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eNews

ACUTA's mission is to advance the capabilities of higher education communications and collaboration technology leaders.

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ACUTA Face-to-Face Events

I am very excited about the upcoming 42nd Annual ACUTA Conference in San Diego that begins in a few days. This conference feels like a full circle for me with ACUTA since I attended my first ACUTA event in San Diego in 1998. The annual conference is always a must-attend for me because it has the highest attendance by both institutional members and corporate affiliates and the most educational sessions--including some awesome keynote presentations. In San Diego, 80 companies are signed to exhibit, and 10 are exhibiting for the first time. What a great way to learn and touch and feel what is new in information communications technology.

I am very passionate about the ACUTA face-to-face events, and I think it is important to make these events the best value for our members. In this spirit, last fall I created the Event Task Force chaired by ACUTA Immediate Past President Joe Harrington. The mission of this task force is to undertake an in-depth study of the positives and negatives of changing the current event structure with the intent of making a recommendation to modify or maintain the current structure.

The task force considered changing the event structure to only 2 events per year and possibly moving the annual conference to a different month, perhaps closer to summer where it had been originally. They started with a SWOT analysis for both a two-event and a three-event model. The discussion included the importance of an enhanced marketing strategy, possible adjustments to the seminar model, the significance of our members' changing roles on campus, and the impact of other meetings and technical training events competing for campus budgetary dollars.

The task force is scheduled to deliver its recommendations to the ACUTA Board at the Annual Conference in San Diego. Also, during the business meeting at the Conference, we will unveil the new ACUTA logo and tagline that were recently approved by the Board. I am confident the fresh new logo and tagline will bolster our marketing efforts and generate renewed interest and excitement in all ACUTA face-to-face events. So, come join me in San Diego and be part of the new ACUTA!



Jennifer Van Horn
Indiana University
ACUTA President
2012-13

★ Download the ACUTA 2013 app to enhance your professional peer-to-peer interactions before, during, and after the Conference experience. (www.acuta.org/app)

ACUTA Alert – FCC Accessibility Rule Certification Requirements

Many colleges and universities have been receiving notifications from the FCC that they are required to file a certification that they are complying with recordkeeping requirements under the rules implementing Section 255 of the Communications Act, which governs accessibility to communications. This certification requirement is new in 2013, and any institution that is required to comply must make the certification by April 1.

The FCC's rules apply to equipment manufacturers and providers of telecommunications services. While it would not seem that colleges and universities would fall into either category, the FCC has determined that aggregators, like payphone operators and hotels, are service providers. Colleges and universities that charge students, tenants or others for telephone service would qualify as aggregators under the FCC's definition. (Merely allocating telephone expenses to academic departments and administrative functions does not qualify as aggregation.) Many colleges and universities have registered as service providers with the FCC, and the FCC has been sending notices about the certification requirement to those institutions. A list of the institutions that have registered, along with the contact information they provided, is available at <http://www.fcc.gov/encyclopedia/section-255-colleges-and-universities>.

It is possible that an institution registered with the FCC and is not required to comply with the rules. For instance, many colleges and universities once charged students for telephone service, but no longer do so. However, if an institution that is registered with the FCC does not provide a certification, even if it seeks to revoke its registration before the due date, it is quite possible that the FCC will, at least, conduct some kind of inquiry to determine why a certification was not filed.

Under the rules, service providers must ensure that their services are accessible to individuals with disabilities, if doing so is "readily achievable." As of January 30, 2013, they also must maintain records of their efforts to meet this requirement. Finally, starting on April 1, service providers are required to submit a certification annually to the FCC that they are complying with the recordkeeping requirements.

The recordkeeping requirement covers the following areas:

- The service provider's efforts to consult with individuals with disabilities.
- Descriptions of the accessibility features of the provider's products and services.
- Information about the compatibility of the products and services with peripheral devices or specialized customer equipment commonly used by people with disabilities to obtain access to the services.

These records must be kept until two years after the product or service no longer is offered.

The certification must include the following:

- A statement that the service provider "has established operating procedures that are adequate to ensure compliance with the recordkeeping rules and that it is keeping records accordingly."
- The name and contact information for the person or people authorized to resolve complaints.
- The agent designated by the service provider to receive formal and informal complaints concerning compliance with accessibility requirements.

To meet the requirements for the certification, a service provider must have recordkeeping procedures in place and must identify the appropriate contact individuals. It does not have to demonstrate that it meets the underlying, substantive requirements of the rules. Many colleges and universities have offices with specific responsibility for disabilities issues that may be able to assist in complying with the specific requirements and that could act as contacts.

The certification must be supported by an affidavit or a declaration under penalty of perjury attesting to the accuracy of the certification. In the case of a corporation, the signature must come from an officer; for other types of legal entities, the certification must be signed by someone with the authority to sign on behalf of the service provider.

The certification must be filed electronically with the FCC at <https://apps.fcc.gov/rccci-registry/>. An entity filing a certification must provide an FCC registration number (also known as an FRN) and the password for the FRN to get access to the system.

This alert
was emailed
to ACUTA
members
on 3/20/13

(FRNs can be assigned within minutes, but it can take two or three days to reset the password. An institution can obtain an FRN or search to see if it has an FRN at <https://fjallfoss.fcc.gov/coresWeb/publicHome.do>.)

Additional information from DowLohnes on this topic:

Colleges and universities should not seek to be removed from the FCC's registry unless they are sure that they do not provide services that are covered by the requirements of the accessibility rules. However, if you are sure that your institution is not covered, you should inform the FCC so that you can limit the likelihood that there will be a later inquiry about why you did not file the certification.

The FCC has not provided clear guidance on how an entity that has registered as subject to its rules concerning accessibility to telecommunications services and equipment can be removed from the registry once it no longer provides services or equipment subject to the rules. There is no formal de-registration process in the FCC's rules or described on its web site

In that context, we cannot guarantee that there is any process that will work. However, we believe that any entity that registered at some point in the past and that no longer believes it should be registered should inform the FCC prior to April 1, when compliance reports are due. The best way to reach the FCC, based on the information that is available, would be to send an email to SECTION255_POC@fcc.gov, with a copy to Rosaline.Crawford@fcc.gov. (Ms. Crawford is the person who has been responding to inquiries to the FCC's Disabilities Rights Office.)

The email should contain the following information:

- The name of the institution
- The individual who is the official contact listed on the FCC's web site
- The individual who is sending the email, with contact information
- A statement that the institution no longer provides services or equipment subject to the FCC's accessibility requirements.
- A request that the institution be removed from the FCC's list of providers.

The email should be retained for at least two years after it is sent, along with any receipt or return message that may be provided by the FCC.

News You Can Use—On the Website

The ACUTA Social Networking Committee has announced a new website service called Rockzi, available at www.acuta.org/rockzi. Rockzi is a news curation page on the ACUTA website that lets members consume and socialize around the news they care about in a visually appealing environment. Topics include information technology, higher-education issues, legislative and regulatory issues, and more. The content is real-time, and as users review the content, they can vote for it or share it on Facebook, Twitter, etc. The Rockzi social news site uses votes to determine what is the "buzziest" and keeps relevant content easily within reach.

The ACUTA Social Networking Committee welcomes your comments and suggestions on this new free service. Contact Aaron Fuehrer, committee staff liaison, at afuehrer@acuta.org.

Sunday Workshops at the Conference

In response to demand for DAS certification & Internet2's Net Plus, we have added two special Sunday workshops (April 14, 8:30 a.m. to 4:30 p.m.) to the Conference agenda. Class size is limited and a separate registration fee (\$325) is required. The registration fee includes course materials and three coffee breaks.

- DAS Bootcamp

Phil Ziegler, Principal Consultant - ECC; Founder - CIBET Training Initiative; Member, Safer Buildings Coalition)

The Interdisciplinary Telecom Program at the University of Colorado Boulder in collaboration with Evolutionary Communication Consultants has tailored a DAS Bootcamp for ACUTA Conference attendees. It provides an introductory overview of topics in DAS science fundamentals, leading to more advanced training and certification for engineers and project managers. The CIBET Initiative (Certified in Building Engineering Technologist training) fills a void that ACUTA sees in preparing IT professionals to successfully manage large and small distributed antennae projects.

- Internet2 Net+ SIP in the Cloud Workshop

Walt Magnussen, PhD, Director for Telecommunications, and Chris Norton, Assistant Director, Texas A&M University

In 2012, Internet2 began supporting SIP VoIP services in the cloud as a part of their NetPlus offerings. Following an RFP, Internet2 contracted with Aastra and Level3 for hosted VoIP services and SIP trunks. With the services now available and a few universities migrating their campus voice services to this new platform, this workshop offers an in-depth look at how to manage the services from the contract to the operational phases. A hands-on workshop will allow participants to configure new lines, configure instruments, add features, turn up SIP trunks and perform other daily operations. They will also get a chance to see the inner workings of the SBS, gateways and other VoIP network appliances. Included will be a discussion of ongoing development efforts that will make this the premier SIP cloud offering in the world.

Register online until April 8, then register onsite in San Diego. For more information about content, contact Michele West at mwest@acuta.org. For more information about registration, contact Joanie Proffitt at jproffitt@acuta.org.



42nd Annual Conference & Exhibition
April 14–17, 2013
San Diego, California
Manchester Grand Hyatt

40 Smart Reasons to Come to the Conference

- **3 Keynote Presentations:**
 - "Envisioning the New IT Organization," CIO panel moderated by John Gallant, founder of *Network World*
 - "The Collision of Two Worlds, Mobile Voice and Mobile Data," Bob Friday, CTO, Cisco Wireless Networking Business Unit
 - "Future Technologies," Don McMillan, PhD
- **37+ Educational Sessions:** communication & collaboration technologies, emergency communications, finance, customer support, regulatory issues, network infrastructure & management

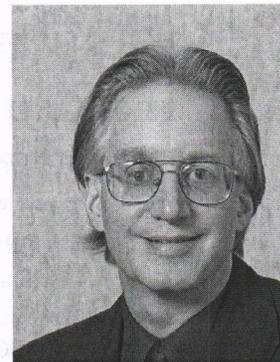
And then there's the Networking...

Register today! www.acuta.org/sc13

Info Links

Frequently, vendors, associations, governmental bodies, and others provide white papers and other informational documents which are announced through a variety of media sources. While some admittedly have a certain slant or opinion, others are quite objective; however, they often contain valuable information. Below are links to selected documents.

- FCC – Report & Order on the Use of Wireless Signal Boosters:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2013/db0220/FCC-13-21A1.pdf
- NTA – Financial Research Reports:
CenturyLink: http://www.nationaltradersassociation.org/r/full_research_report/b43e_CTL
Verizon: http://www.nationaltradersassociation.org/r/full_research_report/047c_VZ
AT&T: http://www.nationaltradersassociation.org/r/full_research_report/8e9c_T
American Tower: http://www.nationaltradersassociation.org/r/full_research_report/773a_AMT
- Alexicon – Paper on Rebuild of FCC Quantile Regress Analysis:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/22113alexicon.pdf>
- Hotelwifi – Hotel Guest Technology Survey:
http://www.hotelwifi.com/landing/free_survey_landing.html
- New America – Capping the Nation's Broadband Future?:
<http://oti.newamerica.net/sites/newamerica.net/files/policydocs/CappingTheNationsBroadbandFuture.pdf>
- NTCA – Survey---FCC USF/ICC Impacts:
http://www.ntca.org/images/stories/Documents/Press_Center/2013_Releases/survey%20results.pdf
- FCC – Mobile Broadband Spectrum Challenge:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2013/db0227/DOC-318485A1.pdf
- Georgetown U – Regulation & IP Transition of PSTN:
Webcast: <http://cbpp.georgetown.edu/2013/01/28/regulation-and-the-ip-transition-webcast/>
Powerpoint: http://www.gcbpp.org/files/Evolution%20of%20Regulation/John%20Mayo_The%20Evolution%20of%20Regulation.pdf
- FCC – Two Paths to the IP Transition (Comm. Ajit Pai):
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/3713pai.pdf>
- AARP – IP Transition and Consumer Protection:
<https://prodnet.www.neca.org/wawatch/wwpdf/0318aarp-1.pdf>
- Phoenix Ctr – Comment on PSTN-to-IP Wire Center Trials:
<http://cbpp.georgetown.edu/2013/01/28/regulation-and-the-ip-transition-webcast/>
- Megapath/Comptel – Comments on Retiring Copper:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/22513comptel2.pdf>
- FCC – Summary of FCC Rural Health Care Program:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/22513rhc.pdf>
- CEI – FCC Regulatory Report Card:
<http://cei.org/sites/default/files/Ryan%20Young%20-%20FCC%20Regulatory%20Report%20Card.pdf>
- FCC – Legal/Reg Framework for Next Gen 911 Services:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2013/db0227/DOC-319165A1.pdf
- ITU – The World in 2013—ICT Facts & Figures:
<http://www.itu.int/ITU-D/ict/facts/index.html>
You Tube Video: <http://www.youtube.com/watch?v=HZcHwQ6tL2k>



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Ten SIP Trunk Equipment License Issues That Can Ruin Your Day (or Month)

Gary Audin, Delphi, Inc.

This TechNote appeared online March 7, 2013, and is reprinted here with permission.

The focus on SIP trunks has been on the providers. But do you know what costs and license limitations are on the IP PBX and Session Border Controller (SBC)? Hardware and software licenses are required to connect to SIP trunks in the IP PBX and the SBC. The enterprise needs to be aware of license restrictions for their own protection because SIP equipment trunk license agreements are not identical, and this difference can make comparing licensing costs more than a little problematic.

1. What is a SIP license?

A license is a legal agreement that gives permission to do something. It is a permit. The license defines the terms under which an organization or person is allowed to use a product, most commonly software. Even if you purchased the product, it does not belong to you. You have a license to use the product under the terms of the agreement, until the agreement is breached or the license expires. A SIP trunk license allows the organization to deploy and use X number of simultaneous sessions (voice or video calls).

To facilitate a business continuity plan, the IT manager may opt to use SIP trunks from more than one provider connecting, for example, the IP-PBX to two different service providers' SIP trunks. This configuration can complicate matters if the license terms differ, and may require a larger SBC platform to support multiple physical connections.

2. What devices require SIP licenses?

SIP trunk equipment licenses are required for both the IP PBX and the SBC. Each is licensed separately even if both the IP PBX and SBC are provided by the same vendor. The SBC is usually a separate hardware platform. However, in one case the SIP license software is resident in a router and no separate hardware platform is required.

3. What is the term of the SIP License?

Very few software licenses are limited to a few years (e.g., 3 years). Most licenses are perpetual. They need not be renewed and are paid for once. A perpetual license is a license to use the SIP trunk software for an unspecified period of time.

4. How is the number of licenses calculated?

The vendors call each session/connection a SIP trunk. One SIP trunk supports one two-way voice call whether it is inbound or outbound. If the call supports both voice and video, then the two sessions can share the same Call ID, so only one session license is required in this case. However, some vendors count a video session as two calls (one for voice and one for video in some products), so make sure you know how these are calculated.

The number of trunk licenses can be determined by ordering the same number of channels that were on the T1 and PRI trunks that are eliminated by moving the SIP connection. It is quite common that the enterprise has overprovisioned the T1/PRI trunks because they only come with 24 or 23 channels. So there can be cost savings and reduced SIP licenses by only provisioning for the numbers of SIP trunks required. If you need to calculate the number of trunk licenses but do not know how many to purchase, go to the TechNote "How Much SIP Bandwidth Should You Buy?" Ensure that you have enough SIP trunk licenses to support the maximum number of simultaneous calls (called the busy hour) necessary to carry both inbound and outbound traffic.

Read More

Webtorials' TechNotes is a regular contributor to the *ACUTA eNews*. Topics they cover, such as SIP and UC, will be of interest to ACUTA members. You are invited to browse the TechNotes archive and subscribe to receive TechNotes directly via email by clicking here.

www.webtorials.com/content/acuta.html

continued on page 7

5. Do I need SIP licenses in the IP PBX?

Some vendors charge per SIP trunk while others offer unlimited licenses for the IP PBX. The number of licenses in a bundle can be 4, 5, 8, 10, 16, or any other counting system the vendor selects. Some IP PBXs come with a minimum number of SIP trunks. The maximum SIP trunk capacity increases as the IP PBX system increases in capacity. The bigger the IP PBX, the more SIP licenses that can be implemented, so make sure you have the necessary software release to support a SIP license. New software releases will probably more than double the capacity for SIP licenses in some IP PBX products.

6. Do I have SIP licenses?

Each IP PBX vendor has its own arrangement for SIP trunk licenses. DO NOT assume that the IP PBX comes with SIP trunk licenses. The *SIP Survey 2012* posted by The SIP School found that some enterprises thought they had the SIP licenses which was not the case. What is worse, this issue was more prevalent in 2012 than it was in 2011.

7. How are SIP licenses structured in the SBC?

The SBC usually comes with a small number of licenses—usually five for small systems and 50 for large systems. More licenses can be acquired, usually in units of five. The cost per license decreases if the number purchased is high because volume discounts are typical, and you may even be able to acquire unlimited licenses if you purchase one of the larger SBCs.

8. Can I decrease licenses and save?

You can increase the number of licenses without requiring any onsite action by the vendor—providing the equipment has sufficient capacity. You can purchase more licenses, and the vendor will provide a license key so that the IP PBX and SBC can be expanded. However, if the enterprise wants to increase the number of licenses for only a few months and then return to the original number, this is not commonly possible. Once the licenses are acquired, they cannot be reduced.

9. Are there any other costs?

The IP PBX and SBC vendors will probably have a separate charge for software maintenance, updates, and support. Some have a basic SIP support charge independent of the trunk license fee.

10. What about technical limitations?

Most IP PBX vendors do not charge different license fees if a third party SBC is connected. One vendor does add a charge to the IP PBX license if its SBC is not used. This may cost more for the enterprise. However, the VAR may discount the third-party SBC to a degree that the total cost is not greater than if the enterprise used the IP PBX vendor's SBC.

There is always an upper limit to the number of simultaneous sessions an IP PBX can support. So even if you acquire an unlimited license, it is really limited to the capacity of the IP PBX because it can support as few as four and up to thousands of SIP trunks.

Another license limitation that is not well known is the number of calls that can be established per second through the SBC. The SBC may become a bottleneck when there is a call center establishing a high number of outbound calls per second. At least one call center required 50 calls/second for the SBC. Not all the SBC vendors could satisfy this requirement.

The call-establishment rate for an IP PBX is usually higher than the SBC can support. The IP PBX rate is dependent on the number of processors configured in the IP PBX. This high call-rate requirement does not impact most SIP trunk implementations.

Finally, in some of the IP PBX vendors' deployments, the number of SIP trunks is dependent on whether the dial plan is three or four digits.

Board Report

The Board met via Adobe Connect call on March 6, 2013, and approved the following items:

- January Financial Statements
- Monthly Committee Minutes and Reports
- Membership Reports
- Committee and SubCommittee Appointments:
 1. Corporate Liaison Committee: Brian Savory, Optelian
 2. Publications/Media Committee: Jeanne Jansenius, the University of the South
 3. Program/Content Committee: Arthur Brant, Abilene Christian University
 4. Online Learning SubCommittee: Travis Seekins, Hardin-Simmons University
 5. Legislative/Regulatory Affairs Committee:
 - a. Eric Breese, DePaul University
 - b. Doris Stock, Virginia Tech
 - c. Greg Sparks, North Carolina State University
 - d. Dave Mongeluzi, University of Pennsylvania
 - e. Andy Hulse, University of Central Florida
 - f. Rodney Petersen, EDUCAUSE
 6. Higher Ed Advisory Panel: Carol Stillman, Cisco Systems, Inc.
- Proposed Corporate Benefits, many of which are now in place
- Appointed Director-at-Large: Phillip Beidelman, WTC Consulting
- Recommendation to dissolve the International Outreach SubCommittee
- New ACUTA logo and tagline

The Board reviewed the strategic plan progress to make sure that measures taken are in alignment with our target goals. The Board also discussed the Annual Conference planning for San Diego.

Respectfully Submitted,

Riny Ledgerwood



Riny Ledgerwood
Secretary/Treasurer
San Diego State Univ.
rlledgerw@mail.sdsu.edu

How to Avoid Getting Tied in Knots When You're Tied to Your Desk

Here are some easy stretches you can do while seated at your desk that will help tight muscles to relax and give you a healthy energy boost:

First: Sit Up Straight.

1. Lower your ear to your shoulder. Slowly roll your chin on your chest, up to your other shoulder, then back again. Repeat 5 times (roll to the front only).
2. Reach in front of you as far as you can, then turn your hands completely over and back. Repeat turn 10 times.
3. Reach as high over your head with one hand as you can. Stretch your fingers open, then close to a fist and lower your elbow to your side. Repeat 10 times with each arm.
4. Stand up. Place the palms of your hands on your lower back and gently arch your back.
5. Whenever you sit down, make a conscious effort to sit erectly.
6. Remember your eyes: Blink often. Periodically focus on an object at least 20 feet away. Close your eyes if you've been working at the keyboard for long stretches and place your palms over your eyes for 30–60 seconds.

Board of Directors 2012–13

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Welcome New Members

Institutional Members

Art Center College of Design, Pasadena, CA. T1 www.artcenter.edu
Theresa Zix, Vice President, IT (626/396-2477) theresa.zix@artcenter.edu

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RGTS successfully provides voice, data, cabling, and Internet services and solutions to our customers. We listen to our clients' needs and challenges, then we provide high-quality, reliable service and solutions, specifically tailored to each client's singular business needs.

Check It Out: Press Releases, Job Postings, RFIs/RFPs, & Corporate Webinars

The ACUTA website lets you communicate with other members—share some exciting news, fill a position, or find just the right vendor. Check the website for the latest postings frequently. Here are items that have been posted since our last *eNews*.

PRESS RELEASES: www.acuta.org/wcm/acuta/pressroom/pr.pdf

Send press releases to Amy Burton (aburton@acuta.org)

- CSI Solutions Group Showcases Wireless Solutions at ACUTA Annual Conference
- 911 Enable Announces 2013 Spring Webinar Series
- NEC Announces General Availability of UNIVERGE Cloud Services UCaaS
- Sonus Posts Highest Market Share Gains in the Service Provider Session Border Controller Market
- 911 Enable Releases New White Paper Focused on the Importance of Security Three-Way Call Monitoring Capabilities in the Enterprise
- Code Blue Corporation Announces Hire of Mike Roark as Regional Sales Manager of Western North America
- Campus Televideo Releases Results of Fifth Annual Bandwidth and ResNet Services Survey
- ShoreTel and IBM Integrate in Style for FIDM
- Valcom, Inc. Mass Notification Systems Announces Interoperability with Inova Solutions OnAlert Visual Displays
- ShoreTel Advances Unified Communications for the Apple iPad
- Sonus SBC 1000, SBC 2000 Session Border Controllers Microsoft Lync 2013 Qualified
- Two Award Winning Avaya DevConnect Partners, CRI and Esna, Team Up to Deliver Cloud-Enabled Unified Communications
- ShoreTel Helps Healthcare Organizations Enhance Patient Care
- ShoreTel to Bring Complete UK Catalogue to Unified Communications Expo
- ShoreTel's Cloud Service, ShoreTel Sky, Gains Momentum

JOB POSTINGS: www.acuta.org/jobs

Help your colleagues who are looking for work! To send job postings, go to www.acuta.org. Click on one of the jobs listed there and you will link to the jobs we have now and a link where you can post a job.

- MultiMedia Specialist, Princeton University, Princeton, NJ
- Associate Provost for Information Technology, Slippery Rock University, Slippery Rock, PA
- Univ. of Kansas, Lawrence, KS (2 positions): Media Production Specialist, Educational Support Technologist

FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS:

www.acuta.org/corporatewebinars

Many free webinars are available through ACUTA Corporate Members. Check the website at www.acuta.org/corporatewebinars to see what is currently available. (Corporate members e-mail Amy Burton at aburton@acuta.org to get your free webinars listed.)