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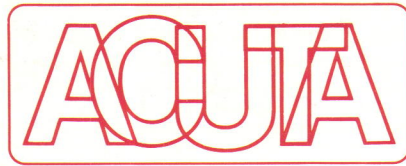
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NEWS

Association of College & University Telecommunication Administrators

THE VOICE OF TELECOMMUNICATIONS IN HIGHER EDUCATION

VOLUME 7, NUMBER 8

AUGUST, 1978

RUTH A. MICHALECKI, EDITOR

PRESIDENT'S MESSAGE

The ACUTA Newsletter of September, 1977 contained my first message. In it I talked about the St Louis conference, the new officers, directors, chairmen, etc. In the October, 1977 newsletter, my message contained a warning to Elwyn Hull that his 1978 conference was only 10 months away. A couple of the other President's messages contained information about the Board of Director's meeting and what had been accomplished.

During the St Louis conference, where I was elected as your President, I mentioned that I had set four goals to guide me through my year. I enlisted all the officers to help ACUTA attain these goals. Below are the goals and the year-end results:

1. Increase total membership by 35. To date, we have 57 new members and 8 have elected to discontinue their membership. This leaves us with a net gain of 49 members.
2. Work on improving ACUTA's Newsletter. I don't have to tell you the results of this project. Lu & Ruth were instrumental in ACUTA achieving this and they did an excellent job.
3. Better communication between the officers and membership. This has been accomplished through our improved Newsletter, conference calls between the officers which are held weekly, inputting the membership files on computer and forwarding current lists every few months, and probably most important is the visits by your officers to perspective conference and seminar sites.
4. Advanced planning of seminar and conference sites. Also, we have established a sound budget for the ensuing year.

Now, just a few short months later, I find myself in the position of having to say goodbye.

Through the efforts of all your officers, your new President, Don Latuk, will have a running start next year.

I also want to thank my staff here at 1510 Mt. Hope Avenue, especially Gerald Burns and Mary Innes for all their help the past six years. This includes all the work they did on the 1973 Conference of which I was host.

President's message continued:

I will stay active to some degree because 1510 Mt. Hope Avenue will continue to be ACUTA's central mail and clearing house for at least another year.

In closing, I want to thank each and every Officer, Region Director, Chairman, Host, Moderator and Panelist (both present and past) for making ACUTA the Association it is today.

See you at the Seventh Annual Conference in a few days!

Sincerely,

Douglas Brummell
President

PARTY LINE

On May 5, I was invited to attend a special new product showing in Minneapolis, Minn. The invitation was from Northwestern Bell. It was a very special and select group, with AT&T executives and engineers from Bell Labs present in large numbers. The new product they were introducing was the Dimension PBX Electronic Tandem Switching Feature Package. Among other unique or first time happenings, they announced a joint tariff filing by all Bell operating companies for ETS, across the country.

To say the least, I was impressed by the product, the super salesmen from Bell, the professional presentation and outstanding luncheon. When they want to, those Bell people can be most impressive! But, probably what impressed me the most, was what I felt was a radical change in Bell's attitude toward what the customer has a right to know and a right to do or not to do, telephone-wise. We are in an independent telco territory, so my experience with Bell is quite limited (although we do have a Bell representative assigned to the State/University who is very helpful).

I imagine all of you have been introduced to ETS by now, but I would like to briefly review some of the features.

Uniform Numbering Plan: Standard 7 digit code regardless of calling location; off-net locations, 10 digits.

Deluxe Queuing: They said this both improves

Party Line continued:

employee productivity and maximizes your network facilities.

Automatic Route Selection: The system selects most economical route, considering time of day, queuing with overflow to DDD after a warning tone.

Automatic Circuit Assurance: Allows you, the customer, to monitor the system against costly interruptions of service, alerts the attendant to potential problems and identifies problem source for repairs.

Remote Access Feature: Allows access to the network from any location by dialing a special access number and a personal security code. In fact, they made a special point of saying that usage of networks from remote locations can mean expanding your bottom line profits.

Controlled Calling Privileges: Restricted levels can be assigned to each station, and through personal codes, calls can be allocated to specific funds or accounts. Complete call detail provided on mag tape.

Hands on Management & Control: This was such a 'shocker' to me, I feel it is necessary to quote from their brochure on this special feature.

"to effectively deal with the constantly changing business environment, your corporate communications system must provide the hands-on control and flexibility you require to react to changing conditions on a timely basis. Now all the capabilities necessary to manage your communications system, including modification of calling privileges, activation and deactivation of queuing and time of day routing patterns, plus station rearrangements and changes are provided in the Customer Administration Center. Management reports available hourly, daily, or on request provide accurate data on the status of your system".

I know this type of program has been around for several years through WATSBOX, TDX, Info-switch and others, but I was impressed and amazed at hearing these good things from Bell.

The second part of the presentation was a question and answer session. Two of the answers sort of took me by surprise. The question was, 'If I deal with an independent telco for our service, how can I have ETS?' The answer from Bell was that the ETS/Dimension package was available to anyone and would be offered to anyone. The second question was on how long before this offering was available, and the answer to that was right now.....

In the July issue of NACUBO updates, an article appeared that might be of some interest. It concerned a recent ruling by the U.S. Court of Claims regarding Excise Tax on Centrex Systems. The court ruled improper the collection of communication taxes by the IRS with respect to Centrex and similar telephone systems which permit both local exchange access and intercom services over the same line (Western Electric Co., Inc versus the United States 10-19-77). The Court of Claims held that the excise tax is

Party Line continued:

not accessible against the services utilized in connection with the Centrex (or similar) system, including consoles, key-set telephones, call-director sets, and other similar items. A refund for past payment of these taxes is available by filing IRS Form 843 titled "Claim". The Western Electric case should be cited as the basis for the refund.

A copy of the full text of the decision is available from the NACUBO Information Exchange, One Dupont Circle, Suite 510, Washington, D.C, 20036.....

ACUTA NEWS needs your help in getting advertising for our newsletter. We are a natural for vendors and suppliers of telecommunication products, and if you know someone who could possibly use advertising space in ACUTA NEWS to their advantage, please tell them to contact me. Our rates are extremely reasonable and our newsletter very professional. We would like to make the newsletter self-supporting and it will take additional advertising to accomplish this goal. Thanks!



Monson Hayes. President Northern Telcom, Inc. (guest speaker at ACUTA Banquet, Aug 9th)

EXHIBIT AREA AT SNOWBIRD:

The Exhibit Area and the Vendors are a very important part of our annual conference. Plan on spending some time with the vendors and take advantage of the expertise they offer. We are happy to have the following firms with us this year at Snowbird. My apologies if I have left anyone off the list.

- CODEX CORP - Booth 25
- DATAPOINT CORP - Booth 26
- MOUNTAIN BELL - Booth 13
- PLANTRONICS/ACTION COMM SYSTEM - Booth 16&17
- NEC AMERICA BROADCAST DIV - Booth 19
- NEC TELEPHONES, INC - Booth 18
- STAR DATACOM, INC - Booth 29

VIRGINIA VIEW

Mike Grunder, Virginia Tech

Interconnect:

I guess if you're going to write a regular column about telephones, eventually you have to talk about interconnect. Well, here goes.

If you note a bit of hesitation in my tone, you're right. Interconnect is a topic I can talk about with the best of them; to say something definitive though, is quite another matter.

The telephone company makes a good case when it talks about reliability and its maintenance program. The interconnect companies sound good when they talk about advanced technology and money saving cost trade-offs.

The pros and cons are never ending, with the final, tough decision on whether to go interconnect or not falling hard on the shoulders of the Communications Manager. I made such a decision recently and I believe the experience is worth sharing.

Our campus Continuing Education Center is a 150 room hotel/conference facility. Communications are provided through a Bell step-by-step PBX with a cord board. The PBX, over the years, has proved to be very reliable, but it takes up some rather valuable space and the cord board is not the most convenient thing in the world. Recently we went out for bids to replace the system. C&P and four interconnect companies were interested.

One of the interconnect companies backed out early because it didn't feel it could provide adequate maintenance so far from its home base. (Blacksburg, Virginia is not one of your big metropolitan areas!). A second company didn't feel it could compete with the equipment it had to offer (too expensive).

Three "official" bids were received. Each was for a "miniaturized" crossbar switching system. Full electronic systems were considered, but were too expensive in light of our needs and the cost of the present system.

While analyzing the three bids and coming to a decision, a number of interesting things became evident to me. The lowest interconnect bid looked good at first. On sight inspections of some of their installations were far from satisfactory, though. Sloppy wiring, poorly done instrument installation, and in one case, a badly corroded back-up power supply were very visible. Some negative comments by management people were also heard.

On site inspections of installations by the second interconnect company looked much better. And well they should; their cost was a great deal higher. Makes you stop and wonder just how much one must pay for decent workmanship and how much real difference there is between two seemingly identical switches.

C&P proposed changing out the current step switch with a cross bar system very similar to the two interconnect systems. Their monthly cost would be slightly less than it is now, but there would be a rather hefty installation charge. A ten year cost analysis done, using

Virginia View continued:

very favorable financing conditions, came up with a seven and a half year break even period. Seven years is an awful long time given the speed with which telephone technology is advancing these days.

Several other points worth noting: How were the marketing efforts handled? Not too well, by any of the interconnect companies I spoke to. I can't accuse C&P of being extremely fast, but their marketing job was done very well; professional and to the point.

What is the political climate at your institution? Are you ready to take such a big step? How many AT&T people serve on your Board of Regents? Is your institution prepared to make a full commitment to owning a telephone system? If not, you had better think twice.

How is maintenance going to be handled? How efficiently will week-end and holiday maintenance be done? And what will it cost? Or, are you able to handle your own maintenance? If yes, go back to that question about making a full commitment and ask it again.

The interconnect companies point out certain tax advantages to owning your own equipment. If you are a private institution, this may be significant. We are a state university though and are tax exempt.

Also, in a case like mine, how much is that equipment room really worth? And is that old cord board really that big a hassle?

Competition is a good thing, in my opinion. It is good for the consumer, it's good for the telecommunication industry and it's good for Ma Bell. It is not a cut and dried topic though, as some would have us believe.

Each individual case is different and has to be handled on its own merits. Anyone who says differently should be held suspect. In my particular case, the score is Ma Bell 1, Interconnect 0....



Bring your best Western Duds, (no six-shooters please), and join in the fun at the Western Steak Barbeque, Monday August 7th at 7:30pm.... Be prepared to have a good time!

**"MOUTH OF THE SOUTH"
("PACIFIC")**

I just received an Aloha from Dallas C. Williams of 95-557 Wehe Wehe Loop, Mililani Town, Hawaii (96789). He informs me that there will be a Pacific Telecommunications Conference in Honolulu, Hawaii on January 8 and 9, 1979.

This International Conference is sponsored by the Communications Society of the Institute of Electrical and Electronic Engineers in cooperation with the University of Hawaii. A call for papers on telecommunications has been issued. In particular, they would welcome papers on "Communications for Educators", "Electronic Mail" and "Business Applications".

This may be your golden opportunity to go international with your expertise. If you want more information, contact Dallas Williams direct.....

The South Carolina State Supreme Court has ruled that Southern Bell is not entitled to a new hearing on its request for a \$34.7 million rate increase. Bell has been collecting the 17% higher rates since August 1976 under a state law that permits tentative rate increases to be levied pending PSC approval. Now the increase has been denied and it is expected the PSC will order Bell to refund the amount collected, about \$40 million, at 9% interest.....

ATTENTION:

ALL ACUTA MEMBERS:

Please check the information that appears under your name on the ACUTA membership list and correct any errors in address and particularly phone number. Please provide the correct information to: Elwyn Hull, Telephone Communications Admin., University of Utah, 106 OSH, Salt Lake City, Utah 84112.....



*"Watch the hands, guys!"
Lu Robb, Penn State; Mary Innes, secretary to Doug Brummell; and Doug Brummell from University of Rochester (1973 conference at Rochester, New York).*

POTPOURI POTPOURI POTPOURI

Connie Gentry, Emory

You may be interested in the following which appeared in the Chicago Sun Times: "Mr & Mrs Victor Roy III of Louisiana instituted legal proceedings against the South Central Bell Telephone Company, alleging a company repairman failed to report to the Roy's home at the specified time. The Roys' complaint stated the inconvenience caused the plaintiffs to be placed in a 'terrible mood', occasioning family bickering and a canned chili dinner. The couple made a demand of \$500.00, which sum that had spent on a weekend trip to New Orleans to alleviate their depression".

I get depressed every month when I open my personal bill. If I see a psychiatrist to help alleviate the depression, do you think I could get Southern Bell to pay for it? Probably not...how depressing!

Walter Hinchman, chief of the FCC's Common Carrier Bureau, is reported in the May 22nd issue of Computerworld as saying he is "virtually convinced" the Bell System is beyond the effective reach of both federal and state regulation and may therefore be impervious to most attempts at competition. The article in Computerworld, covering Hinchman's speech to the annual conference of the International Communications Association, went on to say that Hinchman feels that because of the Execunet decision, the public is vulnerable to the potential de-averaging of MTS and WATS rates, which now defray part of the cost of local exchange facilities. If the telephone carriers elect to file such de-averaged tariffs, Hinchman feels that it would be very difficult for the FCC to challenge such a rate structure simply because there is not enough cost-related information available.....

Normally, I don't go in for social notes, but I think all of you who remember Fred Bitting, former Director of Telecommunications at Howard University in Washington, DC., would like to know that Fred and his wife have really been living it up since his retirement last year. I got a postcard not long ago, and they were touring England and Wales. I can't think of anyone I would rather see have a fantastic and exciting retirement...unless its me. And I can't retire until 2011.....

Excerpt from an article in the May issue of Communication News by Robert Angliss, Executive Vice President, Switched Services, RCA Global Communications: "...today's communication manager...is a potent force - a professional - who can very much determine whether any new services we conceive will thrive - or die. Our industry is currently being overwhelmed by a driving, almost awesome state of high technology. We need it. But we cannot afford to accept its products unquestioningly. We must question and we can find no better source for our questions than our past, our history. The mistakes are all there to see, and not repeat".

Check out the April issue of Administrative Management for a fine article by Frank K. Griesinger entitled CBX'S: "Smart" Telephone Switching Systems.

(Potpourri continued next page)

Potpouri continued:

REGION 4 (Visit from Mal Reader):

A booklet describing the Directory Information Automated Look-Up (DIAL), a self-contained, computerized telephone directory and information system is available from Systronics, Inc., 1028 Industry Drive, Seattle, Washington 98188..

Sounds like Fern Campbell is doing exciting things at the University of Edmonton. A telecommunications consultant from Consultech Canada Ltd., has recommended the installation of Canada-wide WATS service (via switchboard) with call detail supplied from a mini-computer. Mal was very impressed with Fern's initiative in contacting 50 educational institutions in 10 states and 3 provinces regarding ACUTA. Mal was also impressed with Fern's initiative in getting him a motel room. Seems like Fern wanted Mal to enjoy his very own private jacuzzi and judging from the photo, she was successful...

USITA has published a 28 page report on the independent telephone industry called Phone Facts '78, detailing equipment and services available from telephone companies. Cost is 20¢ each up to 99 copies. Quantity discounts available. Also from USITA is The Phone Book, a 16 page booklet offering tips on how to make better use of the telephone, how to handle obscene calls, etc. Cost is 25¢ per copy. Contact USITA, 1801 K. Street, N.W., Suite 1201, Washington, D.C., 20006.....

Harry Newton's Telecom Marketing Group has inaugurated a new, central source for books, periodicals, and miscellany related to the field of telecommunications. The service is called "The Telecom Library", and has published an illustrated catalogue. The catalogue is available at no charge from the Telecom Library, Suite 11-C, Three Sheridan Square, New York, NY., 10014.....

Quote for the month comes from Adlai Stevenson, who said, "It is often easier to fight for a principle than to live up to it."

See you in Snowbird!

ACUTA WELCOMES THE FOLLOWING NEW

MEMBERS:

Region 1:

J. R. Cavanaugh
Director - Service Requirements
Western Union Telegraph Co
One Lake Street, Upper Saddle River, N.J.
Upper Saddle River, N.J., 07458
201-825-5638

Rita Fordham
C & P Telephone Company
Wheaton Plaza Office Bldg., South
Wheaton, Maryland 20705

Region 2:

Lee Barber
Government Communications Consultant
General Telephone Company of Florida
P. O. Box 110/MC-9., Tampa, Fla., 33601
813-224-4680

John F. Moore
Industry Manager Education
Southern Bell Telephone Co.
P O Box 000, Raleigh, N.C., 27612

Region 5:

Donald E. Hoopes
Manager - Telephone & Mail Services
University of Missouri
317 Jenne Hall, Columbia, Mo., 65211
314-882-7751

Region 7:

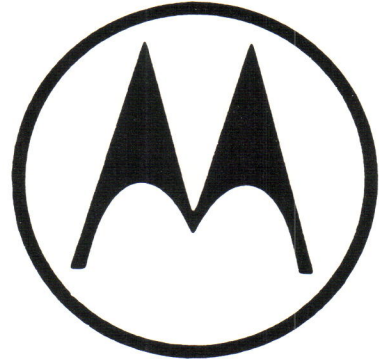
Max E. Anderson
Administrative Assistant - Computers
Brigham Young University
D-148 ASB, Provo, Utah 84602
801-374-1211, ext 4823



At Calgary, Mal met with Gordon Morrison of Calgary University. Gordon is responsible for Telecommunications, Safety & Security, Parking and Mail Services. Calgary University is served by an ET-4 PABX (basically CU Centrex II). We will have a chance to meet Gordon at Snowbird since he will be on the "Management of Billing Systems" panel.....



Region 4 & Region 5 Director -
Fern Campbell of Edmonton University...
"a very busy gal..."



MOTOROLA

QUESTION:

I hear about single frequency systems and dual frequency with repeater systems discussed. If you expect to have only a few units, why would you even consider a dual frequency system that probably would cost much more than a single frequency system?

ANSWER:

Thank you for a very good question, and one that comes up quite often.

First, we will discuss how the two systems work. A single frequency, or simplex radio system send a signal directly between the mobiles, portables, or from these units to the base station. The dual frequency, or duplex operation, always sends the signal to the base station first to be repeated to the mobiles, portables or other receivers. In this way, whenever you send a signal from a lower-powered unit, the signal strength will be magnified to the strength of the base repeater unit, and the signal will be repeated from a much higher antenna for much better mobile to mobile coverage, or portable to portable coverage. This is not always necessary for distance, but necessary for the radio signal to saturate huge buildings and tunnels.

A five watt portable could talk about 3 miles to another portable in the simplex mode; while in the duplex mode, this coverage could be increased to as much as sixty miles.

The cost of the duplex operation would be approximately \$600.00. The choice between the two systems is not so much cost or number of units, but how much coverage is necessary between the roving units.

We appreciate your question and hope this answers it to your satisfaction.

Send your questions or ideas to: Ruth Michalecki, Editor ACUTA NEWS, University of Nebraska, Telecommunications Center, 211 Nebraska Hall, Lincoln, Ne 68588.....

DATA BITS

Wm T. Miller, Southern Miss

Whatever happened to the VuSet? Remember that cute little CRT device developed by Plantronics, Inc. and marketed by AT&T that was supposed to inexpensively bring computer power to the fingertips of every executive, secretary, clerk and custodial engineer? Well, it's "New and Improved." What else?

The following are excerpts from an internal marketing memorandum snatched one evening from a Bell representative suffering from an overdose of the infamous "Truth Serum" vendors and buyers occasionally use on one another in the cloak and dagger world of today's telecommunication administrator. (The fellow has since been sent on special assignment with the Intra-Igloo Communication Research Team, so maybe a plug from us will thaw his boss out a little.)

"The VuSet Data System product line has been expanded to accommodate customers who require full alphanumeric input into their data files. This is accomplished by use of an optional keyboard at the terminal location in lieu of the Touch-Tone telephone or pad previously used for numeric-only input.

The revised VuSet Visual Display Terminal, Type II (Model DS150C) is a receive-only, remote CRT display device. The beige housing of the terminal is the same as the original terminal (DS150A), which has been reclassified as "Type I," and basic controls, such as the DATA/TALK switch, the CLEAR switch and the two indicator lights for 'power' and 'data,' are functionally identical to those on the Type I. There are, however, several additional options on the Type II terminal which will increase its range of customer applications."

1. Control Codes: Two options now are available for control characters.
2. Display Size: The standard setting is 128 characters (8 lines of 16 characters); The optional setting is 64 characters (4 lines of 16 characters).
3. Input Mode: The standard setting will be for alphanumeric input utilizing the new keyboard.
4. Transmission Rate: Three choices, 110, 150, or 300 baud, are available.
5. Input Verification: Two options are available, described by the manufacturer as Half-Duplex, or Full Duplex (not to be confused with AT&T's definition of Full nad Half Duplex).

"The VuSet Keyboard consists of a 49 button pad (four rows of twelve keys plus space bar) with indicator and control functions. Using various combinations of the SHFT and CTRL keys, a total of 33 distinct control commands can be generated.

The configurations of the VuSet differ in several important respects. First, the alphanumeric versions do not require the special VuSet modem, which decreases the overall cost to the customer and provides for a more flexible system."

"Second, the method of connecting the VuSet

Data Bits continued:

terminal in the alphanumeric configuration differs from the method used in a numeric configuration. In a numeric-only configuration, a hard-wired connection is made into the tip/ring circuitry of the associated telephone instrument itself".

"In alphanumeric applications, however, the VuSet terminal and keyboard connect directly to the line side of tip/ring rather than through the telephone instrument."

The addition of the keyboard and lifting of the requirement for a special VuSet modem to receive the data helps overcome several problems which persuaded this university not to use the VuSet in two previous applications for which it was considered. We found these changes interesting and thought you'd like to know.

Send your data bits inquiries to:

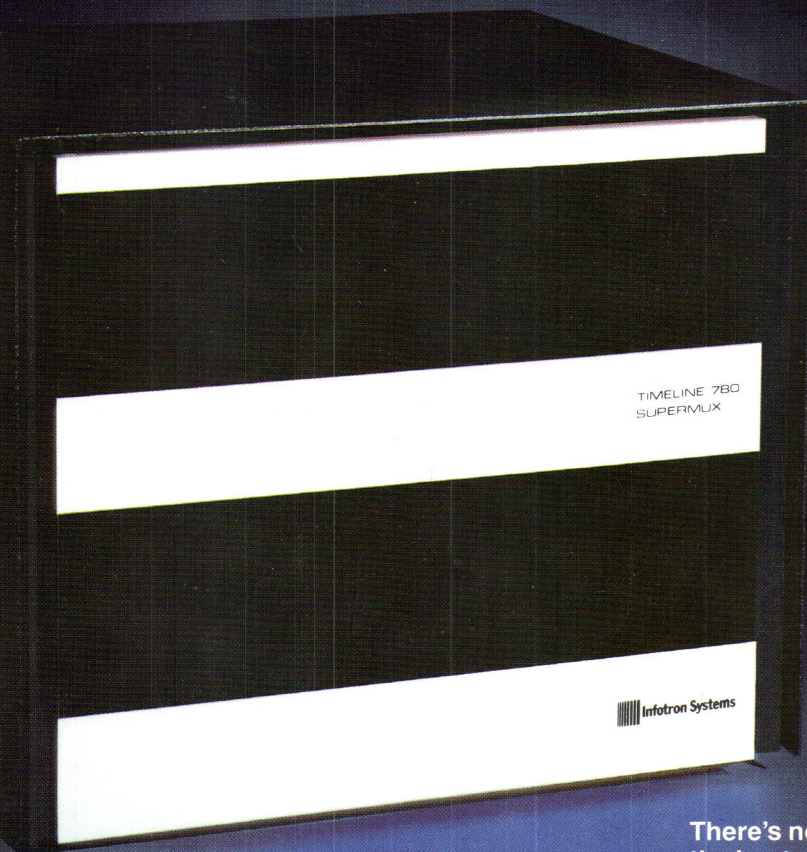
Data Bits
c/o Telecommunications Department
Box 405, Southern Station
Hattiesburg, Mississippi 39401

P.S. Joe, if you're still getting the ACUTA NEWS, the wife and kids say "hello" and have made arrangements to have the long-johns, sterno, and a case of pork'n beans air-dropped on the tundra as soon as the snows let up in July....



ACUTA Officers - 1973 Conference at Rochester
(reading from left to right)
back row - Tom Miller, Uni of Southern Miss.,
Bob Devinish, Wisconsin; Lu Robb, Penn State;
Gerry Johnson, Uni of Chicago; front row -
Marlene Lucas, Uni of Pittsburgh;
Dorothy Heinecke, Illinois State.....

Four Times the Throughput None of the Errors



Supermux Statistical Multiplexing

You're not getting the most out of those expensive telephone lines if you're not using the Timeline 780 Supermux. Conventional time division multiplexers cut data communications costs by replacing multiple lines with just one. The Supermux statistical multiplexer does the same thing, only four times better.

Under microprocessor control, the Supermux assigns bandwidth dynamically, without wasting any on idle terminals. Transmission costs drop to as low as one-third of what they would be with conventional TDM's and as low as one-thirtieth the cost of a system without multiplexers.

Four times better because the Supermux is smart, smart enough to detect transmission errors, smart enough to correct them, smart enough to save data so when a line is hit, the data is just sent again, all completely transparent to your present system. The Supermux is even smart enough to report on how your entire network is performing — lines and modems, even remote, unattended multiplexers.

There's no need to shop — Infotron multiplexers are the best and you don't have to take our word for it. In 1976, and again in 1977, Infotron scored first in Datapro's survey of multiplexer users.

Infotron multiplexers mix dial-up and dedicated, synchronous and asynchronous, DDS and conventional inputs. They heal themselves, grow with your network and don't become obsolete! Hundreds of Timeline 180 and Timeline 240 conventional multiplexers have been upgraded, in the field, to Timeline 780 Supermux performance. Infotron takes care of your data and your investment, too.

Infotron Systems Corporation
Cherry Hill Industrial Center, Cherry Hill, NJ 08003
800-257-8352 609-424-9400

In Europe: Infotron Systems Ltd.
Systems House, Poundbury Road
Dorchester, Dorset DT1 2PG England
Telephone: Dorchester (0305) 66016 Telex: 417276



Infotron Systems