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From ACUTA Headquarters



Jeri Semer, CAE
ACUTA Executive Director
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Legislative Update on Cell Phones and Do Not Call

Could relief be in sight for institutions and companies that are struggling to update their cell phone policies to be in compliance with IRS rules?

On February 14, a bill was introduced in the U.S. House of Representatives that would remove cellular phones from the "listed property" that is considered taxable income by the IRS. HR 5450, introduced by Rep. Sam Johnson (R-Tex), is entitled the "Modernize Our Bookkeeping in the Law for Employee's Cell Phone Act of 2008." The full text of the bill is available at <http://thomas.loc.gov/cgi-bin/query/z?c110:H.R.5450>:

As of this date (Feb. 25), the bill has been referred to the House Ways and Means Committee. No other action has been taken. ACUTA is closely monitoring this legislation in cooperation with other organizations that support changes in the law to simplify and modernize the treatment of personal use of company-owned cellular phones as taxable income to employees. We will keep our members informed of what you can do if your institution wishes to communicate its support of this bill.

In addition, we have learned that Senators Kerry (D-Mass) and Ensign (R-Nev) have just introduced the "MOBILE Cell Phone Act of 2008," which is similar to HR 5450.

U.S. Secretary of the Treasury Paulson has also expressed his support of this change in recent testimony before Congress. It appears that the momentum is building!

Meanwhile, there is good news to report for supporters of the Do-Not-Call Registry. On February 15, President Bush signed into law a bill that eliminated the five-year "reset" of numbers on the registry. In the absence of this legislation, numbers would have been automatically removed from the registry after five years. For those who signed up in 2003, the clock was counting down quickly as their numbers would have been removed this year. However, this bill eliminates the need to re-register numbers.

The bill also requires the FTC to periodically check registered telephone numbers and remove any that are disconnected or reassigned. The legislation calls for a report to Congress by the FTC on its efforts to improve the accuracy of the Registry in nine months.

As a reminder, the Do-Not-Call Registry is designed for residential, not business, telephone numbers. Cellular numbers may also be listed. When the Registry was first implemented, ACUTA sought and obtained a ruling from the FTC that student residential numbers could be included, even if they are technically business lines. Students must enter their own phone numbers if they wish to do so—institutions may not list blocks of numbers.

We hope that both the proposed legislation on cell phones and the update to the Do-Not-Call Registry will benefit ACUTA members at their institutions and at home.



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Nominate Now for ACUTA Board of Directors

ACUTA's Nominating Committee has issued the call for nominations for ACUTA's Board of Directors for 2008-2009. We are seeking nominations for the positions of President-Elect and two Directors-at-Large.

President-Elect: As stated in the Bylaws (Article III, Sect. A6), "Candidates for the office of President-Elect must have served as a member on the Board of Directors for a minimum of one year, or served as the Chair of a permanent committee for a minimum of one year." Nominees for this position must also be prepared to serve the following two years as President and Immediate Past President.

Directors-at-Large: Two positions shall be elected each year for two-year terms. The Nominating Committee will assemble a slate of nominees from names submitted by the membership. The two candidates receiving the most votes will be declared the winners. Directors-at-Large whose terms will expire this year are Harvey "Buck" Buchanan, Florida State University, and Diane McNamara, Union College. Buck is eligible to serve another term if he so chooses. Diane is currently serving her second consecutive term as a Director-at Large and is therefore ineligible to run for this position this year.

New terms begin at the close of the Annual Conference July 17 when current President Walt Magnussen of Texas A&M University becomes the Immediate Past President and President-Elect Corinne Hoch of Columbia University becomes President for '08-'09.

Directors-at-Large who will serve the second year of their two-year terms are Randy Hayes, University of Northern Iowa, and Sandy Roberts, Wellesley College. Riny Ledgerwood will also be serving the second year of her two-year term as Secretary/Treasurer.

Nominations must be received by 5:00 p.m., EDT, March 21, 2008. Send all nominations to Carmine Piscopo, Immediate Past President, at cpiscopo@providence.edu. Phone nominations will not be accepted.

Board Report February

Riny Ledgerwood
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ACUTA Secretary/Treasurer
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The Board of Directors met by conference call on February 7 and approved the following:

- ACUTA's 9/30/07 audited financial statements by Fred Brown, CPA, ACUTA auditor
- Waiver of conference registration fee for user group coordinator
- Committee appointments (filling vacancies to conclude at the close of the 2009 Annual Conference):
 1. Membership Committee:
 - Joseph Harrington, Director Network Services, Boston College
 - Carolyn Rinker, Marketing, Juniper Networks
 2. Vendor Liaison Committee:
 - Jennifer Bevacqua-delaConcepcion, Director of Technology Business Development/ Associate Director, Technology Operations & Engineering, The George Washington University
- Investment policies on excess checking funds to maximize return with minimized risks
- Early purchase of computer hardware/software before the 2009 Conference and prior to upgrading ACUTA's main server, database, and website

Mr. Brown reviewed the various sections of the 9/30/07 audited financial statements and made positive comments related to the increases in various accounts. He commented that ACUTA's overall finances are healthy.

Mr. Magnussen reported that the Winter Seminar in Anaheim went very well. It was well attended; the vendor booths were sold out; and the sessions were great for both tracks.

The Board reviewed the strategic plan prioritization survey results and will work with the various committees to develop action items for the top five strategies in the strategic plan and incorporate them into the budget as needed.

Respectfully submitted,

Riny Ledgerwood, Director
Communications and Computing Services
San Diego State University

At the recent ACUTA Winter Seminars in sunny Anaheim, the spotlight was less on technology itself and more on related processes—specifically, chargebacks and cost models to support the technology, as well as user communications and support. As you may know, we try to do a survey of the attendees at each ACUTA event, a survey that we can later leverage to get the news media interested in what ACUTA has to say.

The latest survey focused on the issue of chargebacks, and while the survey sample was relatively small, it still yielded some interesting findings.

For one, on average this survey suggests that you are only moderately satisfied with the systems that are currently in place at your schools to charge back the communications network costs to departments and to students. If you were grading those systems on the four-point scale, the aggregate grade would be a 1.92. Less than impressive, to be sure.

The systems themselves are not youngsters, by any means. Forty percent of surveyed attendees said their system was five to 10 years old, and 24 percent had systems more than 10 years old. They are about evenly split between having been built in-house or by an outside vendor. It is worth pointing out that despite the general lack of enthusiasm reflected in that aggregate 1.92 grade, fewer than half of the surveyed attendees felt that their system had any negative impact on their budgets.

One very interesting finding was that more than half of the survey respondents said their biggest chargeback problems were outside the systems themselves. That is, their headaches are caused by inadequate cooperation from departments and the school administration, and a lack of backing at the executive level.

However, the biggest single “pain point” for respondents was the performance of the systems when it came to allocating the costs of data usage. Some of that is no doubt related to the age of these systems, since the issue of tracking data usage, particularly in a converged network environment, is a relatively new concept compared with the ages of some of the chargeback systems.

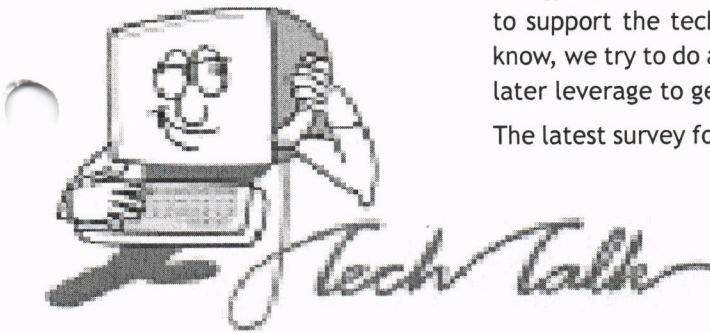
One thing we always find in these surveys is that ACUTA members are generally optimists. A total of 84 percent of respondents said they are likely to make a change in their systems, and most of them predicted that change would happen within a year. The most desirable benefits of a new system, the respondents indicated, would be to provide more accurate cost-of-service data, allocate service costs more fairly, and enable better ongoing analysis of their cost environment.

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.

The ACUTA Program Committee will have one or two openings for new members for the coming year. If you're interested in shaping ACUTA's educational offerings and joining a fun, hard-working committee, please consider this opportunity.

We're looking for members who have their fingers on the pulse of the industry, who can recommend presenters they've heard and identify the issues that ACUTA members need to hear about.

If you're interested, or want to recommend someone, there's more information and an application form online at <http://www.acuta.org/donna2/program/application.doc>.



Kevin Tanzillo
Dux PR
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Chargeback Systems Get a Mediocre Grade

Program Committee Seeks Members



D C Update

Jeanne Jansenius
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of the South
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FCC Modifies Hearing Aid-Compatibility Rule

The FCC released their updated order on February 28, 2008, modifying the hearing aid-compatibility rules. This rule addresses issues related to radio frequency (RF) interference reduction and inductive coupling capability with hearing aids operating in telecoil mode. Primary issues addressed by this order: headset manufacturers must meet technical standards for RF interference reduction on one-third of the handset models offered by 2010 (at least 50 percent of the handset models they offer consumers); between now and 2011, manufacturers must meet inductive coupling capability standards; and the manufacturers must ensure that a certain percentage of their hearing aid-compatible headset models are newly issued/refreshed.

The order also noted in order to be certified as hearing aid-compatible, "handsets that operate over multiple frequency bands and air interfaces with established hearing aid compatibility standards must meet those standards in all of their operating modes." Commissioner Copps stated, "I am pleased to vote for today's item, which will improve the access of Americans with hearing loss to cutting-edge wireless handsets. As I have stated many times before, one of the FCC's most solemn responsibilities is to ensure that all Americans have access to the nation's communications system."

(http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-280525A1.doc)

"Can You Hear Me Now?"

Verizon Wireless announced on February 12, 2008, that their \$20 million network investment in the state of Wyoming is now online. This enhances their network by adding 10 new cell sites and improving or updating their services by adding comprehensive selection of music, multimedia, e-mail, and voice services. This writer hopes to see wireless carriers continue to improve wireless services in ALL rural areas.

Comcast Comes Under Fire

The Associated Press reported that FCC Chairman Kevin J. Martin stated in a recent hearing, "[T]he Commission is ready, willing, and able to step in if necessary to correct any practices that are ongoing today." Various consumer groups and a provider of online video filed complaints alleging Comcast was hampering traffic between users without appropriate notice, thus violating equal treatment of traffic. At the hearing on February 25, 2008, David L. Cohen, an executive vice president at Comcast, reported that his firm "interrupted file-sharing traffic in a neighborhood when it was so heavy that it would slow other kinds of traffic in the area...we have chosen the least intrusive method to help the vast majority of customers avoid service degradation."

FCC Chairman Kevin J. Martin noted, "While networks may have reasonable practices, they obviously cannot operate without taking some reasonable steps; but that does not mean they can arbitrarily block access to certain services."

Tennessee and AT&T Partnering

The nation's first statewide medical information exchange will soon be a reality in Tennessee. This statewide system will allow transmission of medical histories and prescribed medicines plus transfer of images such as X-rays, MRIs, and CT scans. Diane Turcan, director of health care marketing for AT&T in Atlanta, reported, "As patients we really want our information to be available to physicians whenever and wherever they're needed." Tennessee Gov. Phil Bredesen noted that "if patients' medical history and record of care are available to their hospital, laboratory, pharmacy or physician, then they will ultimately receive better and more cost-effective medical care." (<http://ipcommunications.tmcnet.com/topics/ip-communications/articles/21430-att-tennessee-create-medical-info-exchange.htm>)

continued on page 5

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 Wiley Rein. Access this newsletter at <http://www.acuta.org/relation/Download-File.cfm?docNum=309>

Net TV: Good or Bad

As more and more TV sets come to our campuses with a new feature that allows direct connection to the Internet, we may begin to see our networks impacted even greater. Google's vice president of content partnerships remarked that "we are making a video platform that gives users a sense of infinite choice." On the down side, this is bad news for local TV stations which have collected money for decades for distributing networks' shows. This will also impact the cable subscription industry. We may begin to see a greater impact on our networks as we get closer to the 2009 analog-to-digital transition deadline.

Business Cell Phone Act Introduced

On February 26, 2006, Senators John Kerry (D-Mass.) and John Ensign (R-Nev.) introduced the "MOBILE Cell Phone Act of 2008," which is expected to modernize the tax treatment of cell phones and mobile communication devices by repealing the requirement that employers maintain detailed logs in order to show that these devices are used for business purposes more than 50 percent of the time.

Senator Kerry noted, "We need to modernize the law now to reflect the reality that the use of cell phones by businesses has changed dramatically in the last ten years. In the last 20 years, the use of communication devices has skyrocketed, making them cheaper, faster, and more accessible than ever. Cell phones are no longer executive perks or luxury items, and an antiquated tax code shouldn't treat them that way any more."

The Kerry-Ensign legislation would strike cell phones and similar devices from the category of "listed property" within tax code Section 280F(d)(4). (<http://kerry.senate.gov/cfm/record.cfm?id=293660>)

Wording Emergency Messages

Responding to a recent posting on the ACUTA listserv, Steve Ornstein, Director of Networking and Telecommunications at Frostburg State University, offered the following messages used by his campus to notify students and others of important information. The numbers in parentheses indicate the number of characters in each message, and the usage for the message follows at the end. (In case you're wondering, yes, the tenth one is real. Frostburg is in western Maryland.) Reach Steve at sornstein@frostburg.edu.

- SEVERE WEATHER ALERT - GO INDOORS NOW, AWAY FROM GLASS - THIS IS NOT A DRILL (79; to be used for tornado, severe thunderstorm, etc.)
- SEVERE WEATHER ALERT - TORNADO SIGHTED - GO INDOORS NOW, AWAY FROM GLASS - THIS IS NOT A DRILL (97; to be used for immediate tornado)
- POLICE EMERGENCY - ALL CAMPUS ALERT - CAMPUS CLOSED, GO INSIDE, LOCK DOORS - THIS IS NOT A DRILL (97; to be used for major criminal activity, not in a building)
- POLICE EMERGENCY, (name facility) - BUILDING OCCUPANTS EVACUATE OR SEEK SHELTER, LOCK DOORS - THIS IS NOT A DRILL (114 +/-; this one should be followed by the next one)
- POLICE EMERGENCY, (name facility) - ALL CAMPUS ALERT - CAMPUS CLOSED - SEEK SHELTER, LOCK DOORS - THIS IS NOT A DRILL (117 +/-; to be used for major criminal activity in a specific location, but whole campus goes on alert)
- HAZMAT EMERGENCY, (name facility) - BUILDING OCCUPANTS LEAVE NOW - THIS IS NOT A DRILL (86 +/-; to evacuate a single facility)
- HAZMAT EMERGENCY - LEAVE CAMPUS IN ORDERLY FASHION - THIS IS NOT A DRILL (72; for major HAZMAT incident posing imminent threat to campus)
- HAZMAT EMERGENCY - STAY INDOORS WHERE YOU ARE - SHUT WINDOWS, CLOSE DOORS, TURN OFF HEAT & AC - THIS IS NOT A DRILL (116; alternative HAZMAT procedure)
- FIRE DEPARTMENT ACTIVITY, (name facility) - AVOID AREA (55 +/-)
- BEAR ALERT - A BEAR HAS BEEN SIGHTED ON CAMPUS - GO INDOORS - DO NOT APPROACH THE BEAR (86)
- ALL CLEAR - EMERGENCY OVER - RESUME NORMAL ACTIVITIES (53)

Info Links

Randy Hayes

University of Northern Iowa
randal.hayes@uni.edu

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.

- Municipal Broadband-Demystifying Wireless and Fiber Options:
<http://www.newrules.org/info/munibb.pdf>
- Broadband - Ubiquity Requires Redundancy :
http://www.scienceprogress.org/wp-content/uploads/2008/01/ubiquitous_broadband.pdf
- Broadband - Framing a National Policy:
<http://commlaw.cua.edu//articles/v16/16.1/Atkinson.pdf>
- Nermertes - Broadband Demand Will Exceed Capacity:
http://www.nemertes.com/internet_singularity_delayed_why_limits_internet_capacity_will_stifle_innovation_web
- NIST - Guide to All of NIST's Information Security Documents:
http://csrc.nist.gov/publications/CSD_DocsGuide.pdf
- NIST - Assessing Security Controls Guide for Fed ID Systems:
<http://csrc.nist.gov/publications/drafts/800-53A/draft-SP800-53A-fpd-sz.pdf>
- FCC-Universal Service Reform Notices of Proposed Rulemaking: NPRM--Fed-State Joint Board Recommendations-http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-08-4A1.doc
- NPRM--Reverse Auctions
http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-08-5A1.doc
- NPRM--Identical Support
http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-08-4A1.doc
- NTIA - Networked Nation....Broadband in America: Summary:
<http://www.ntia.doc.gov/reports/2008/NetworkedNationBroadbandSummary.pdf>
Full Report: <http://www.ntia.doc.gov/reports/2008/NetworkedNationBroadbandinAmerica2007.pdf>
FCC Commissioner Copps reaction/response to Report:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-279906A1.pdf
- IUB--2007 Telecom Market Monitor Survey-Retail Voice Svcs: :
http://www.state.ia.us/government/com/util/docs/reports/TelecomSurvey_2007.pdf
- FCC - Number Resource Utilization in the United States:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-279929A1.pdf
- FCC - Quality of Service of Incumbent Local Exchange Carriers:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-279931A1.pdf
- FCC - Quarterly Report on Consumer Inquiries & Complaints:
<http://www.fcc.gov/cgb/quarter/welcome.htm>
- FCC - Telephone Subscribership in the US:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-279997A1.pdf
- FCC - Wireless Competition - Report to Congress:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-08-28A1.pdf
- United Nations - ICT Report 2007-2008:
<http://www.unctad.org/Templates/webflyer.asp?docid=9479&intItemID=1397&lang=1&mode=downloads>
- Business Not as Usual - Pandemic Planning (Streaming Video):
<http://www.metrokc.gov/health/pandemicflu/video/>
- Deloitte Consulting - 2008 Outsourcing Report:
http://www.deloitte.com/dtt/cda/doc/content/us_consulting_oaspovwhysettle_141207.pdf



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FYI

Useful Information from the Campus

<http://www.studentmonitor.com>

In the spring of each year, Student Monitor of Ridgewood, NJ, conducts extensive research into how students are using communications technology on campus. ACUTA eNews is pleased once again to feature selected results of the 2007 survey. We appreciate Student Monitor's assistance as we strive to provide the most useful and up-to-date information. If you would like to know more about the survey, contact Eric Weil, managing partner at Student Monitor (weil@studentmonitor.com).

This month: Why Cellular Phone Was Selected

Given the new enhancements to the latest cellular phone models, it comes as no surprise to see students list "functions and features" as the number one reason why a particular cellular phone was selected.

Students across nearly all demographic segments chose "functions and features" ahead of "price," which was the dominant selection criteria in previous years. With respect to student brand loyalty among cellular phone manufacturers, only 2% said they selected the phone because they "owned the brand previously."

| | Total % | Male % | Female % | North % | South % | Midwest % | West % |
|-------------------------------|---------|--------|----------|---------|---------|-----------|--------|
| Functions and features | 25 | 28 | 22 | 28 | 21 | 25 | 28 |
| Price | 19 | 16 | 22 | 16 | 17 | 25 | 16 |
| Ease of Use | 10 | 9 | 10 | 9 | 8 | 10 | 12 |
| Looks cool | 10 | 9 | 11 | 7 | 14 | 8 | 9 |
| No choice-part of contract | 8 | 8 | 8 | 7 | 10 | 5 | 9 |
| Brand | 6 | 6 | 5 | 6 | 6 | 4 | 8 |
| Special Promotion | 5 | 4 | 6 | 4 | 6 | 6 | 2 |
| Recommended by Friends/Family | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Size | 3 | 3 | 4 | 4 | 4 | 3 | 4 |
| Owned brand previously | 2 | 3 | 2 | 2 | 3 | 2 | 1 |
| Don't know | 9 | 10 | 7 | 13 | 7 | 8 | 7 |

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Check It Out: Press Releases Job Postings RFIs/RFPs

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

- Fijitsu Launches 2D-ROADM, Other Updates for Widely-Deployed FLASHWAVE 7500 Platform
- Gigafin Networks Boosts Visibility, Control and Flexibility with New Network Analysis and Remediation Offerings
- e2Campus Launches New Online User Community for e2Campus Administrators to Share Ideas, Tips and Tools
- Mohawk Announces the Release of RISERLITE® CENTRAL Loose Tube Fiber Optic Cables

JOB POSTINGS

- Security Analyst, ITS - Network Services, University of Northern Iowa, Cedar Falls, IA
- Computer Consulting Center Support Specialist, Univ. of Northern Iowa, Cedar Falls, IA
- Support Services Coordinator/User Consultant, Univ. of Northern Iowa, Cedar Falls, IA
- Information Technology Specialist III, Longwood University, Farmville, VA
- Senior Systems Engineer, Tarleton State University, Stephenville, TX
- Manager of Server Support, Tarleton State University, Stephenville, TX
- The Programmer/Analyst III, Tarleton State University, Stephenville, TX
- Senior Database Program Manager, Tarleton State University, Stephenville, TX
- Senior Software Developer (Sr Systems Analyst), University of Texas at Austin, Austin, TX
- Director, Network and Telecommunication Services, Hamilton College, Clinton, NY
- Project Manager, Miami University, Oxford, OH
- Video Engineer, Miami University, Oxford, OH
- Support Desk Analyst, Miami University, Oxford, OH
- Communication Services Manager, University of California, Riverside, Riverside, CA
- Web Developer, Hill College, Hillsboro, TX
- Sr. Metrics Analyst, Duke University, Durham, NC
- Director of Networking and Telecommunications, University of Connecticut, Storrs, CT

RFIs/RFPs

- IT Tactical Plan RFQ, Amarillo College, Amarillo, TX
- Project Manager for ERP System Contract & Implementation RFP Yavapai College, Prescott, AZ
- Phone & Voice Mail System RFP, Harford Community College, Bel Air, MD

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Welcome New Members

Institutional Members

Concordia University Wisconsin, Mequon, WI. T2
 Richard Vandevrede, Dir. of Communication Systems 262/243-4471
 Greenfield Community College, Greenfield, MA. T2
 Scott Conti, Dir. of Information Technology 413/775-1363
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 Andy Farrier, Dir., Technology Services 361/582-2509
 Wayne State University, Detroit, MI. T5
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 West Chester University, West Chester, PA. T4
 Steven Laverty, Dir., Communications and Infrastructure Svcs. 610/436-2295

Corporate Affiliate Members

BRONZE MEMBERS

DiVitas Networks, Mountain View, CA <http://www.divitas.com>
 (650/625-1900)
 DiVitas offers the first Mobile Unified Communication solution to mobilize corporate voice and messaging applications (desk phone, contacts, IM, presence and push-to-talk) for business by unifying them onto a smart phone.

RTKL, Baltimore, MD <http://www.rtkl.com>
 Tony Whaley, Vice President, Special Systems Design Group (410/537-6153)
 RTKL provides system design for video, data, voice and MEP systems; utilizing cutting edge technology and one of the largest teams of consultants in the country, many sought after for training and presentations across multiple industry groups.

COPPER MEMBERS

MetaSwitch, Alameda, CA <http://www.metaswitch.com>
 Gordie Krell, Regional Sales Mgr. (510/217-2037)
 MetaSwitch delivers applications and switching solutions for both packet and circuit-switched networks. These include hosted IP communications services, in conjunction with a suite of products to support a full range of Class 4/5 soft-switch capabilities.

Omnilert, LLC, Leesburg, VA <http://www.e2Campus.com>
 Ara Bagdasarian, CEO (800/936-3525)
 e2Campus is the first and most widely used emergency notification system used by more than 400 schools. Endorsed by Security On Campus, e2Campus is a multi-modal system that delivers messages via SMS, voice calls, email, Web pages, digital signage, loudspeakers, and alert beacons.

Toner Cable Equipment, Inc., Horsham, PA <http://www.tonercable.com>
 Greg Winner, Sales Rep., (215/675-2053)
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