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From the President
Margie Milone
Kent State University

“ACUTA in ACTION” may be a good title for the list we’re compiling of projects and number of hours our members volunteer for community services. I was so excited to get the first response to my request for this data. (Maybe I should exploit that spirit of competition among institutions to stimulate more responses! Come on! Who’ll be next?)

We have just three questions:
(1) How many volunteer hours are provided by ACUTA members and/or their department co-workers?
(2) Does your institution actively promote community service?
(3) Does your institution have a community service requirement in the curriculum?

Please e-mail your response to mmilone@kent.edu or fax to 330-672-7904 to enable ACUTA to measure its members’ commitment to fulfilling our mission statement goal as well as supporting the Summit 2000 Alliance for Youth national referendum. If you prefer, no names are needed—just estimate the number of hours in question 1 and answer questions 2 and 3. But please do it today!

On another note, my local newspaper recently ran an article entitled “Co-Workers Can Make or Break...”

CICs Go to 4 Digits June 30

Harry Kyle, Oklahoma State Univ.
ACUTA Legis./Regulatory Affairs Committee
The Federal Communications Commission in the matter of Carrier Identification Codes (CICs) released CC Docket No. 92-237 on October 22, 1997. Originally the carrier access code (CAC) was a five-digit code (10XXX) which incorporated the unique three-digit carrier identification code (XXX). Since the three-digit CICs were exhausted, a requirement for four-digit CICs and seven-digit CACs was put in place as of January 1, 1998.

However, in this follow-up ruling the FCC identified a two-step transition procedure. By January 1, 1998, the end of the first phase, all LECs that provide equal access must have completed switch changes to recognize four-digit CICs. The second phase, which ends on June 30, 1998, is intended to allow interexchange carriers (IXCs) time to prepare their networks for, and educate their customers about, the replacement of three-digit CICs by four-digit CICs. After that date, only four-digit CICs and seven-digit CACs will be recognized.

The FCC further in this ruling did not allow any grandfathering in the use of three-digit CICs and five-digit CACs past the end of the transition period. After June 30, 1998 ALL CICs will be four-digits in length. (101-XXXX)

If you have any questions in regard to this Docket, please contact the ACUTA Legislative/Regulatory Affairs Committee via its staff liaison Jeri Semer at the ACUTA office, at 606-278-3338 or jsemer@acuta.org.

Winners Announced in Second Annual Student Papers Competition

Congratulations to the winners of the second annual ACUTA Student Papers Competition. The three winners will each receive an all-expense paid trip to San Diego for the ACUTA Conference in July, a plaque or trophy, and cash prizes of $1,000, $500, or $250.

We commend all those who entered this year’s competition and encourage any student of telecommunications to enter next year’s contest. Winning papers are posted on ACUTA’s Web site and will be included in the conference handouts.

Information about the competition, which is sponsored by Telesoft, will be mailed to campuses in January. For more details, contact Pat Scott, ACUTA Communications Manager, at pscott@acuta.org or phone 606/278-3338.
Q

Do you have a question? Would you like to provide an answer? Questions related to campus telecommunications are invited. Answers will be provided by volunteers with expertise in a variety of technologies. (Please note that advice given in this column is the opinion of the author. ACUTA neither recommends nor endorses any company's products or services.) Send questions to Pat Scott at ACUTA, or phone 606/278-3338. E-mail pscott@acuta.org.

Q. We are considering a “gut renovation” of an existing dorm, and are looking for ideas as to what would be a wise approach to making provision for technology in the dorm: ie, network, extended classroom, CATV, voice. (Clifford McIrvin, Central College of McPherson)

A. Your question concerning dormitory cabling infrastructure is prudent. Expensive recabling can be avoided with the right design and component selection. We recommend:

1) Multimode and/or single mode fiber for building and campus backbone, with some excess left dark. Compatibility with the installed base will help determine whether single or multimode.
2) Copper for horizontal cabling to rooms and selected common areas. Consider each pillow and area as a self contained “work station.” Cable each the same.
3) Use four pair UTP CAT 3 for voice, coax for video.
4) Specify better than CAT 5 cable for data capability to Gigabit Ethernet. There are several options including enhanced CAT 5 and Anixter Level 6 or 7. These are similar but not identical.
5) Do not split pairs. Use one cable for voice and one for data, per above.
6) Avoid cables with mixed pair insulations. Specify “4x0” UTP cable in which all four pairs are insulated with FEP insulation (fluorinated ethylene propylene, also known by the Dupont trade name Teflon).
7) Require field testing, certification, and documentation.
8) Investigate the fine print of performance guarantees. Under what conditions does the guarantee become void? Is replacement labor included?

Thanks for this month’s Q&A to Frank Peri of Communications Design Corp. in Kennedyville, MD. Reach Frank at 410/348-2110.

Do You Have a Story?

The ACUTA Journal is constantly searching for articles that will keep members informed about new technologies, applications, management issues, successful strategies, and whatever else will help you be more effective. The Publications Committee especially encourages campuses to contribute case studies so that others can see what has worked for someone else.

Are you doing something unique on your campus? Why not share that via an article in the journal? Editorial assistance is available. Just call Pat Scott at 606/278-3338 ext. 21 or e-mail pscott@acuta.org. We need you!
President's Message
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Job.” The main point was that on-the-job performance and personal fulfillment could be negatively impacted by co-workers who spread rumors and gossip, were unfairly critical and often rude, were habitually negative and defensive, and were in other ways petty and annoying.

It struck me that these problems arose from things being said, not things being done. Why is it easier to ask someone to lower the volume on the radio than to lower the volume on rumors or gossip—or turn it off completely? Judo is wrestling in which the strength and weight of the opponent are used against him; what verbal judo can we use on the rude or critical? How can we positively phrase communications in a non-defensive way to negative, defensive people? (Not “Why did you do that?” but “Could you explain the method so I will better understand it?”) Why do we react with laughter and humor to a likeable co-worker’s particular verbal habits and style, but react with a scowl and dismay to the eccentricities of a less-likeable co-worker? And who among us is never guilty of any of these?

My staff teases me about one of my favorite sayings: “Never give your good day up to anyone except at gun point.” Easier said than done, but controlling our reactions to people around us is the #1 way to improve relationships. Put simply, we are able to change our reaction faster and more easily than we can change another person.

FYI: Digital Decay

Not even digital information lasts forever, according to a senior computer scientist at RAND Corp, recently cited in Edupage. Under less-than-optimal conditions, digital tapes and disks, including CD-ROMs, can deteriorate in as little as five to ten years. Decay happens gradually and isn’t evident until it’s too late.

UNM Admissions Goes Online

Contributed by Anne Apicella
University of New Mexico

Since the debut of online admissions at the University of New Mexico last October, more than 1000 individuals have applied using the Web.

The online admissions form (http://www.unm.edu/~apply/apply.htm) is the product of a joint project between the Office of Admissions and Computer and Information Resources and Technology (CIRT). Jan Diewald, CIRT staff, said the project group used the Oracle Designer/2000 product to develop the application. Designer/2000 is a group of tools which aid the developer in the analysis, design, and generation of Web pages to collect information for the Student Information System.

RON defines incoming data

Of great importance is the Repository Object Navigator (RON), a part of Oracle Designer/2000 that takes the information collected from prospective students, and defines the data according to Admissions’ needs including, for example, the equivalent of almost eight paper pages that is required to determine residency status.

Diewald said this is CIRT’s first production project completed with the new tools, which ultimately helped reduce the amount of detail code required. Some 18,000 lines of code were generated by Oracle Designer 2000—almost 80 percent of what would be needed. That is “a huge amount of code that we didn’t have to sit down and program,” she said.

After the Admissions staff defined its data requirements, the database in which to store the information was generated. The Web pages are a combination of programming languages, including Java scripts, PL-SQL, and HTML. PL-SQL is the code used to store the information in the student information system.

Interactive Application

It takes prospective students about 30 minutes to complete the interactive form. As the information is entered by the application, embedded editing code—using Java script—tells the prospective student if incomplete information is submitted and that he or she cannot proceed further without supplying that information.

Applicants can later use I-TEL-UNM WEBLINK (http://itel.unm.edu) to check on their admission status. Once they have completed the required new student orientation and have a CIRT compute account, they can gain access to other parts of that site for other student business, including registering for classes.

In the Future

When the online admissions project is fully completed, automatic e-mail will be sent to the prospective student confirming receipt of the application information. Currently, when Admissions receives notification of a pending application, UNM still sends a paper copy of a letter to the student letting them know of anything else, such as fees or transcripts, the university needs before making a decision.

Aid to Increase Enrollment

The project was a priority as it related to UNM’s goal to increase enrollment—another way to offer an opportunity to apply and to attract students.

“We got a huge response,” says Gary Kuykendall, Associate Director at the Admissions Office. “It was a very hidden link when it went live at noon. We had a pilot project set for the next day…but by 5 p.m. the first day, we had four applications from outside New Mexico.”

After two earlier attempts at an online admissions application failed, the Oracle-based interactive version is considered a success.
Enthusiasm is running high for the 27th ACUTA Annual Conference in San Diego. Advance registrations are well ahead of previous years, proving that the Program Committee has outdone itself in planning an outstanding program. “Charting the Future—Sailing New Waters” is the theme, and the program takes a forward look at the technologies, regulatory issues, business scenarios, and human resource issues that will be influencing the future of telecom in higher education.

In addition to informative and entertaining General Sessions, we have planned over 55 breakout sessions in which more than 105 presenters will share their expertise. As always, less-structured networking time will be available. We’ve made some changes this year we hope you will enjoy:

- Once again, we are offering the Senior Leadership Forum—a two-day “conference within a conference” targeted to senior campus administrators. This year’s Forum, “Navigating the Future: Supporting Emerging Technologies,” will focus on emerging technologies and the financial and human resource issues surrounding technology implementation. The full program and registration information are available at www.acuta.org/html/sf98.html.
- User Group meetings are spread throughout the Conference starting Sunday.
- “Lunch by Location” on Tuesday will provide an opportunity to exchange information and strengthen networks with members from your geographic area.

Pluses
Setup time is lightning-fast (compared to DID trunks) and the sound quality is excellent. A major advantage is the bidirectional (DID/DOD) capability, which might enable you to reduce the total number of trunks. Assuming your switch can dynamically allocate the trunks for inbound/outbound and you have a traffic measurement system, you can see very clearly the inbound and outbound traffic flows. You absolutely must have at least one backup D-channel per trunk group in case you lose your primary D-channel. Insist that the LEC bring the service in on fiber if at all possible. The reliability has been excellent. We have redundant fiber feeds to separate COs to minimize the possibility of totally losing access to the rest of the world and them to us.

Minuses
We had to change our NXX. The wounds have almost healed. If you are smarter (or luckier), you may not have to do this. Sometimes I felt like we would never finish the planning meetings, but it did pay off in a smooth cut.

You will probably need to add CSUs, hardware, and software to your switch to accommodate the PRIs. Since we changed to a new style NXX, some switches were unable to connect to us for a while. Even some of the LEC switches had problems. It was two or three glorious weeks of answering the same question 15,817 times (or close to that). PRIs can be pricey, but speed costs money.

Advice
Plan. Test. If you have to change your NXX, publicize. Plan. Test. Get some baseline traffic measurements before you cut for comparison purposes later. Plan. Test. Keep some analog trunks in the very unlikely case of a massive power failure at the CO. Check into term agree-ments, but leave yourself an out if local competition is on the horizon. Don’t be the first PRI installation for your PBX vendor (thankfully we weren’t). Don’t be the LEC’s first PRI customer. Watch your system very carefully the first few weeks to make sure the inbound/outbound calls are being set up properly and you don’t have too many channels dedicated either way.

Conclusion: It’s worth it. Plan. Test.
Slamming

Several Senators are unhappy with the way the FCC has been dealing with slammers. In fact, the General Accounting Office created a fake long distance company and filed a “bogus” tariff with the FCC using false contract information, sent a blank computer disk which should have contained required information, and did not pay the required filing fee. Even under these conditions “the FCC allowed the filing to take effect without any investigation or verification...” (Telecommunications Reports 4/27)

FCC Chairman Kennard indicated that they had imposed a fine of more than $5.5 million on one company for repeated slamming charges and barred the long distance carriers associated with the company from providing interstate common carrier services. He also noted that the agency is working on a revised set of tougher rules expected to be released in June which “would absolve subscribers of all responsibility for paying the slamming carrier for calls made during a limited time after the unauthorized change.”

On May 12, the Senate passed the Consumer Anti-Slamming Act (S1618). If enacted, this will give the FCC some guidelines to follow relative to slamming. (TR 5/18)

AT&T Wireless Plan

AT&T has announced plans to provide wireless service on nationwide, analog and digital cellular frequencies in both the 800 MHz band as well as on the personal communications service (PCS) 1900 MHz band, at one rate for local and long distance calls with no roaming charges. The rate structure will depend on the plan chosen by the customer but could range from 11 to 25 cents per minute. (TR 5/11)

Mergers

SBC and Ameritech are talking merger (TR 5/18). The companies’ promise to provide competitive local exchange services (CLEC) in 30 cities outside their combined region, if the merger is cleared, could blunt some political opposition to the planned merger. Ameritech has previously announced plans to become a CLEC, and has received authorization to provide the service in six or seven states outside of their usual territory.

On May 7 GTE filed an antitrust complaint with U. S. District Court in Washington to block the merger between WorldCom and MCI. The case has been assigned to the same judge who has been overseeing the battle between the Justice Department and Microsoft. Some speculate that a filing of such private antitrust actions could affect how the Justice Department may review other cases.

Qwest - U S West - Ameritech

On May 7, Qwest, a long distance carrier, and U S West, a local exchange carrier, announced an agreement whereby U S West would market Qwest’s interLATA services to the 14 million U S West local customers. A customer signing up for the service would have one point of contact for both local and long distance service, namely U S West. Pending tariff approvals, the service was planned for all 14 U S West states by the end of May (TR 5/11). Sources say that 40,000 new customers had been signed up for Qwest by U S West during the first three days under the new plan.

On May 14 Qwest and Ameritech announced that they had reached a similar marketing agreement. This plan will be handled by Ameritech in much the same way as the plan with U S West. With the five states covered by Ameritech there will be a total of 19 states covered by these arrangements.

But wait! AT&T, along with several other IXC’s and several CLECs have asked federal district courts to block agreements by Bell operating companies to market Qwest’s interLATA services. On May 13 a suit was filed in U. S. District Court in Seattle seeking to block the U S West/Qwest agreement, and on May 14, a suit was filed in Chicago regarding the Ameritech/Qwest plan. Interesting to say the least.

**Spotlight**

Welcome to five new Corporate Affiliate members:

AllTech Data Systems (www.alltechdata.com) is a network systems solution provider specializing in network consulting, design, auditing, installation, project management, security, Web design, disaster recovery, SNA internetworking, along with a 7x24 technical response center. Bill McFarland 630/595-5055
debis Information Technology Services, a Daimler Benz Company, provides high capacity DSL access for dorm rooms. Using existing copper lines, debis enables student resale of Internet and e-mail services delivered at 768K to the room. Andy Barrie 847/318-1060

National Outdoor Media Network (www.nationaloutdoor.com) is generating hundreds of thousands of dollars for campus telecom departments through payphone advertising. We have installations at major universities such as U.C. Davis, UCLA, and others. Jeff Jenkins 800/699-8909

Professional Computing Resources (PCR) designs, develops, and implements sophisticated telemanagement software solutions. PCR offers a considerable track record, an unwavering dedication to technological advancement, and personalized attention from day one. Dan Ross 716/554-1015

Telco Communications Group is the commercial sales division of Excel Communications. As director of colleges and universities, I report directly to Telco’s president, who serves on the Excel Board. What this means to you is we can handle your long distance needs. Patrick Kerman 214/863-8088
Positions Available
For complete details of positions available, access the ACUTA Web site. If you do not have Internet access, call Pat Scott at the ACUTA office (606/278-3338) to receive a printout of current listings. Please submit position-available information electronically to Aaron Fuehrer at afuehrer@acuta.org or to ACUTA’s homepage: http://www.acuta.org. If you post a position, please notify Aaron when the position closes.

- Telecommunications Technical Support Supervisor, Univ. of North Texas
  Contact: UNT Employment Office, P.O. Box 311010, Denton, TX 76203-1010, phone (940) 565-4240
- Associate Director, Telecommunications Office, Iowa State University
  Contact: Screening Committee for the Associate Director, Telecommunications Office, 371 Durham Center, Iowa State University, Ames, IA 50011-2253

Welcome New Members
Institutional Members
- Grace College, Winona Lake, IN. Don Fluke, 219/372-5240. T1
- University of Adelaide, Adelaide, South Australia. Len Spain, 61-8-8303-5099. T4

Corporate Affiliates
Copper Level
- Hitachi Cable Manchester, Inc., Manchester, NH. Ted Van Aulen, 603/669-4347
- United Advertising Publications, Dallas, TX. George Sparkman, 972/715-7512

ACUTA Events Calendar
Fall Seminars: October 11-14, 1998, Dallas, Texas
  Track I: Managing & Engineering Enterprise Networks
  Track II: Marketing Campus Security & Other Student Services
Winter Seminars: January 17-20, 1999, New Orleans, Louisiana
Spring Seminars: April 18-21, 1999, Alexandria, Virginia

What’s So Special about ACUTA’s 27th Annual Conference?
If you haven’t decided to attend the Annual Conference in San Diego this year, we encourage you to consider the opportunities you may be missing.

Networking: The conference will involve some 1,000 people, all professionals in the field of campus telecommunications. ACUTA events have long been recognized for providing outstanding opportunities for professional networking as well as education.

Speakers: Four keynote/general session speakers have been carefully chosen. James Canton, Executive Director of the Institute for Global Futures, will talk about Leading-Edge Technologies for the 21st Century. Jeff Linder will bring us the latest regulatory and legislative news. Carol Kinsey Goman will tell us how to position ourselves more strategically. John Powers will send us home with a smile and a fresh outlook.

Other highlights of the week:
- 56 Breakout Sessions
- 80+ Exhibitors in the Exhibit Hall
- Birds-of-a-Feather Tables
- ACUTA Awards
- User Groups

Register online
www.acuta.org/html.sandiego.html