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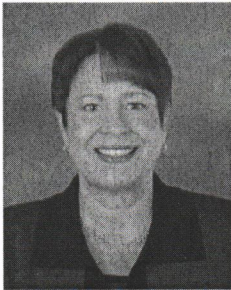
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From ACUTA Headquarters



Jeri Semer, CAE
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Higher Education Weighs in with the IRS on Cell Phones

ACUTA has joined the National Association of College and University Business Officers (NACUBO) and several other organizations to submit comments to the IRS on the issue of employer-owned cell phones. The IRS had requested comments on various proposals to simplify the record-keeping requirements to substantiate the business use of these devices.

The NACUBO Tax Council, composed of senior tax professionals at a number of universities, took the lead in drafting comments. The ACUTA Legislative/Regulatory Affairs Committee also created a subcommittee of members with tax and business expertise to review the proposals and recommend the most feasible solutions for colleges and universities. We were advised in this effort by a knowledgeable attorney from Dow Lohnes, ACUTA's legal counsel.

The following are highlights of the joint comments. (For more details, please review the entire letter, which will be posted on the ACUTA website at <http://www.acuta.org/dynamic/legreg/legreg.cfm> under "Hot Topics"):

- We reiterate our strong support for legislation to remove employer-provided cell phones and other digital communication devices from "listed property." There are currently two bills in Congress that would accomplish this, but neither has passed. This would be the best long-term solution.
- We call upon the IRS to give employers flexibility to adopt the substantiation method which works best with their own systems, because every institution differs.
- Of the alternatives provided, we do not support requiring employees to provide proof that they have a personal cell phone for personal use, because this would create a record-keeping burden for employers. Rather, we preferred the option of defining a specified amount of minimal personal use that would be disregarded. We stated that either allowing a minimal percentage of personal use (such as 15%) or a minimal number of minutes would be a reasonable approach.
- The IRS had also asked for comment on whether they should allow a "safe harbor" percentage as business use (such as 75%), treating the balance as personal use. We commented that this would be a reasonable approach if employers did not have a "minimal personal use" policy discussed above. Both options should be available. *continued*

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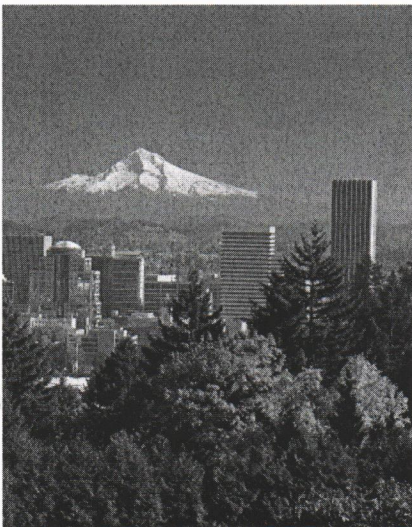
An advanced wireless network from NextG Networks improves performance of all participating mobile operators. NextG designs, builds and manages the network while generating campus revenue.

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- We also suggest an alternative, where employers could select a cell phone monthly plan that they consider appropriate for business use, and as long as those minutes are not exceeded there would be no taxable personal use.
- The IRS also asked for suggestions on how to determine the fair market value of an employer-provided cell phone. Our comments suggest that the negotiated price paid by the employer for the device and for the usage be considered the fair market value.

The Legislative/Regulatory Affairs Committee realizes that this is a high-priority issue for many ACUTA members. We will continue to work with NACUBO and other organizations to support passage of legislation to resolve this issue, and we will keep you informed of any further developments or rule-changes at the IRS. Feel free to contact me with any questions on this issue, at (859)278-3338 or jsemer@acuta.org.

What Will You Learn in Portland?



ACUTA Fall Seminar
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Portland Marriott
Downtown Waterfront

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Track 1. Managing and Financing the Converged Environment

Presenters from Stanford will share their roadmap in the transition to a complete **convergence of network and voice**. Campus ICT managers from Penn State, Florida State, and Notre Dame will discuss issues such as **funding models, cost recovery, charging for wired and wireless services, and surviving financial challenges**.

You will learn about the University of Pennsylvania's successful strategies to address today's funding challenges: **outsourcing and managed services, effective contract management, revenue generation, operational efficiencies** for cost containment and **effective rate setting**.

Another presentation will highlight an **organizational efficiency review** of the IT organization performed at LSU to identify opportunities for changes in organization structure, unproductive redundancies, and out-hosting to "the cloud."

Another session will focus on the University of Florida's "wall plate services" that **centralize networking services**. The presenter will describe the steps and key tools in their process, deliverables presented to participating departments, and lessons learned through their implementation.

Slippery Rock University will share techniques they used to **tie new technology initiatives directly to institutional priorities** through a simple methodology that includes definition of the problem and anticipated outcomes, estimation of costs and educational value, analysis of alternative approaches, and evaluation plans.

Other presentations from Southern Cal and Columbia plus frequent interaction with other attendees will provide valuable information for you to take home and share.

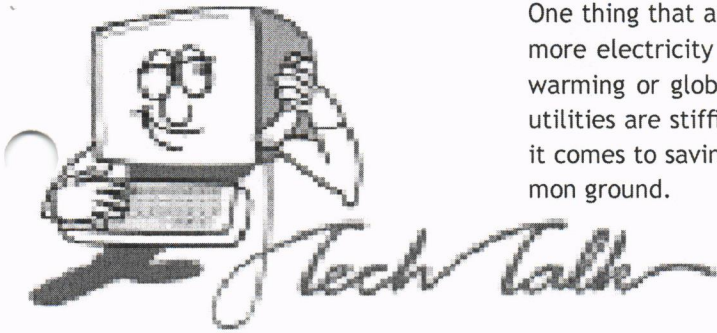
Track 2. Mobility and Wireless—Where Are We Going?

This track will present a virtual explosion of information about **mobility and wireless**. Presenters from Loyola Chicago and Cal State's Office of the Chancellor will share their perspectives on **mobility**, the implementation of **wireless networks**, and what is motivating their expansion of **wireless access**.

Berklee College of Music will discuss **access and security issues** related to provisioning networks for wireless. The logistics and important issues regarding **WiFi access for campus guests** at Penn State will be the focus of another session, then presenters from Penn State, Florida State, and Notre Dame will look at **ICT funding issues**.

A team from ACU will present "Mobile Learning at Abilene Christian University: A Second Year Assessment of ACU's Connected Initiative," and LSU will share their experience with **Wi-Fi, long-distance bridge links, point-to-point, point-to-multipoint, mesh networks**.

Sewanee, The University of the South, will describe how they are **integrating messaging involving their wireless service provider, cellular carriers, and campus voicemail and e-mail solutions**, and more. LSU and Texas A&M, as well as Tw Telecom will also share practical information about this very hot topic.



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Wake Up, Little Computer



One thing that at least 99 percent of us can agree on is that we don't want to use more electricity than we have to. We can disagree about whether there is global warming or global cooling and what should be done in response, or whether the utilities are stiffing us or are simply enablers of our electronic lifestyles. But when it comes to saving a few bucks on the monthly electric bill, we definitely find common ground.

So whatever your motivation for conserving power, good for you. Every kilowatt counts. Speaking of which, are you old enough to remember "Reddy Kilowatt?"

Pictured on the left, he was the mascot for hundreds of U.S. electric companies throughout much of the 20th century, as a friendly electric-bolt stick figure who wanted you to use as many electric appliances as you could. I always liked Reddy, but then I was just a kid and not paying the electric bills.

Anyway, to get to the point here, there's a technology that you might find useful in your efforts to conserve electricity. It's called Wake on LAN, and despite the unusual name, it is basically a means of putting computers on the network into some form of power-saving sleep mode, and then easily rousing them remotely via a network message. This way, computers don't have to remain fully powered on for network technicians to troubleshoot them, upgrade software, do maintenance, etc.

From what we've learned, Wake on LAN is pretty easy to enable, and while we don't need to walk you through the process step-by-step (you can find details online) it essentially involves setting the properties of the network card. It sounds so straightforward that even I could handle it.

The waking-up process involves sending a message to the dozing computer via what's called a Magic Packet. You know, if I remember right, a couple of guys at my dorm in college tried to sell me something like that back in the 70s. There were a lot of magic packets floating around then, which explains a lot about that decade's music and, for that matter, clothing styles and our choices of U.S. presidents.

Seriously, though, it is the Magic Packets that are broadcast over the broadcast address for a particular subnet—or the entire LAN if you take the extra trouble to configure it. The network cards of the computers, which are either in sleep mode or may even be completely powered off, check the packets. If the request is valid and contains the appropriate network cards' MAC addresses, the computers proceed to wake themselves up and get ready for service. Even if the computer is completely powered off, the network card can draw enough power from the motherboard to service a Wake on LAN request.

In enterprise-level environments, Wake on LAN is typically used along with a management system that stores the subnet and MAC address information.

We read that simply turning off PCs at night can save up to 60 percent of an organization's IT energy consumption costs. Whether that's an appropriate figure in your case or not, the bottom line is that you can save money—and maybe the planet—by powering down whenever possible. Wake on LAN is a tool that can help you do that.

As always, if there are specific topics you would like to see covered in this space, please let me know via e-mail at kevin@duxpr.com.



D C Update

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New Telemarketing Rules

The most recent item in the news is the announcement by the Federal Trade Commission that prerecorded commercial telemarketing calls to consumers (robocalls) will be prohibited, unless the telemarketer has obtained permission in writing from consumers who want to receive such calls. The rules do not prohibit informational messages (like the calls I get from Alaska Airlines telling me my departure time has been changed) and they do not include those from politicians, banks (unfortunately), telephone carriers, and most charitable organizations. What is not clear is how one can opt out if you are tricked into providing the required permission. It doesn't look like the required opt-out messages have been eliminated, so we may still have the option of calling the "unworkable" toll free numbers. In any case, by the time you read this the new rules should be in effect, and perhaps we will see fewer of these annoying prerecorded messages.

Google Voice on the iPhone

Another item that has been a hot news topic is the issue of Google Voice on Apple's iPhone. When the issue first came to light it was thought that AT&T had vetoed the use of Google Voice as it provided competition for AT&T's wireless voice network. However, AT&T has stated that it was not involved in the decision to deny Google Voice, and Apple has made statements that Google Voice has not been denied, just not yet approved. Apple also expressed a concern that Google Voice presented a different interface than is standard on the iPhone and that this was the cause of their apprehension. The FCC is still looking into the issue, although it is unclear that the FCC has any authority to direct Apple to do anything different. While the issue may fade away, it does add to the desire to address handset exclusivity, and it has raised concerns about network neutrality in the mobile environment.

Handset Exclusivity

Handset exclusivity is still definitely a hot topic, and it is looking like the industry is resigned to additional rules in this area from the FCC. Verizon has already offered to limit exclusive deals to a 6-month period. (This may be easier for them to offer given that they do not offer either of the two most popular devices, the iPhone and Palm Pre.) The carriers have claimed that the exclusive deals help sponsor investment and innovation, and the FCC has just issued a Notice of Inquiry to determine what steps it can take to further efforts in this area.

For More In-Depth Coverage of Legislative & Regulatory Issues: ACUTA members may read about the latest developments in telecommunications- and Internet-related issues in the most recent Legislative and Regulatory Update, an electronic newsletter prepared monthly by Dow Lohnes. Access this newsletter at <http://www.acuta.org/relation/DownloadFile.cfm?docNum=309>

FCC Agenda

As expected, the FCC's agenda for the coming months is becoming clearer. While their major effort is the development of the national broadband plan, they are also looking at handset exclusivity and network neutrality. Chairman Genachowski has made strong statements in favor of network neutrality and, as expected, the Commission is looking a lot more consumer friendly under the current administration.

USF Reform?

USF is still in the news with the possibility of hearing on a USF reform bill in the House as soon as late September. The FCC will probably wait to see what action congress will take before they make any changes. Progress in Congress is still expected to be impeded by health care reform. In order to keep up-to-date with the FCC ACUTA is planning on refreshing the record in the near future.

More on Emergency Notification

An item that has not been in the news but that I looked into is the Commercial Mobile Alert System being developed by the FCC to provide alerts to specified geographic area in the areas of Presidential, Imminent Threat and Child Abduction Emergency/AMBER messages. When this becomes available, it will need to be considered as a part of an institution's emergency notification plans. It has been some time since we have heard anything about this. From the information on the FCC website, it looks like we are still about one year away from facing this.

Info Links

Randy Hayes

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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.

- EC - Broadband Internet Access Cost (BIAC) for the EU:
http://ec.europa.eu/information_society/eeurope/i2010/docs/benchmarking/broadband_access_costs_1st_half_2008.pdf
- FCC - High-Speed Services for Internet (Annual Report):
http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-292191A1.pdf
- GovTech/CDW - Disaster Recovery/Operations Continuity Guide: <http://www.govtech.com/gt/117691>
- Feds - Data Dictionary for AARA Stimulus Reporting:
<http://www.recovery.gov/sites/default/files/FedRptgDataModel.doc>
- FCC - Telephone Penetration Levels:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-292593A1.pdf
- FCC - Sixth Notice of Inquiry on Broadband Deployment:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-09-65A1.pdf
- Yaana Tech - Security Requirements for BTOP & BIP Programs:
https://www.neca.org/portal/server.pt/gateway/PTARGS_0_0_307_206_0_43/http%3B/prodnet.www.neca.org/wawatch/wwpdf/87yaana.pdf
- NIST - Cybersecurity for Federal Systems (Final version):
<http://csrc.nist.gov/publications/nistpubs/800-53-Rev3/sp800-53-rev3-final.pdf>
- CTIA - The U.S. and the World's Wireless Markets:
http://files.ctia.org/pdf/filings/US_Wireless_Industry_and_the_World_Ex_Parte.pdf
- Blanchard - Leading at a Higher Level (Free Summary):
http://smartbrief.tradepub.com/free/w_sumb15/
- OECD - Communications Outlook 2009:
<http://www.oecd.org/sti/telecom/outlook>
- OECD - Broadband Rankings & Other Stats (May 2009):
http://www.oecd.org/document/54/0,3343,en_2649_34225_38690102_1_1_1_1,00.html
- OECD - Mobile Broadband-Pricing & Services:
<http://www.oecd.org/dataoecd/26/19/43280727.pdf>
- AT&T - U.S./Europe Road to Growth Economic Recovery Study:
Executive Summary (U.S. only): http://www.att.com/Common/about_us/files/pdf/road_to_growth/US_Executive_Summary.pdf
Full Study: http://www.att.com/Common/about_us/files/pdf/road_to_growth/Full_Study_Results.pdf
Graphical Report: http://www.att.com/Common/about_us/files/pdf/road_to_growth/Key_Findings.pdf
Podcast: <http://www.att.com/gen/press-room?pid=6209&cat=90&u=968>

“Financial Crisis Activity in Washington” Newsletter for ACUTA Members

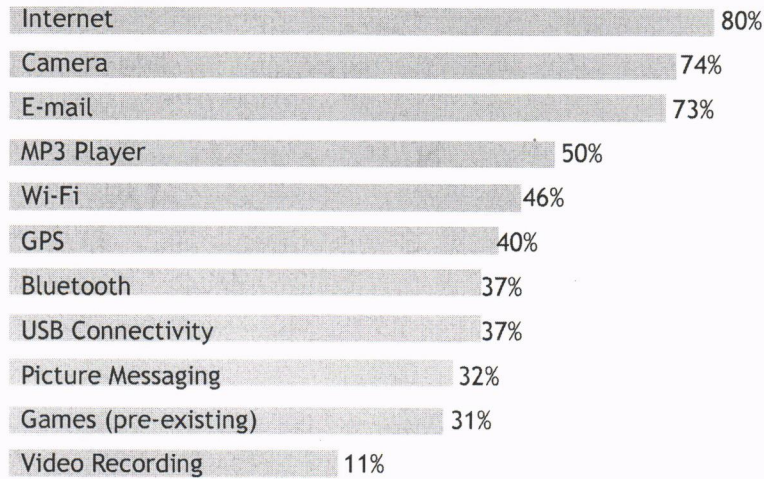
In our continuing efforts to keep ACUTA members informed of the latest developments in response to the current economic situation, we are providing a link to the newsletter, “Financial Crisis - Activity in Washington,” from Dow Lohnes, ACUTA’s legal counsel.

Information specific to ICT issues may be found in the “Broadband, Broadcast and Intellectual Property Issues” section. General information on higher education issues is in the section on “Higher Education.” Colleges and universities that are affiliated with health care institutions may also be interested in the information under “Health Care.”

The newsletter is updated approximately four times per month at <http://www.acuta.org/dynamic/legreg/legreg.cfm> under “Broadband Stimulus Package,” so check this link often. Previous copies are also posted for your reference. Feel free to share this link with others at your institution or company. We hope you find this information helpful.

How People Use Smartphones

The Daily Stats from Harvard Business Publishing (sign up at <http://hbsp.ed4.net/prefcenter/signup.cfm?t=man&l=62104150&/>) reports that the most popular activities among smartphone users are visiting websites (80%), taking photos (74%), and using email (73%), according to a recent global survey by Crowd Science. See what else people are doing in the chart below.



Source: The Daily Stats
Harvard Business Publishing August 27, 2009

Bring the Summit on Unified Communications or Annual Conference to Your Desktop

Denver Summit on Unified Communications

During the Summit on Unified Communications and Collaboration, the educational sessions were broadcast live via web streaming. ACUTA is very pleased to offer a DVD of 9 of these sessions for those unable to make it to the event. Purchase today and you will be able to see and hear the presenters and panelists, synchronized with their PowerPoint slide shows. All you need is Windows XP or Vista and Windows Media Player.

The following sessions are available via on-demand:

- What Do We Mean by Unified Communications and Collaborations? (Parts 1 & 2)
- Potentially Beneficial Applications of Unified Communications
- Potential Stumbling Blocks to UC Deployment
- Financial Issues Related to UC Deployment
- If Users Can Communicate Anywhere, Anyhow, Who Will be Watching and Why?
- Making the Business Case for UC on Campus
- What Big Issues Does UC Present?
- Conclusions and Next Steps

Rates are \$189 for members, \$219 for nonmembers or \$99 for students. Order from the e-Store at <http://www.acuta.org/dynamic/store/store.cfm?CategoryID=102&do=list>.

Annual Conference

The following sessions were recorded at the Annual Conference in Atlanta and are offered as Windows Media files on CD/DVD:

- A Morning with Miles O'Brien
- The Road to Unified Communications at UCLA
- Users' Perspectives on Unified Communications
- Where Is Telecom in the Convergence Sea Change?
- Design and Deployment of a Campus-Wide VoIP System
- Legislative and Regulatory Issues Overview
- Navigating through the "TDM to VoIP" PBX Minefield
- Gaining Buy-In & Support for Technology Initiatives

For \$189 (members) or \$219 (nonmembers) you can purchase a CD/DVD of all sessions in a high-quality Windows Media video format that can play right on your laptop or desktop computer. Benefits include:

- More than 10 hours of high-quality video and audio on a single CD/DVD disc
- Handouts of many of the 8 sessions included on same disc in Adobe Acrobat PDF format
- No Internet connection required for viewing video
- Portable and archivable for long-term viewing and review

Order your copy today from the ACUTA eStore at <http://www.acuta.org/09video>.

The Analog Line Is Dead? Not Yet

Gary Audin
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Two of the questions I ask a client who is moving to an IP PBX are What non-phone lines do you have on your PBX? and What analog lines do you need to support? These are always an issue because most of these lines are more permanent than the lines to telephones and rarely need to be moved or reassigned. They are forgotten lines. People move around, but the non-phone devices usually have a long and static location. I found one university that forgot the non-phone lines when they issued an RFI only to discover later 1,000 active non-phone lines.

It is almost always true that the non-phone lines are, and need to remain, analog lines. This becomes an issue with the IPT gateway that must support the non-phone devices. It is also annoying to many IT and communications managers that anticipate the retirement of all the analog lines and devices. So before you think you can eliminate the analog lines and gateways, read on about the many cases where analog lines will continue operating for many years. Here is a list of common examples of the continued use of analog lines:

- Analog FAX machines that operate the T.30 standard
- Dial-up modems mostly for PCs and possibly point-of-sale devices or credit card readers
- Alarm system connections
- Telemetry systems
- TDD
- Elevator phones
- Secret lines for special conditions such as a whistle-blower connection
- Analog phones in otherwise unoccupied buildings. I found a university that had 200 buildings with analog phones but only 100 buildings were continuously occupied.
- The janitor's closet
- Phones in common areas that have little physical security
- That guard shack hundreds of feet from any building that can only be economically accessed on an old analog line
- The phone line outside a building that is used to call the guards for off-hours access should be an analog line to ensure security. Would you put an Ethernet port there?
- Emergency phones as a lifeline to the PSTN use analog connections
- Warehouse phones where it is expensive to install Ethernet lines just for a phone
- Supervisory control and data acquisition connections that are designed for analog lines
- Intercom lines
- Announcement lines

The analog line in the enterprise, government, or educational institution is more common than even the average telecom person realizes. When I write the RFP for IP PBX procurement, my clients invariably keep finding more analog lines in use that must stay as analog connections for the foreseeable future. Another advantage of analog lines is that some analog devices can be powered by the legacy PBX. This device powering over the analog line must be supported by the gateway. If not, the device will not work.

I recommend:

- That an extensive inventory be made of all devices connected to the PBX and carriers before issuing an RFP or entering into a contract for the legacy PBX replacement.
- That you do not assume any of these analog devices will automatically disappear when an IP PBX is installed.
- That you poll your security department to see what devices are now connected or are intended to connect to the PBX.

continued

- That engineering, manufacturing and health groups be polled to see what they assume will be connectable to the IP PBX that may still operate on analog lines.

Another reason to continue using the analog lines is to avoid installing LAN cabling. One company, Phybridge, has the ability to extend Ethernet devices over analog lines with their special LAN switch. This allows the organization to recycle an existing asset (analog lines) and reduce the cabling cost. Consider using DSL modems in-house to connect to lower-speed Ethernet devices over thousands of feet of analog cable.

There have been too many occasions on which some of the analog devices are not supported or supported poorly on a gateway. I have found some modems only operate at lower speeds through gateways. At least one vendor has very poor support of TDD gateway support.

The IT staff rarely has any idea of the connections to non-phone devices. When the IT staff drives the implementation of the IP PBX, most of the time the IT staff comes up short on analog device support. I have seen organizations have to order analog lines to the PSTN to support some non-phone devices because the gateway doesn't support them. This has occurred after the IP PBX vendor has installed the gateways. This means these device connections are separate from the rest of the organization's control and may create security problems.

The following comments were posted in response to this blog:

1

Excellent article. At our company we have every one of the listed apps for analog lines. To that list we can add trading turret systems, access to mobile radio channels from the private voice network, and interconnection between mobile radio channels. Here is another big one: out-of-band support for data networking equipment (with access security on the line). If you don't have that, how can you remotely troubleshoot the equipment when it is down?

90% of our mission-critical phones are analog. They cannot be cost-effectively converted to IP, if at all.

Failure to account for analog lines before doing a system conversion can cause business disruptions and increased costs.

2

Let's not forget legacy applications residing on servers, completely dependent on analog lines. I'm supporting telephone systems in a healthcare environment. There are dozens of ports programmed for dictation, patient/bed/transport tracking, nurse call and vendors that fax directly out of their proprietary applications. My hope is that software vendors will soon offer a SIP alternative for these services, but change is extremely slow.

Currently, 1/3 of our lines are analog.

3

The analog line has outlived ISDN BRI, is outliving digital, and may outlive IP/SIP. Some customers are replacing analog phones with low-priced SIP phones, but it has far too many uses to disappear overnight. That is why my VoiceCon RFP for IPTS always includes analog line station requirements and will do so for many years to come. Don't forget that there are still 1A2 key telephone instruments still residing on desks around the globe.

—Allan Sulkin

This article and the comments that followed it came from www.nojitter.com. Reprinted here with permission from Gary Audin.



ACUTA offers so many resources that provide both support and growth opportunities for technology professionals, but the heart of the organization is its people. Interacting with our peers, meeting new people, hearing both dilemmas and solutions from others... sum it up in one word: networking.”

—Carmine Piscopo, Providence College

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Sumitomo Electric Lightwave, Research Triangle Park, NC www.futureflex.com
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Check It Out: Press Releases...Job Postings...RFIs/RFPs & Special Deals

The ACUTA website is a useful tool for communicating with other members, whether you've got some exciting news to share, a position to fill, or a project for which you need a vendor. Check the website for the latest postings frequently. Here are items that have been posted since our last eNews.

PRESS RELEASES

- Walker Acquires Assets of Windstream Supply
- Aastra Recommends Virtual Contact Center for H1N1 Flu Preparedness
- Faith-based Schools Recommend e2Campus for Improved Campus Safety
- PAETEC Receives Voice Value Award from ATLANTIC-ACM

JOB POSTINGS

Help your colleagues who are looking for work! Send job postings to <http://www.acuta.org/Dynamic/Jobs/> where it will list the jobs we have now and offer a link to post a job.

No new job openings have been posted.

RFIs/RFPs

No new RFIs/RFPs have been posted.

SPECIAL DEALS!

Some previously posted Special Deals are still available. Click here to view.

- Aastra: Special Offer to Nortel Customers