## University of Nebraska - Lincoln DigitalCommons@University of Nebraska - Lincoln

**ACUTA Newsletters** 

ACUTA: Association for College and University
Technology Advancement

2-2006

## ACUTA eNews February 2006, Vol.35, No. 2

Follow this and additional works at: http://digitalcommons.unl.edu/acutanews

Part of the <u>Higher Education Commons</u>, and the <u>Operations Research</u>, <u>Systems Engineering and Industrial Engineering Commons</u>

"ACUTA eNews February 2006, Vol.35, No. 2" (2006). ACUTA Newsletters. 109. http://digitalcommons.unl.edu/acutanews/109

This Article is brought to you for free and open access by the ACUTA: Association for College and University Technology Advancement at DigitalCommons@University of Nebraska - Lincoln. It has been accepted for inclusion in ACUTA Newsletters by an authorized administrator of DigitalCommons@University of Nebraska - Lincoln.



The Association for Communications Technology Professionals in Higher Education

# REVIS

February 2006

Vol. 35, No.2

Supporting higher education communications technology professionals in contributing to the achievement of the strategic mission of their institutions

## Nominate Now for 2006-07 Board of Directors

ACUTA's Nominating Committee has issued the call for nominations for ACUTA's Board of Directors. We are seeking nominations for the position 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 George Denbow of the University of Texas at Austin and Diane McNamara of Union College. Both George and Diane are eligible to run for a second term as Director-at-Large if they so choose.

Current President Pat Todus of Northwestern University becomes the Immediate Past President, and President-Elect Carmine Piscopo of Providence College becomes President for '06-'07.

Directors-at-Large who will serve the second year of their two-year terms are Randy Hayes of the University of Northern Iowa and Corinne Hoch of Columbia University. Riny Ledgerwood of San Diego State will serve the second year of her term as Secretary/Treasurer.

Nominations must be received by 5:00 p.m., EDT, March 24, 2006. Send all nominations to Tamara Closs, Asst. Vice President, Communications and System Infrastructure, Duke University, 334 Blackwell St., Ste. 1102, Durham NC 27701 or e-mail tammy.closs@duke.edu. Phone nominations will not be accepted.

## Institutional Excellence Award Deadline Is February 17

More details on page 6

Thanks to the sponsor of the February eNews



An advanced wireless network from NextG Networks will generate revenue, improve cellular coverage, enable new wireless services on campus by leveraging existing fiber.

Visit us at nextgnetworks.net

## In This Issue

- 1 Nominate Now for 2006-07 Board of Directors
- 2 From the President: Volunteer and Grow ....... Patricia Todus, Northwestern Univ., ACUTA President
- 2 Share Your Struggles?

- 6 Just for Fun: Predictions from the Past
- 6 Institutional Excellence Award Deadline
- 7 Thanks to Journal Advertisers for 2005
- 7 Board Report ...... Riny Ledgerwood, San Diego State Univ., ACUTA Sec./Treasurer
- 10 Welcome New Members
- 10 ACUTA Online Press Room



From the President Patricia H. Todus Northwestern University p-todus@northwestern.edu

## Volunteer and Grow

When I became President of ACUTA, I adopted as my theme "Managing Change in a Changing Environment." I'd like to challenge you to make 2006 your year of change-change that will help you gain confidence in your skills and abilities, grow professionally, and advance your career to a higher level of accomplishment and satisfaction. Is that a lofty expectation? Yes. But is it an achievable goal? Yes.

As technologists, we spend much of our time managing technology changes and the impact these changes have on our community and institutions. I wonder, though, how many of us focus that same energy on managing the changes to make ourselves and our careers more rewarding. For those of us who say, "I want to take a leadership role, but ... " or "I want to be an effective team member and bring a project to a successful conclusion, but...," the "but" usually means I am not sure I have the skill set to lead or be an effective team member or I have been told I need to acquire these skills.

What better way to learn new skills, in a nonthreatening environment, than to volunteer to be an active member in ACUTA? A quick review of the ACUTA website provides you with the committees and ACUTA activities that can provide this learning experience. The first step is to take the plunge and volunteer. The next steps follow based on the level of commitment you can make to the ACUTA organization. Even a small contribution will grow your skills and at the same time help the organization grow and continue to serve its members.

Attend the Spring Seminar in Providence, Rhode Island-another opportunity to learn from both the presentations and each other. ACUTA has long been viewed as an association that educates its members on technology. The association also provides its members with a forum for exchanging information and engages in the regulatory arena to voice its members' views. (By the way, none of this could be accomplished without the commitment of our volunteer members and the ACUTA staff.)

We all know change can be scary, but it can also be rewarding. Don't hesitate to take advantage of the opportunity to grow personally and participate, at a higher level, in an organization that can improve your technical, management, and interpersonal skills. It all begins with you volunteering. Review the ACUTA website, talk to members who are already active volunteers in ACUTA, and volunteer by e-mailing me the area in which you are most interested. Make this the year you use change to improve yourself and become more valuable to your institution.

## Share Your Struggles?

As many campuses are considering VoIP, network upgrades, and new technologies, they look to the ACUTA Journal for advice from other ACUTA members. Of course, those articles almost all have happy endings—we like to talk about our successes!

A member has specifically asked if we could do a story that revealed some of the struggles, not to focus on failures, but to present the pitfalls that appear on the road to convergence so that those who are just planning their journey may avoid them.

As you have implemented or deployed new technologies or travelled the rocky road to VoIP, do you have a story you're willing to share? We'd like to offer some "lessons learned" from those who have been there and found (and, hopefully, overcome) some obstacles. What happened when things didn't work the way they were supposed to? Did suppliers not meet commitments? Did products not live up to expectations? Were users unhappy? How did you resolve those difficult issues? Would you do it again, but differently, if you could?

Share your struggles-anonymously, if you prefer. Others just want to know what might be right around the next corner; so if you've been there, please tell us what you saw! Put a few words in an e-mail (pscott@acuta.org) and I'll get back to you for "the rest of the story."

# Text Message Marketing Encounters the Law

William B. Baker Wiley Rein & Fielding Text messaging is all the rage these days. Especially popular among the under-30 generation, messaging by words on a cell phone screen—Short Message Service or "SMS"—has emerged as a major mode of communication.

Not surprisingly, marketers now recognize that SMS can be a quite useful promotional medium. In recent years, a number of businesses have launched text message marketing services. Specifically, these businesses may contract to provide text message marketing services on behalf of websites that cater to younger demographics, such as those of radio stations that use formats aimed at young adults and teenagers.

The market today features numerous examples of text message promotions, contests and other campaigns, many of which allow a user to participate via text message. Often, such messages are assessed a surcharge, typically less than one dollar. And, of course, scammers (always among the quickest adopters of new technologies) have followed as well, with examples of stock-touting scams already reported.

#### SMS and the Law

Because text messaging is relatively new, few laws refer to that technology expressly. But one should not assume that no laws apply. Indeed, text message marketing is potentially subject to a wide range of federal laws, including:

- The CAN-SPAM Act, which forbids sending unsolicited commercial e-mails to mobile devices without the express prior authorization of the recipient.
- The Do-Not-Call Implementation Act, which prohibits interstate telemarketing calls to wireline and wireless numbers on the National Do-Not-Call Registry (with exemptions for certain industries not relevant here) and the Federal Trade Commission's (FTC's) Telemarketing Sales Rule (TSR), 16 C.F.R. Part 310, which imposes other regulations on telemarketing.
- The Telephone Consumer Protection Act of 1991 (TCPA) and Federal Communications Commission regulations, which apply the National Do-Not-Call Registry to in-state calls, prohibiting the use of automatic dialing machines to call mobile devices.
- The Telephone Fraud and Abuse Act and implementing regulations adopted by the FTC, which apply to telemarketing practices.
- The Federal Trade Commission Act, which generally prohibits unfair or deceptive trade practices.
- The Children's Online Privacy Protection Act of 1998, which generally restricts the collection and use of personal information, including online contact information, from children under the age of 13 in the absence of verifiable parental consent.

Beyond federal statutes and regulations, state laws may limit text messaging in marketing and promotional campaigns. States have adopted telemarketing laws, anti-spam laws and consumer protection laws, and recently, some states have enacted Instant Message spam laws known as "anti-spim."

#### Arizona Litigation

A recent court decision in Arizona illustrates the scope of these federal laws. *Joffe v. Acacia Mortgage Corporation*, 2005 Ariz. App. Lexis 124 (Ct. App., Sept. 20, 2005). Rodney Joffe sued Acacia for sending unsolicited text messages to Mr. Joffe's cellular telephone offering mortgage refinancing. Acacia appealed a trial court ruling that it had violated the Telephone Consumer Protection Act by using an automatic dialing system to make a call to a cellular telephone in violation of 47 U.S.C. § 227(b)(1)(A)(iii). The Arizona Court of Appeals affirmed, rejecting Acacia's position that what it really had sent was merely an email.

What Acacia had done was compose and send what looked like an email to a cell phone address—an "Internet-to-phone" message. Acacia's computers generated Mr. Joffe's 10-digit cellular telephone number and his carrier's domain name, thus sending the solicitation to the email address 602XXX-XXXX@att.net. The cellular carrier automatically converted the content of the "e-mail" into SMS format readable on Mr. Joffe's cell phone and delivered the message.

continued on page 4

## Text Message Marketing...

Continued from page 3

Mr. Joffe's complaint charged that Acacia thereby had violated the TCPA's prohibition against using "any automatic dialing system" to make "any call" to "any telephone number assigned to a . . . cellular telephone service." Acacia argued, first, that such messages were not "calls" under the TCPA, second, that the TCPA prohibition does not apply to its e-mails and third, that the subsequent enactment of the CAN-SPAM Act—which directed the FCC to limit unsolicited marketing messages to wireless devices—demonstrated that the TCPA did not apply to its messages.

### The Laws Apply

As to the first contention, Acacia argued that the TCPA prohibition applies only to ordinary telephone calls that give rise to a two-way voice communication. The appellate court disagreed, finding that the plain language meaning of "any call" included any attempt to communicate by telephone, whether one-way or two-way, voice or text.

Second, Acacia argued that it had not made a telephone call but simply sent an email. The court again disagreed, holding that Acacia had used the carrier's SMS service to deliver promotional text messages to Mr. Joffe by telephone. The court concluded that even though the defendant had "used an attenuated method to dial a cellular telephone number, it nevertheless did so."

Finally, Acacia argued that the CAN-SPAM Act, enacted and implemented two years after Acacia sent its message to Mr. Joffe, demonstrates that Congress intended the CAN-SPAM Act, and not the TCPA, to apply to these messages. Acacia relied on a provision of the CAN-SPAM Act directing the FCC to issue rules protecting consumers from unwanted commercial messages to mobile devices. The court, however, held otherwise, concluding that Congress intended for the CAN-SPAM Act and the TCPA to have dual applicability. As a result, the court allowed the lawsuit to proceed.

The Arizona court decision is significant, because it demonstrates that new services must always be mindful of exposure under existing laws. In the case of text message marketing, numerous federal and state laws can apply to the delivery mechanism, the content and even potentially the pricing of such services. While text message marketing, if done wisely, can build customer relationships and potentially enhance both consumer satisfaction and business profit, websites considering entering into text message marketing agreements should recognize these risks and take them into account in their contracts.

About the Author: William B. Baker, a partner in Wiley Rein & Fielding's Privacy and Communications practices, advises a broad range of U.S. clients on domestic and international privacy and security law, with particular emphasis on online privacy, email, telemarketing and consumer marketing and telecommunications and wireless law. He can be reached at 202.719.7255 or wbaker@wrf.com.

© 2005 Wiley Rein & Fielding LLP. Reprinted with permission, *Privacy in Focus*® *October* 2005 ed. This is a publication of Wiley Rein & Fielding LLP providing general news about recent legal developments and should not be construed as providing legal advice or legal opinions. You should consult an attorney for any specific legal questions.

## 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, both often contain valuable information. Below are links to selected documents of interest.

• FTC 12/05 Report to Congress on CAN-SPAM Act:

http://www.ftc.gov/reports/canspam05/051220canspamrpt.pdf

• Engineering Outsourcing Debate:

http://memp.pratt.duke.edu/outsourcing/

• Bottom of the Pay Scale: How H-1B Visas Impacts Entry Level Jobs:

http://www.cis.org/articles/2005/back1305.pdf

• "Trends in the International Telecommunications Industry" FCC Report

http://ftp.fcc.gov/ib/sand/mniab/traffic/files/ITRND01.pdf



## Short Takes: Interconnects and That Pesky Skype

Kevin Tanzillo Dux PR kevin@duxpr.com February already. Winter is just moving right along. Hopefully, where you are it has been a mild one. We don't want those heating bills taking money away from networking budgets.

For this shortest of months, we want to take a brief look at a trio of technologies that all aim to pump up the network interconnect fabric, and then quickly revisit the topic of Skype, which we talked about last month in this space.

The tech trio to which we refer consists of Infiniband, EtherFabric, and iWarp. We've written about Infiniband before, way back in mid-2003, and the others are newer entrants into the arena of more efficient server performance. Common to all is their function of transferring the task of maintaining network connections from the server's CPU (central processing unit), so that servers can operate as fast as possible to keep up with the bandwidth available on Ethernet networks of gigabit scale and beyond.

InfiniBand uses a host channel adapter at the server and target channel adapters in other servers or storage devices. Their direct connections allow efficient management techniques to be built in. It is the veteran technology of the three, and is finding acceptance thanks to its low power requirements.

EtherFabric uses a special network interface card and software, leveraging a network's current Ethernet switch infrastructure. It enables each application on the server to directly access memory on the card, easing the burden on the CPU.

iWarp, or Internet Warp, pumps up the speed of networked devices by reducing the overhead of Ethernet, combining the processing and routing functions on a single chip. Its essential idea is to allow a computer at one end of a connection to write data directly to the memory of another computer, without any intervention. iWarp is a couple of years away from general availability, but it's worth watching.

That was a quick explanation, wasn't it?

Regular readers with decent memories may recall we covered Skype, the free Internet phone service, last month. We pretty much ranked it as the network equivalent of an Adam Sandler movie—unwanted and distasteful, but basically harmless. We have since heard, though, from Candace Holman at Harvard, who raised some good points. Points, she said, that had been discussed online before she dropped us a note.

"You didn't mention a particularly insidious security problem with Skype," she said. "It is an outside resource with no service level agreement. Last year, a security vulnerability was released via e-mail that told Skype users to download a new version. But it was a Trojan virus.

"As part of an IT support group for a campus community, how can you prepare your user community to ignore e-mails that appear to originate from a company that you have endorsed?" Her answer is, "Don't endorse outside companies that don't offer a service level agreement, or at least a way to directly package software for your user community."

She also felt we minimized the risk that Skype presents of computer takeover in instances where a node maintains a long-term presence using the same public IP address. As she noted, "Using a long-term public IP address is extremely common in academia, hence Skype supernode election of a workstation represents a much greater risk to ACUTA members and their user groups."

Good points, and we appreciate Candace and her online discussion friends passing them along.

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.

## Predictions from the Past

Back in June, 1988, ACUTA had just announced the establishment of a headquarters in Lexington and hired the first staff. That month, *ACUTA News* volunteer editor Ruth Michalecki included in her "Party Line" column some predictions from a presentation by GTE at the USTA Supercomm conference. The presentation was titled "2001, Imagine the Possibilities." Here's what they thought might happen 13 years later:

- Cashless shopping will be the thing, with encoded plastic smart cards providing instant fund transfers as purchases are made.
- New homes will have all-in-one packages containing AC wiring, telephone lines, fiber optics, infrared remote controls. Telephone network will be the backbone for a vast array of digital services.
- More than 75% of all computers will communicate via the public switched network.
- Automobiles will be smaller, lighter, sleeker, more fuel efficient and built to last 20 years.
  They will have sonar reversing aids, radar autocruise devices, in-dash video map systems,
  and holographic projections of instrument readouts. There will be only 5 major automobile
  manufacturers in the world, centered in the U.S., Korea, and Latin America.
- Shortage of young workers will trigger higher wages, more part-time workers, and bonuses paid to retirees to continue working past retirement.
- Automation will eliminate 50 million jobs in offices, factories, and retail stores, but more jobs will be created in communications, electronics, robotics, consulting, and service industries.

Some of the names from that issue are still a part of ACUTA today—a fact we are very proud of. Recognize these folks? Pat Paul (Nelson), Cornell; Jim Dronsfield, Duke; Kia Malott, Southern Illinois Univ. (Kia was ACUTA president that year); Steve Harward, Univ. of North Carolina, Chapel Hill; and Geoff Tritsch, Acentech/Compass Consulting.

## ACUTA Quick Search



Aaron Fuehrer ACUTA Information Technology Manager afuehrer@acuta.org

Looking for information on CALEA? Trying to remember contact information for an ACUTA colleague? This and more can be found easily by using the quick search box at the top of every Web page on the ACUTA site. Just enter a search phrase and search All of ACUTA, or a specific subgroup such as the publications or discussion forums. If the results are still not what you are looking for, click on the "Advanced Search Tool" link at the bottom of the search results page.

Should you come across information that is for members only and you don't already have an ACUTA Web account, you can create one by clicking on the "Request Account" link located on any page that requests an e-mail address and password. You can also access <a href="http://www.acuta.org/myacuta">http://www.acuta.org/myacuta</a> to see if you have an account already created or to have a forgotten password sent to you.

If you have questions please feel free to contact me at afuehrer@acuta.org.

## Institutional Excellence Award Deadline Is February 17

Has your campus undertaken a project that you feel exemplifies excellence in communications technology and deserves special recognition? If so, you should enter the competition for the ACUTA Award for Institutional Excellence in Communications Technology.

Winners receive a beautiful crystal award and 2 complimentary registrations for an ACUTA Annual Conference. Details and an application form are available at www.acuta.org. ACUTA thanks PAETEC Communications for sponsoring this award.

## Thanks to Journal Advertisers for 2005

ACUTA thanks the following companies for advertising in our 2005 Journals. As you choose the companies with which you will do business, we hope you will remember these ACUTA supporters.

## \*\*\*\* All 4 Issues \*\*\*\*

1Call, A Division of AMTELCO
Allot Communications
Compco, Inc.
Dees Communications, Ltd.
Graybar
MiCTA
NEC Unified Solutions, Inc.
System Development Co of New
Hampshire Inc.
Telecom Technology Resellers LLC

### \*\* 3 Issues \*\*

Fluke Networks Panduit Corporation

#### \*\* 2 Issues \*\*

Ericsson Network Engines

## \* 1 Issue \*

## Board Report January

Riny Ledgerwood San Diego State Univ. Secretary/Treasurer rledgerw@mail.sdsu.edu ACUTA Officers met in Palm Springs on January 7.

The 2005 financial audit went well. The Board voted and approved both the change in money managers to Pacific Income Advisors and the \$130,000 transfer into a 3-month CD investment.

The Annual Conference Survey was sent to 2,658 members. A second survey followed on January 10 and two focus groups were also conducted as part of the overall survey. Final results are yet to be determined.

The Board is exploring the opportunities for ACUTA to collaborate with AHECTA and INNUA and is still working to finalize the proposed MICTA Agreement. The Officers conducted a brainstorming session regarding outreach to a more diverse group of unified communications professionals, including network engineers, security and messaging specialists, and voice, data and video communications professionals.

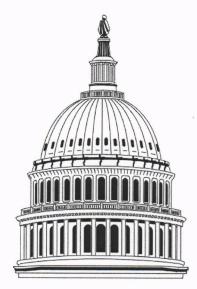
Respectfully submitted,

Riny Ledgerwood

Invite a Colleague to the Annual Conference in San Diego As technologies converge, we see job descriptions changing and an increase in interaction among departments on campus. Those who provide voice, data, and video services now work more closely than ever with security, physical plant, and faculty to accomplish the mission of the university.

ACUTA's Annual Conference offers sessions that make important connections between diverse departments, giving you and your colleagues a head start in the planning process for new undertakings as well as a different perspective on ongoing projects. Attend sessions together and learn how others are approaching similar tasks. Ask more meaningful questions that arise from the viewpoint of others from your own campus who will be involved.

ACUTA encourages you to plan now to attend the 35th Annual Conference in San Diego, California, July 23-27, and bring a colleague. We *guarantee* you'll be glad you came! Watch the Web for more details: http://:www.acuta.org.



## D C Update

Whitney Johnson Northern Michigan University (Retired) wjohnson@nmu.edu

#### Cell-phone Service

In 2005 Consumer Reports surveyed 50,000 cell-phone users in 18 metropolitan areas about the use of cell phones and the problems users have had. They published the results of the survey in their January 2006 issue.

Of those surveyed, 47% indicated that they were completely or very satisfied with the service they have been receiving from the provider of their cell phones, and 31% indicated that they were seriously considering changing providers. Of the users that had changed providers in the last 3 years, 54% indicated that the main reason for the change was poor service; 36% of them changed because they were able to get a better price from a new provider.

Verizon Wireless and T-Mobile USA, Inc., got the top marks in the survey, with Verizon Wireless finishing tops in 17 markets (it was tied with T-Mobile in one of the markets) and T-Mobile placed second in 11 cities. The survey was conducted before the merger of Sprint PCS and Nextel Communications was completed, and from the numbers listed Sprint seemed to be third with Cingular Wireless fourth and Nextel fifth.

#### Voicemail Scams Continue

Open voice mailboxes of long-departed employees can be used to make expensive long distance calls to faraway lands if your PBX is set to allow trunk-to-trunk transferring, according to *The Telecom Manager's Voice Report* (VR 12/12/05).

"Despite the best efforts of carriers, police, and telecom managers at enterprises, telecom fraud isn't easing up," says *Voice Report*. "Worldwide, it's blamed for losses between \$35 billion and \$45 billion in 2003, up from the \$12 billion in losses estimated in 1999, reports the Communications Fraud Control Association, based on surveys of carriers. And CFA Executive Director Frances Feld believes those numbers will be higher when her organization soon totals the responses from its most recent survey."

Voice Report interviewed Mark Zmigrodski, associate manager of AT&T Network Fraud Investigations, who verified that many of the scams being used today have been around for years. He also indicated that "the type of bilking that continues to be the biggest menace to enterprises is voicemail fraud." Many of these fraudulent schemes are beginning in the Philippines. "The scammers, who are frequently using a U. S. company to pay for calls to the Middle East, have checked out several extensions in search of one that is unattended and for which the password is easy to guess. They change the voicemail's greeting to simply repeat, over and over, 'Yes...yes...yes.'" (VR 12/12/05)

Be aware; this kind of scam could sneak into your campus telecom system.

#### IRS Excise Tax Issue

As reported in *Telecommunications Reports* (TR 12/15/05), about 20 telecom carriers and interested groups wrote, signed, and sent a letter to the U. S. Treasury Secretary asking him to stop the IRS from collecting the communications excise tax in the wake of several federal court decisions against the surcharge. The IRS has lost six cases in the appeals courts so far, and more are likely on the way. They won one case, but a higher court ended up reversing the lower court's decision.

In October the IRS issued a federal notice that they would continue to litigate the issue and continue assessing and collecting the tax. The excise tax may still apply to some kinds of phone calls, but the area that is of most concern related to calls using Internet Protocol,

VoIP, wireless, and possibly some longdistance service. (TR 12/15/05)

These actions with the IRS will be interesting to watch. ACUTA members need to see how much they are paying to the carrier to pay to the IRS for the service that is under court order and see how much money they can get back.

## For More In-Depth Coverage of Legislative & Regulatory Issues:

ACUTA members may read about the latest developments in telecommunicationsand Internet-related issues in the most recent **Legislative and Regulatory Update**, an electronic newsletter prepared monthly by Wiley Rein & Fielding. Access this newsletter at <a href="http://www.acuta.org/relation/DownloadFile.cfm?docNum=309">http://www.acuta.org/relation/DownloadFile.cfm?docNum=309</a> DC Update... continued from page 6

Another hearing in late December at the D. C. Appeals Court also denied the right of the IRS to collect a 3% surcharge on long-distance telephone charges that vary by time and not by distance. One judge stated for the court that telecom service changes made over the last 40 years have placed limits on what falls under the surcharge. (TR 1/1/06)

### Staff Shortfall Hurts USF Auditing

The FCC Office of Inspector General (OIG) has indicated in a semiannual report that the agency is still concerned about fraud, waste, and abuse in Universal Service Fund programs and that it continues to investigate these matters. The report indicates that a lack of personnel is a major problem in efforts to probe deeply into these problems.

Former FCC Chairman Michael Powell had promised two extra staff members and the possible transfer of an employee from another FCC agency but these staff additions have not happened since Chairman Martin took over as Chair of the FCC. (TR 1/1/06)

### Wireline Service Quality

The annual service quality report for 2005 that was released by the FCC Indicated that most of the types of service provided by the carriers serving wireline customers were improvements over the previous year. Some of the improvements listed were: the percentage of switches with outages dropped by 16.1%, the average number of complaints per million lines dropped by 8.1%, lengths of installation intervals dropped by 7.3%, installation dissatisfaction dropped by 5.4%, and trouble reports per 1,000 lines dropped by 2%. The report also noted that repair time intervals rose by 4.2%.

It is also interesting that there were "statistically significant" differences in the report between the information that came from large and small carriers. Bell companies, as well as Sprint Nextel Corp., had significantly fewer trouble reports and took less time to complete residential installations. The smaller carriers responded more rapidly to out-of-service calls.

SBC Communications, Inc., had the lowest number of the complaints issued, and Verizon Communications, Inc., had the most. Complaints on trouble reports indicated that Qwest Communications had the lowest number and Bell South Telecommunications, Inc., had the most. On residential installation and repair, Qwest customers were the most satisfied, and SBC and Verizon, respectively, were the least. (TR 12/15/05)

#### Cell-phone Use While Driving

A new survey by the National Highway Traffic Safety Administration (NHTSA) indicates that about 1 in 10 drivers at any given daylight moment is using a mobile phone. This is an increase over the 8% reported in the 2004 survey. In addition, the survey indicated "overall, 6% of drivers use handheld phones in 2005, compared with 5% in the survey last year. Female drivers who are 16 to 24 years old along with suburban drivers were found to use the phones more often while driving. NHTSA pointed out that three states—New York, New Jersey, and Connecticut—do not allow the use of handheld mobile phones while driving. Some cities and localities—including Washington D.C.—also do not allow the use of handheld phones while driving. (TR 1/1/06)

#### Broadband-over-Power Lines (BPL)

Current Communications Group LLC is increasing its BPL plans with an agreement to build and operate a BPL system on TXU Electric Delivery's power distribution network in Texas, as announced on 12/19/05. This new system, which provides automatic meter reading and other Smart Grid capabilities to TXU Electric Delivery (an electric transmission and distribution subsidy of TXU Corp.), will offer residential and business broadband Internet access, voice, and video service to residential and business customers beginning in 2006. It is expected that customers of this system will have BPL on the TXU network at over 2 million homes within a couple years. (TR 1/1/06)

BPL continues to be interesting to watch since there are laws under consideration both in Congress and in some states that may have a serious impact on municipal services such as BPL.

## ACUTA NEWS, Vol. 35, No. 2

#### **BOARD OF DIRECTORS**

#### **COMMITTEE CHAIRS**

Leg./Reg	Dave Ostrom, Washington State Univ.
Membership	Buck Buchanan, Florida State Univ.
Prog./Educ Mat	t Arthur, Washington Univ. in St. Louis
Publications	Walt Magnussen, Texas A & M Univ.
Vendor Liaison	Sandy Roberts, Wellesley College

#### STAFF

Executive Director	. Jeri A. Semer, CAE
Business Manager	Margaret Riley
Communications Manager	Pat Scott
Information Technology Manager	Aaron Fuehrer
Manager, Professional Development	Donna Hall
Manager, Corp. Relations & Marketing	Amy Burton
Meetings Manager	. Lisa Thornton, CMP
Membership Development Manager	Kellie Bowman

The opinions expressed in this publication are those of the writers and are not necessarily the opinions of their institution or company. ACUTA as an association does not express an opinion or endorse products or services. ACUTA eNews is published electronically 12 times per year by ACUTA, The Association for Communications Technology Professionals in Higher Education, a nonprofit association. Send material for ACUTA eNews to Pat Scott, ACUTA, 152 W. Zandale Dr., Ste. 200, Lexington, KY 40503-2486; ph. 859/278-3338; fax 859/278-3268; e-mail pscott@acuta.org. Copyright ©2006 ACUTA

## Welcome New Members

### Institutional Members

Brazosport College, Lake Jackson, TX. T2
Ron Parker, Dir. of Info Tech; 979/230-3266 ......ron.parker@brazosport.edu

## Corporate Affiliate Members

#### COPPER MEMBER

Arup is a global firm of designers, engineers, planners and business consultants. Known for our innovative and fully-integrated approach, we are the creative force behind many of the world's most innovative and sustainable designs.

Ascendent Systems is the premier provider of enterprise voice mobility solutions that provide single-number reachability, real-time notification and conferencing, and voice continuity. These solutions allow users to automatically extend the identity and functionality of their business desk phone to any other device.

## **ACUTA Online Press Room**

The following press releases have been posted to the ACUTA website since the December eNews. We encourage you to visit the ACUTA website frequently for the latest information from a variety of sources, including our corporate affiliates.

- PAETEC Launches iPATH, a Nationwide Suite of VoIP Services for Businesses
- Leviton Introduces FastCAM™ Factory-Polished, Field-Installable Fiber Connectors
- General Cable Rolls Out Two New Options for 10 Gigabit Networks, GenSPEED® 7000 S/STP and GenSPEED® 6500 STP
- General Cable Introduces GenSPEED® 6000 Category 6 Cable Designed for Outside Plant Applications
- General Cable Launches DS-3 and DS-4 75 Ohm Cross Connect Cable for Central Office Applications

## **ACUTA Events Calendar**

Spring Seminars April 2-5, 2006 Providence, RI

- VoIP & Its Applications
- Network Survivability

Annual Conference July 23-27, 2006 San Diego, CA

Fall Seminars Oct. 22-25, 2006 Portland, OR

- New & Evolving Technologies
  - Chargeback & Cost Models

Winter Seminars
January 21-24, 2007
Austin, TX
(Topics TBA)

**atisfaction Guaranteed:** ACUTA stands behind the quality of its seminars and conferences. If you do not believe your time and money were well invested, ACUTA will refund your registration fee. Just write to us within one week following the end of the event.