepted.

Serving on ACUTA’s Board of Directors provides opportunity for professional and personal growth. It requires a commitment on the part of the individual as well as the institution for which he or she works. All of these nominees are to be commended for their willingness to serve the association as Board members.

Candidates

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Institution</th>
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<tr>
<td>President-Elect</td>
<td>Anthony Tanzi, RCDD</td>
<td>Brown Univ.</td>
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<tr>
<td>Secretary-Treasurer</td>
<td>Linda Bogden-Stubbis</td>
<td>SUNY Hlth Sci. Ctr.,</td>
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<td>Directors-at-Large</td>
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<td></td>
<td>Mike Bonafair</td>
<td>Shippensburg Univ.</td>
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<td></td>
<td>Bill Brichta</td>
<td>Lehigh Univ.</td>
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<td></td>
<td>Jeanne Jansenius</td>
<td>Univ. of the South</td>
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<td></td>
<td>Ron Kovac</td>
<td>Ball State Univ.</td>
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Moderators & Monitors Needed in Nashville!

Serving as a session moderator or monitor will not only enhance your conference experience, it will also provide you with an opportunity to converse one-on-one with the presenters and meet many of the attendees.

With the conference coming up in Nashville July 18-22, now is the best time to sign up. If you volunteer early, you may request the sessions you prefer and choose whether you will moderate or monitor.

The moderator introduces the presenter(s) and facilitates questions and answers. Monitors greet attendees as they enter the room and distribute and collect evaluation forms.

ACUTA counts on volunteers like you to make the conference a success. Moderating or monitoring is also a great way for you to demonstrate leadership in the association and increase your institution’s visibility.

You can check the list of sessions needing moderators and monitors on the Web at http://www.acuta.org/donna/moderator.pdf. Or you can review the conference schedule in your brochure to locate sessions that interest you. Please send an e-mail to Donna hall at dhall@acuta.org listing the sessions you prefer.
The recent Melissa virus alerted us to the frightening speed with which viruses can spread, and experts say existing antivirus methods are becoming obsolete. In response, IBM and Symantec are collaborating to develop the Digital Immune System (due for early 2000) that automatically scans a system for a virus code in the making and relays it to several computers for evaluation. Those computers would then create a fix and distribute it electronically.

Another antivirus software producer, Network Associates, is developing a similar system called Auto Immune (due late this year). For more info about Melissa and other viruses, visit NAI's Web site at http://www.nai.com/melissa/melissa.asp.

### Anywhere, Anytime Access

So you want to combine the features of your mobile phone and your laptop for dial-up access to your corporate network or the Internet from wherever you are. It's coming, according to the Los Angeles Times (3/15/99). By 2002, nearly 12.6 million U.S. consumers will be spending more than $5 billion to connect to wireless networks, says market research firm Telecompetition. Industry experts predict that combination devices that do everything—fax, e-mail, scheduling—will not fare as well in the market as lighter-weight, application-specific devices.

### ADA-Compliant Web Sites

Web sites doing business with the government will need to comply with standards to be set in May that will make them more accessible for people with disabilities. For instance, sites that make heavy use of graphics may have to adjust to accommodate those with visual impairments, and audio content will need to be accompanied by text for those with hearing loss. (Investor's Business Daily 4/20/99; used with permission from NewsScan Daily at http://www.NewsScan.com/)
Who Pays for Cellular Calls?

Randy Burns, Compco, Inc.

Until recently, wireless phone users have been charged for inbound airtime on all calls made on their wireless phone—even calls coming from unknown or unwanted callers. Research by the Yankee Group shows that 69 percent of cellular users think about the cost of a call every time they pick up their cellular phone. Also, 78 percent of cellular users say they would encourage people to call them if they didn’t have to pay for receiving the calls.

Industry analysts and executives predict that CPP (Calling Party Pays) service will significantly increase the use of wireless services by making subscribers more inclined to give out their cellular numbers and even list those numbers in the phone directories. Now, with CPP service, the person who calls the wireless user would be charged for those calls. Unfortunately, some aspects of CPP can create billing hassles for the university telecom manager.

CPP service allows cellular phone companies to give their customers the option of having the person who originates the call pay for the airtime charges. In theory, incoming calls to wireless subscribers should be screened by an AIN platform to determine the proper call processing and billing instructions. An announcement should notify the call originator that they will be charged for the airtime.

Currently, most CPP services operate within dedicated NXX ranges. Ann Apicella at the University New Mexico said, “I think we have a pretty easy solution for CPP on our local paging and cellular services. The carriers have designated specific prefixes for the CPP services and they charge a fixed per-minute rate. We have programmed our PBXs to recognize those prefixes as ‘toll’ calls and the user is forced to enter an authorization code for billing, just like any other toll call. Our billing system (Compco) is programmed to bill the appropriate per-minute rate for the dialed prefix. It works very well for us.”

However, in some regions, cellular exchanges are beginning to contain both CPP and non-CPP subscribers. This may create billing problems if the institution’s PBX and/or billing software cannot be programmed to handle number ranges within an NXX. The idea is to identify the CPP ranges within each cellular NXX prefix and program the PBX to route those calls as long-distance calls and also program the billing system to apply special billing rates to these numbers. If this is not possible, telecom managers will be faced with a dilemma in handling calls to cellular ranges containing mixed CPP and non-CPP subscribers. They may be forced to block all calls to the NXX or route all calls (local and toll) over long distance trunks.

If CPP expands as predicted, ACUTA members need to be prepared to address the billing issues and the possible customer service implications that are inevitable.

Randy Burns is Vice President of Sales and Marketing for Compco, Inc. Reach Randy at rburns@compco.com or 615/373-3636 x148.

Internet Access—No PC

Wanting to increase their presence in our lives (and their advertising and electronic commerce revenue opportunities), AOL is planning a range of devices that can give AOL members quick access to e-mail and Web pages without a PC. Among the new products is a screen phone, a device that looks pretty much like an ordinary desk phone but has a screen and a small keyboard. Because screen phones lack much of the software that slows a PC’s boot-up process, they can access the Internet in seconds. (From the Wall Street Journal 4/16/99.)

Spotlight

Welcome to four of ACUTA’s newest Corporate Affiliate members:

Flashcom (www.flashcom.com) is the nation’s largest Digital Subscriber Line (DSL) service provider. Flashcom offers high-speed, always-on connections to the Internet and/or remote servers. It is the ideal replacement for T-1, ISDN, and dial-up connections. Cliff Goldman, 714/891-7891 x257

MyTech Systems Corp. supplies the best value in Fujitsu 9600 equipment. Telephones, circuit cards, and other system parts, either new or refurbished, are available for all systems. Earl Jantzi, 800/666-9731

Optus is a national wholesale supplier of telecommunications products and services. Optus supports over 15 manufacturers’ products, including NEC, Nortel, Lucent, Toshiba, and Active Voice. New/renamufactured product; unmatched repair service with warranty and free tech support. Rick Fortenberry, 800/628-7491 x 7736

A1 Teltronics is a leading distributor and service provider of Nortel and Lucent telecom equipment. We have a large state-of-the-art repair facility and offer 24-month warranties on repairs of Nortel and Lucent products. Don Sturiano, 727/570-2033

Midwest Local Event

June 7 & 8 • Bloomington, Indiana

Topics for this event include:

The Next Generation Network Regulatory & Legislative Update Grant Sources Wireless Technologies Unified Messaging Hot Topics—Interactive Discussion

Register online at www.acuta.org/html/local99.html Or call Amy Conrad 606/278-3338

ACUTA News 3 May 1999
As ACUTA members approach the end of the current school year and begin planning for the busy summer season of upgrades and improvements, I thought it would be an opportune time to reflect on ACUTA's major accomplishments of the past administrative year and review plans for expansion of member services in the coming months.

Taking advantage of the limited space available, here are highlights of a few of the accomplishments for 1998-99:

- **Legislative and Regulatory Affairs:** ACUTA continued to closely monitor activities of the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) and advise ACUTA members on regulatory actions that have the potential to affect your campus. ACUTA submitted comments to the FTC on Unauthorized Charges (slamming, cramming, etc.) and has been selected by the FTC to participate in a workshop on strengthening rules to prevent unauthorized charges on May 20 & 21.

ACUTA submitted comments to the FCC (either independently or in collaboration with other organizations) on Calling Party Pays Cellular and Access Charges/Universal Service Fees. We monitored and advised members on Local Number Portability, ADA requirements, payphone surcharges, and legislation pertaining to law enforcement access to telecom networks. We also sent Alerts to members on Calling Party Pays, Access Charge increases (PICC/SLC), Slamming/Cramming, and other topics as needed.

In addition, many documents were added to the ACUTA Legislative/Regulatory Web site, and the site was overhauled to archive outdated information and focus on more current regulatory issues.

- **Web-Based Services:** We significantly increased the capacity of ACUTA’s connection to the Internet, allowing for access to audio and video highlights from ACUTA’s seminars and conferences at your convenience. Audio and/or video highlights are now posted to the Web following each educational program. We also enhanced capabilities of the telecom listserve, allowing self-subscription, self-administration, and ease of access to archived messages. In addition, online access to information from the Institutional Facilities and Services survey was provided on the Web, and that information was updated.

- **Educational Programs:** In response to topics identified as important in the 1998 Member Needs Survey, the Program Committee focused on Voice Over IP, convergence of voice, data and video, and Legislative/Regulatory topics over the past year. A half-day bonus session at the Winter Seminar and a special audio seminar on Voice Over IP were added to the education schedule, and an entire track on Legislative/Regulatory issues has been scheduled for the Nashville Conference. In addition, leadership on campus has been a continuing theme throughout the educational programs and publications of ACUTA. Market research is currently underway to determine what direction ACUTA should pursue in developing online educational offerings.

- **Strategic Planning:** In the 1998-99 year, ACUTA completed a Needs Assessment Survey of institutional members, began a needs assessment for corporate affiliate members (currently underway), revised the ACUTA Strategic Plan, and conducted a re-evaluation of every ongoing program and service offered by the association. As a result, programs were initiated or modified to better meet member needs. These are just a few of the ways in which ACUTA has been striving to meet the needs of our members in the past year. In coming months, look for the following additional enhancements:
  - A complete overhaul of the ACUTA Web site will be completed by July, making the Web site more dynamic and interactive
  - A committee is currently developing a program to recognize and share information about outstanding Telecom/IT Web sites at member institutions.

- **Beginning in October,** we will be undertaking increased regulatory monitoring activity and providing a new electronic newsletter to ACUTA members focusing specifically on Federal legislative and regulatory issues affecting you. These services would cost thousands of dollars per month in legal fees if you were to obtain them individually for your institution, as ACUTA will be retaining the expertise of a major Washington telecom law firm to provide these services.

- **We are currently exploring alliances** with other non-profit organizations and companies in the telecom field to provide products and services to ACUTA members at a substantial discount, increasing the ROI on your dues investment.

- **Incoming President Anthony Mordosky** has identified “Leadership” as the continuing theme of his presidency next year, and you may expect educational programs and publications focusing on how ACUTA members can assume a leadership role on their campuses in advancing Telecom/IT strategies.

On May 1, invoices for renewal of your institution or company's ACUTA membership were mailed. These invoices reflect the planned 5% increase in dues that takes place every two years, averaging a 2.5% increase per year. I hope you will agree with me that ACUTA dues remain an excellent investment of your institution’s funds, and that the return on this investment exceeds your expectations.
Watch your bills

Washington D.C. has not been closely monitoring their phone bills, according to the Telecom Manager’s Voice Report (VR 3/15). The District’s Inspector General found a few items on the bill including—but not limited to—$1.8 million/year for almost 9,000 lines that were not used or were assigned outside of city government, and about $30,000 due to third-party billing scams. Just one more very good example of why ACUTA members must go over the phone bills very carefully every month. If there are questions about a bill, call the company that sent the bill and demand a complete and accurate explanation!

Truth in billing

On April 15 the FCC adopted an order (Common Carrier docket 98-170) that establishes a new set of rules for preparing telephone bills. The new bills should be easier to understand and help eliminate “slamming” and “cramming” among other things. They must also include contact numbers for carriers listed and must clarify which charges customers may refuse to pay and not have service cut off. Carriers will not be able to say that fees are required by the FCC if, in fact, they are not. Some of these fees are really to cover the cost of LNP, USF, PICCs and SLCs. Also, the carrier must spell out each item listed, like “local number portability.” (Telecommunications Reports TR 4/19)

LD rate comparison

Check out this Web site to compare LD rates: www.callcompare.com.

Disasters hit

According to a study by the Alliance for Telecom Solutions there were 1064 telecom outages lasting over 30 minutes and affecting 30,000+ customers from July 1992 to Sept. 1998. That’s an average of one outage almost every other day. The average duration of these outages was 2.7 hours. These can be caused by everything from cut cables to hurricanes and floods. Is your campus prepared? (VR 3/29)

Slamming administrator

Late last year the FCC issued a set of rules for resolving slamming disputes and in the process invited industry parties to develop a third-party mechanism to resolve the disputes. The IXCs have now presented their plan to the FCC for consideration, asking the FCC to create an industry-funded, third-party administrator to respond to and resolve complaints regarding slamming.

If the proposal is adopted, the slammed customer would call the administrator who would immediately direct the “slammer” to switch the customer back to the preferred carrier. The administrator would then have 30 days to determine whether or not the customer had really been slammed, and if they had, the unauthorized carrier would have to remit to the preferred carrier any payments the customer had made. The preferred carrier would then issue a credit to the customer for one half of what was received from the unauthorized carrier. If no payment had been made by the customer, the preferred carrier would provide 30 days of free service. (TR 3/22, 3/29, 4/5)

It will be interesting to see where this goes. Since the administrator will be “industry-funded,” will it show up on all phone bills like several other charges have in the past?

Access charges

When the Telecom Act was passed in 1996, it was said to be “revenue neutral.” Most of us thought that meant the customer would not have to pay higher rates for telecom service. We were wrong. Charges began to show up on the bills and they are still there. Consumer groups that represent both business and residential consumers have launched a public campaign to convince the FCC that making some $4 billion in interstate access charge reductions is in order, according to Telecommunications Reports (4/5). The FCC will have to act quickly if this idea is to become a reality since the ILECs have to file their tariffs that will take effect on July 1 by June 15. If no changes are made, “the current price cap formula’s productivity factor would yield about $1 billion in access charge reductions.” At a press briefing, one of the consumer group leaders called the FCC’s access charge program “a fraud.” He also said that “the PICCs shouldn’t have been on the bill. We want the FCC to eliminate these price increases that never should have occurred.” Reference was also made by members of the group to the famous Bell Audits which showed that the LECs had nearly $5 billion in equipment on their books that should be written off.

President’s Message

Continued from page 1

can wait for the traffic signal any more? A red light means that perhaps only three more cars will zoom through the intersection. Green is supposed to mean go, but watch out—someone may be speeding through on red.

Even air travel isn’t fast enough for some of us. When that familiar voice says “It is now safe to move around the cabin,” how many folks are up, jumping over seats, hurrying to the baggage claim only to wait impatiently for the bags to come off? I am always amused when that speedy person who has shoved his way through the aisle has to wait in front of all the people he pushed by because the door of the plane is not open yet.

How about those folks who blow their horns in the drive through because fast food isn’t fast enough... And have you thought about when you are on the phone and you ask someone to hold for a moment? How fast is that moment and what is their reaction?

We have become so obsessed with staying in touch and giving fast responses that we now stay tethered to our cellular phones constantly. Beeps, bells, and buzzers abound in theaters, at music performances, sporting events, dinners, and other places that once provided quiet times to ourselves. Why are we in such a hurry? Where the heck are we going? Sometimes we need to just push the pause button.

Stay in touch.
Update

Positions Available
For complete details of these and other positions available, access the ACUTA Web site. If you do not have Internet access, call Pat Scott at ACUTA (606/278-3338) to receive a printout of current listings. Please submit position-available information electronically to Aaron Fuehrer at afuehrer@acuta.org or to ACUTA’s homepage: http://www.acuta.org. If you post a position, please notify Aaron when the position is filled.

- **Asst. Dir., Information Services, Tennessee State University**
  Contact: Human Resources, Tenn. State Univ., 3500 John A. Merritt Blvd., Campus Box 9628, Nashville, TN 37209, or call (615) 963-5281

- **Project Manager, Information Technology, University of Wyoming**
  Contact: Submit completed UW application (http://www.uwyo.edu/A&F/PERSONEL/uwapp.doc) to Univ. of Wyoming, Human Resources, position #4403, Wyoming Hall, Rm 139, P.O. Box 3422, Laramie, WY 82071, Job Hotline 307-766-5602, or email jobapps@uwyo.edu

- **Senior Telecom Technician, Univ. of Missouri, Kansas City**
  Contact: Annette Bain, Human Resources Specialist, Univ. of Missouri Telecommunications Dept., 5100 Rockhill Road, Kansas City, MO 64110. E-mail: baina@umkc.edu

- **Dir., Networking & Telecommunications Services, Univ. of Kansas**
  Contact: Cathy Smith, Chair; NTS Director Search Committee, 208 A Computer Ctr, Univ. of Kansas, Lawrence, KS 66045. Applications postmarked by 5/7/99 will be given first consideration. Applications accepted until position is filled.

- **Telecommunications Specialist, Southwest Missouri State Univ.**
  Contact: Submit letter of interest, resume, copy of transcript, and name, address and phone number of three prof. references by May 21 to: Office of Human Resources, Southwest Missouri State Univ., 901 S. National, Springfield, MO 65804. 417-836-5102. For more details go to http://www.smsu.edu/techjobs/telecomm.htm

- **Customer Service Supervisor, California Polytechnic State Univ.**

Welcome New Members
Institutional Member
- Calif. State Univ., Monterey Bay, CA. Karen McCarty, 831/582-3991. T1
- Eastern Conn. State Univ., Willimantic, CT. James LoMonaco, 860/465-5352. T2
- Goshen College, Goshen, IN. Glenn Gilbert, 219/535-7300. T1
- Sheridan College, Oakville, Ont., CAN. Jim Fletcher, 905/845-9430, x2156. T3
- Univ. of North Texas, Denton, TX. Leslie Bowden, 940/565-4299. T4
- Univ. of Puget Sound, Tacoma, WA. Wilfred Rodriguez, 253/756-3100. T1
- Utah Valley State College, Orem, UT. Tom Branan, 801/222-8000. T4
- Westminster College, Fulton, MO. Lori Henry, 573/592-5230. T1

Corporate Affiliates
**SILVER LEVEL**
- Mitel Public Switching, Kanata, Ontario, CAN. Neil Beach, 613/592-2122
- WinStar Communications, Falls Church, VA. Paul Cullinane, 703/394-4841

**BRONZE LEVEL**
- Allegiance Telecom, Inc., Dunn Loring, VA. Ray Struble, 703/560-7478
- Gazo Creek Group, Inc., Saratoga, CA. Judy Sachs, 734/358-9967
- SoftCopy Technologies, Concord, NH. Randolph Bryan, 603/225-7422
- StorNet, Westchester, PA. Bruce Hawkins, 972/602-6999

**COPPER LEVEL**
- NACUBO Event
  Maximizing Service Provider Relationships will be the topic of an event May 24-25 at the Holiday Inn on the Bay in San Diego, CA. For more information, contact Michele West, 202/861-2519 or mwest@nacubo.org.