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LECs ordered to offer call screening services

The Federal Communications Commission on July 10 ordered local exchange companies (LECs) to offer call screening services so that aggregators required to provide 10-XXX access can protect themselves from fraud.

The Commission rejected arguments (including ACUTA's) on behalf of toll resellers who had sought exemption from the 10-XXX access requirements. In ordering LECs to make blocking and screening services available within six months, the Commission said it had been persuaded that 10-XXX fraud cannot be prevented in the absence of such services and that such services are currently feasible. Once blocking and screening services are in place, resellers who would have come under the 10-XXX requirement on March 16, 1992, will have 30 days to unblock 10-XXX access. Many LECs already offer call blocking and screening, the FCC pointed out.

However, the issue of liability - who must pay for fraudulent calls that result from a failure of call screening, the aggregator, the LEC (Please turn to page 8)

Students give online courses high marks

By Dr. Lynne Smith
Northern Kentucky University
Region 2 (Southeast)

Students who received instruction and interacted with professors and fellow students via desktop computers in their homes had better test scores and expressed greater satisfaction with what they learned than did others who took the same courses in traditional classrooms at Northern Kentucky University during spring semester.

The online education program - known as Olé - was developed by Cincinnati Bell Directory in conjunction with Apple Computer and NKU. It incorporates computer communication (computers, modems and phone lines) to simplify and enhance course work in an interactive learning environment outside the physical constraints of traditional classrooms and schedules.

(Figure turn to page 4)

FCC sets special hearing on toll fraud

The Federal Communications Commission is scheduling an en banc hearing in October to probe the scope of toll fraud in the United States, seek technical solutions and discuss liability issues.

An en banc hearing, in which all five members are present to take testimony and ask questions, is held only when the Commission addresses a major issue.

Not only has toll fraud become widespread, the magnitude of some instances is staggering. And the problem of liability - who absorbs the losses resulting from fraud - has presented the regulatory and
The Federal Communications Commission voted in late July to open the way for telephone companies to carry television programming, a move that gives a great boost to the development of new technologies.

The Commission agreed 5-0 to let phone companies transmit video signals for others, set up electronic menus detailing consumers’ video choices and provide billing and collection for video programmers. In addition, the Commission agreed to let the phone companies provide home equipment needed to deliver video signals from telephone wires to TV sets. The action gives phone companies an incentive to improve their networks with state-of-the-art technologies, including fiber-optic cables.

While the FCC barred phone companies from buying cable companies within their service area, it permitted them to buy a stake of as much as five percent in other cable companies and video programmers. And it urged Congress to repeal a ban keeping phone companies and cable companies from entering each others’ business.

Just as the Commission breached the line protecting cable monopolies, it also moved to create new competition for phone companies. It voted 5-0 to encourage development of low-power, portable pocket phones and other wireless devices that could compete with existing mobile phone service and eventually with regular wire-based phone companies.

Phone companies, cellular operators, cable system owners and others have been examining a range of ways to use a slice of the radio spectrum to transmit phone calls and data via lightweight, low-power telephones, laptop and hand-held computers and facsimile machines.

FCC Chairman Alfred Sikes said the decisions “will send a powerful message to American laboratories, manufacturers and service providers that immense new opportunities are close at hand.” The decisions, he said, could spur companies to begin making substantial investments in communications networks in the next 12 months.

Sikes, who long has pushed the notion of phone companies transmitting video signals, said that phone companies eventually could provide a wide range of video services for consumers. In addition to pay-per-view movies, sports events and other TV fare, he sees a wide array of more individual video programming.

“The explosion of camcorders, for example, there is a potential for such a network to be used by friends and family to transmit video pictures,” Chairman Sikes told The Wall Street Journal in an interview.

FCC officials believe that letting telephone companies provide video services—so-called video dialtone—could open the way for more people to work at home, easily link patients in isolated communities to specialists in big cities and let students take classes from their homes or remote classrooms. However, Chairman Sikes said it probably will take years before many phone customers are able to get TV signals through their phone lines. You’ll first see it move in some towns and some cities, and then it will pick up speed,” he predicted.

Telephone companies gave the FCC video package mixed reviews. “Clearly, the FCC took a step in the right direction,” said Sam Shawhan, head of the Washington office of GTE Corp. “But the video dialtone approach is one that is going to have to evolve over time. Limiting our affiliate to five percent doesn’t provide an awful lot of incentive to rebuild the telephone network,” he said.

“The agency’s most important decision,” he said, was the recommendation to Congress to lift the ban on phone companies entering the cable business. “The real key to providing more choices for consumers is to break down these barriers,” he said.

James Young, vice president for regulation at Bell Atlantic Corp., on the other hand, said that the FCC handed out an important incentive. “The magnitude of the incentive,” he said, “turns on how successful we are at encouraging programmers to use our network to bring services to the home.”

Bell Atlantic has made significant strides in recent years at improving its phone network, installing fiber optics and so-called (Please turn to page 11)
MESSAGE FROM THE PRESIDENT

Coley Burton,
University of Missouri

ACUTA's 21st Annual Conference and Exposition is now history. Certainly San Francisco is one of the most exciting and vibrant cities in North America and, at least for me, surpassed only by Vancouver, site of our 1993 spring seminar. The scope of the programs and the varied exhibitors at San Francisco dramatically illustrate how much the profession we call telecommunications has changed during the nine years that I have been an ACUTA member.

As I told the folks gathered at the conference banquet, I passionately believe in the role of education in shaping the world in which we live and the world our children will inherit from us. It is exciting and sometimes breathtaking to be a member of the higher education community and to practice a profession, telecommunications, that will have such a direct and dramatic effect on the higher education structures of the future. To be afforded the opportunity to lead ACUTA in these exciting times is a humbling experience, and I extend to the ACUTA membership a heartfelt thanks for their trust and support.

During the past year, at the direction of President Paula Loendorf and under the leadership of Vice President Pat Searles, a comprehensive strategic plan for ACUTA's future has been developed. You will be hearing a great deal more about the plan in other places and forums. From my perspective, one of the major outcomes of the planning process was identifying telecommunications as a key player in developing the educational infrastructure of the future. This places a great deal of pressure on ACUTA to step up to providing the educational and informational programs and services that can help our members be active participants in achieving their institutional missions. Of course, the ultimate pressures are on you, the membership, and ACUTA will be doing everything we can to help you meet these challenges.

Over the next year we will address increased and improved member services in several ways. We are going to bring more member services "to the desktop" in the form of increased publications, both in number and type, and the initial creation and implementation of an information resources library, which will deliver material in both printed and electronic forms. In order to provide additional educational opportunities, all three of this year's seminars will be dual track. We have attempted to balance management and technical topics and to balance new topics and updates of previous seminars, which you have asked for again.

Mal Reader and his program committee have done a terrific job of putting together a program schedule for the coming year. In particular, we have two seminars that I believe are of major importance to every ACUTA member. At the fall seminar, one of the tracks will be Disaster Planning and Recovery. If telecommunications is to be as central to the college or university of the future as we believe, then it is going to need the constancy and reliability of say the library, which in one form or another it may well replace. Said in a simpler way, if your institution is relying on you, you'd better not go down!

At the spring seminar, one of the tracks will be Telecommunications Strategic Planning. There will be a strong emphasis on the relationship of telecommunications to the other areas of the institution and how telecommunications can position itself to be a major contributor to realizing the institution's missions.

Historically, if one can use that term for an organization just beginning its 22nd year, the President's Message is used to keep the membership updated on the goings on of the organization. For the coming year, I want to change this. I have asked Dave O'Neill, ACUTA Secretary, to write a monthly (or almost monthly) column covering the activities of the Board and Executive Committee. I have also asked the directors of our various committees to report regularly (or semi-regularly) on the activities of their committees.

I plan to use this column to discuss topics and issues dealing with higher education, telecommunications and most importantly telecommunications in higher education. While these messages certainly won't have the style and clarity of a formal editorial, I hope they will have sufficient substance to provoke at least 15 seconds of thought. I expect the messages will at times be off-the-wall, sometimes controversial and occasionally even downright bizarre. Hopefully, some folks will be moved to respond to my comments. Space available, we will be happy to publish such comments in the Newsletter.

Again, my deepest appreciation to all of you for giving me the opportunity to lead ACUTA this coming year. I encourage everyone with comments, suggestions, observations, questions and even complaints to call me. My phone number, E-mail address and Fax number are all in the Membership Directory.
Students give online courses, teachers high marks

(Continued from page 1)

Designed to reduce or eliminate classroom meetings, Olé allows students to submit assignments, communicate with instructors, pose questions or interact with other students while online. It can also be used to facilitate course work associated with cable television or satellite distance-education classes.

Research conducted by Matrix Marketing for NKU and CBD shows that Olé exceeded the initial expectations of both students and faculty.

Six courses were offered in education, sociology, geology and business. Students were divided evenly and placed at random in test and control sections of each course. Those in the test section were assigned Macintosh SE personal computers to interact during the semester with instructors as well as with other students. The control group took identical classes but without computer interaction capabilities. The 224 students in the research study had no prior knowledge of the pilot program when they enrolled in the courses.

A statistically projectable telephone research study was conducted along with in-person, in-depth interviews with students, faculty, administrators and support suppliers. Test and control panel assessments of the courses and instructors were compared using standard student surveys used by NKU at the end of every semester and prior to the students’ receipt of grades. The interviews were conducted within two weeks after final examinations.

Both the quantitative and qualitative phases of the research demonstrate Olé’s success, particularly in the area of increasing the amount and quality of interaction outside of class. Olé courses received higher overall evaluations and higher instructor ratings than did their traditional counterparts. Nearly three out of every four students in the test group rated the response time, ease in doing assignments, quantity of feedback, quality of the course and their overall experience as “better” or “much better” than past courses that did not offer online computer interaction.

In addition, test group participants earned significantly higher grades than did those in the control section. Almost half the students in the test group earned final grades of ‘A’ while one-third of the students in the control group received ‘As’ (see chart at left). Moreover, the increased interaction afforded by Olé appears to be directly related to higher course grades. In the test group, there were more grades of ‘A’ among those who interacted with the instructor at least once a week (59 percent) than among those who interacted less than once a week (36 percent). Furthermore, Olé, by providing a certain anonymity, seems to encourage increased interaction by students who might not be as outgoing in a traditional classroom, as indicated by qualitative research.

Over the next 10 years, nearly half of NKU’s enrollment is projected to be non-traditional students. Nationwide, the current enrollment of non-traditional students in continuing higher education is nearing 50 percent, according to the U.S. Department of Education. Non-traditional students are often working parents, advanced-degree candidates, employees who require additional training and people seeking a second career.

“Olé has enabled students who have time constraints and multiple demands on their time to take college courses they would not have been able to take in a traditional classroom,” says Sandra K. Easton, NKU Associate Provost. “Olé will enable NKU to expand programs without constructing additional classroom space.”

For example, NKU can use one classroom for at least five different Olé courses during a semester by scheduling on-campus meetings of the courses during different weeks. During periods when Olé classes do not meet on campus, course work is assigned and conducted online. The university also saves maintenance costs with

(Please turn to page 9)
Students, university both to benefit from resale program

By Terrence L. Stratton
West Chester University
Region 1 (Northeast)

The ability of students to communicate via telephones in their rooms is no longer considered a luxury. It has become a necessity that makes Student Long Distance Services an integral part of a university's required services. We are poised to offer this service to student residents at West Chester University (WCU), and at a price lower than they have been paying.

Any long distance service offered to students must be economical, reliable and easy to use and understand. The resident student's ability to make inquiries relating to call detail and the vendor's ability to make immediate adjustments is a foremost requirement.

Currently, the 3,200 resident students at WCU have access to local calling (voice service) without charge. A free local-calling area is provided and long distance calling is available through the use of calling cards offered by numerous long distance providers. Residents are required to dial '0,' then the area code and number and then their calling card number in order to use this "zero-plus" service.

Our student have been paying premium rates as well as a surcharge - $.70 to $.75 - per call for this service. While the university provides the opportunity for the residents to make long distance calls, WCU receives no revenue from these calls.

A Request for Information (RFI) was developed that provided interested vendors with sufficient information to prepare and submit responses for consideration by the university.

The following information was included in the RFI:

WCU uses a Centrex telecommunications system for voice application. The switch is an AT&T 5ESS that currently services approximately 1,600 student

and 1,600 faculty/staff lines. The university plans to provide direct dial long distance services for 3,200 dorm residents.

The system must serve immediate requirements and provide a platform for future expansion (approximately 3,700 students) within the next two years.

The basic requirement for the system is to provide long-distance, direct-dial services for university residents. There is also a requirement for billing, collection and resident inquiries. All costs to the university including, tariffs, hardware, software connection, and personnel, as well as a detailed description of all procedures for maintaining Centrex switch integrity and security, must be determined and included in the final contract.

WCU earned no revenue, yet students paid a surcharge for every long distance call.

The university determined that there were three possible directions for supplying this service:

- Utilize university equipment and personnel.
- Utilize a service bureau to provide service.
- Utilize a combination of service bureau and university equipment and personnel.

Our research showed that a 60 percent initial sign-up rate is the norm for universities that provide student long distance services. Based on this figure, the first year assumption is for a 65 percent participation rate - $25.00 a month per student - giving a five percent discount on AT&T direct dial rates (DDD). Net revenue projected for the nine months of fiscal 1992-1993 is expected to be $57,142, with annual participation projected to increase seven percent a year through fiscal 1994-95.

The system must provide an economical, reliable and trouble-free, direct-dial long distance telephone service for the residents at the university and must not affect present local calling.

A direct-dial, student long-distance service with maximum functionality and flexibility in meeting the needs of the present 3,200 residents and a projected 500 additional residents within the next two years was required.

The RFI was sent to 10 vendors who are currently supplying this service to colleges and universities around the U.S. Five of the 10 responded with RFI's. The information gathered from this RFI was used to prepare a competitive bid document, or RFP, for the provision of long distance telephone services for the resident students at WCU.

The following functionalities were specified:

- Local Calling - Present local calling must not be affected by the introduction of a new direct dial long distance service.
- Local calling - Residents should be able to dial long distance numbers directly, with as little effort as possible.
- Billing - The ability to receive, check on and dispute telephone bills as efficiently as possible is essential for the residents.
- Credits and adjustments - Any credits or adjustments should also be issued on a timely basis with little inconvenience to the residents.
- Security - The system should be as secure as possible using present technology. Discrete authorization numbers or a comparable security technique must be used.
- Collections - A fully developed system for the collection of bad debt must be included.
- Switch Integrity - Assurance must be given that changes made on the telephone switch will not disrupt daily operations or nega-

(Please turn to page 10)
By Frank Muro
Yale University
Region 1 (Northeast)

Campus security has become a subject of great concern nationwide. To protect students, faculty and staff, colleges and universities located in urban areas with high crime rates have felt compelled to take extra steps to prevent crime from spilling over onto their campuses.

Students and parents have begun taking a serious look at crime statistics and are making enrollment decisions based on an institution's ability to provide a safe environment.

Last year at Yale University — which lies in downtown New Haven, CT, and borders some high-crime precincts — a student walking across campus was murdered in a robbery attempt. The first such serious crime on campus since 1974 sent shock waves through the Yale community. Although the city of New Haven has had a high crime rate, such tragedies had remained outside the campus proper.

The need for greater campus security was painfully clear. The day after the killing, senior administration called for "Security at Yale" to become the institution's highest priority. And development of a comprehensive program of better physical security at Yale was begun.

A computerized, gate-access control system for the residential colleges was to be put in place within two years.

A street-lighting project to illuminate public "walk-paths" throughout the campus was undertaken.

The campus police force was "beefed up" and began coordinating its efforts more closely with the city police.

As its contribution to enhanced security, the Yale Telecom Department initiated a project to upgrade and expand the emergency phone system on the five-square-mile campus. The existing 80 phone locations contained a rather unique assortment of outdoor telephone sets: "blue box" police hot-line phones, hands free "gate" phones (with one-button access to the police and a touch-tone key pad) and an assortment of other outdoor phones that had been installed over the years for a variety of reasons (which sometimes included security). All dial or touch-tone phones on campus can access campus police by dialing 111.

A project team was assembled with the Telecom Department serving as the "project manager." Other team members included: Physical Plant, Facilities Planning, University Police and the Office of the University Secretary. (At Yale, the University Secretary is the senior administrator responsible for community and public relations as well as campus security.)

Safety on campus is becoming a factor in enrollment decisions.

Physical Plant’s job was to install the required lighting. The Yale Police and the Secretary’s office would determine new phone locations, while Facilities Planning would help look at architectural issues and handicapped access requirements. Telecommunications would check the technical integrity of the phones, make recommendations, write the phone specifications, oversee bidding and do the installation.

We first "pinpointed" each location visually and selected a standard lighting fixture. We wanted a continuously burning "blue light," placed directly above each phone to identify each site. The light had to be durable, burn 24 hours a day, require minimum maintenance and operate in temperatures as low as minus 20 degrees Celsius.

We chose a 28-watt, compact fluorescent lamp that burns for approximately 400 days. The white lamp is housed in a cast-aluminum, vapor-tight guarded fixture within a blue globe. The fixtures may be flush-mounted to a wall or pole-mounted without exposing any conduit. The 400-day lamps can be replaced routinely once a year.

The "blue light" installations were accomplished quickly because making the emergency phones more readily visible was our first priority. The blue lights were the first sign on campus that increased security had become Yale's top priority. Students and staff were extremely pleased to see the lights being installed, although some mistook them for "bug zappers." (The idea of bug zappers on campus was pleasing to some as well. Not a bad side effect.)

Once the blue light installations were underway, the project team continued to review campus security needs, recommending new sites for emergency phones. Site selecting involved sitting around an enormous campus map, placing "dots" on potential locations and then visiting the site to pinpoint a precise location. The police examined crime statistics and pedestrian traffic patterns to help assess the value of potential sites.

We considered pole locations when building-mounted sites offered only limited visibility or accessiblility. The poles we selected were black, 12-foot, cast aluminum with the blue light mounted at 11 feet.

In the initial survey, 20 new locations were selected. Total emergency phone sites grew to 185 after the needs of the Science, Divinity, Central and Medical campuses were considered. The Yale sports complex also received additional phones.

The "standard" phone set was
the subject of much debate.

The Yale Police wanted callers to be put in immediate contact with them simply by pushing a single button. They also desired total control, so only they and not the caller or a time-out device could terminate the call.

The Secretary’s office suggested that the phones be dual purpose. If the university was going to place phones around campus, why shouldn’t they be available for such information as bus schedules and building access? But the police did not want to be inundated with non-emergency questions and requests. The team had first considered a purely “emergency” phone, but we could see the merit of a “combination” phone and began to move toward compromise.

Telecom required that the phone sets be durable, weatherproof, technically sound, need little maintenance and have remote testing capabilities. And there was no technical reason why they could not be equipped for other uses. The combination phone option eventually won consensus.

The phones would have a “call” button and key pad for campus calling and a red “emergency” button for direct, “hot-line” connection with campus police.

Reaching agreement on the type of telephone was no simple task, and neither was choosing a color for the phone set. Little did we know what passions would be stirred as factions lined up to support “Yale Blue” vs. “Emergency Yellow.” When the votes were counted, Yale Blue was the winner, and word went forth that a Yale Blue paint code must be obtained so that the manufacturers could submit their offerings for our review.

With the type and color of the phone determined, an “Emergency Phone Bid Specification” document was prepared. Meetings were held to hammer out features so that vendors would know precisely what we required. The desired features included:

- Hands free
- Weatherproof
- Auto dial
- Totally line-powered
- Tamper proof
- Non-intrusive outer hardware
- Standard, single-line touch pad capable of operating with tone signaling
- Withstand temperatures from minus-20 to 60 degrees Celsius
- Etched or stamped, white-reflec-tive lettering was preferred, but silk screening was acceptable.

The “emergency” button was to be bright red, the “call” button black and the touch pad a marine-quality, chrome-plated, die-cast zinc.

A “time-out” function was required so the “call” feature could be disconnected after a specified period so that the “emergency” button could be used. Call disconnect would be accomplished once the called party hung up or if the caller pressed the “call” button after completion of a call.

These detailed requirements narrowed the choice of vendors to two.

The vendors delivered mock-ups, which we tested for performance under a variety of conditions. One of these conditions—our now-famous garden hose test—gave us some indication of whether the equipment was indeed waterproof and capable of operating in wet weather.

Volume control, background noise monitoring and the integrity of the exterior finish were also tested. Yale Telecom didn’t want to be replacing phones because the finish was easily violated or deteriorated after a short time. Various other tests were conducted to ensure that the project team, especially the Yale Police, would be satisfied with the phone’s performance.

Mention here of the Americans with Disabilities Act is in order. Emergency phones must be mounted at the handicapped access height. Wheelchair access also must be considered. Even though ours is a “combination” phone, it is primarily an emergency phone and must accommodate handicapped access. Phones must be mounted at 48 inches for front reach, 54 inches side reach. The surrounding ground should allow access to handicapped users. This applies to both pole- and building-mounted phones.

Check local and state require-

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(Continued from page 1) FCC hints at relief for non-profit aggregators

or OSP – must be taken up in a subsequent proceeding.

While rejecting arguments for categorical exemptions in Docket 90-313, the FCC said it would consider "additional arguments and evidence that particular non-profit aggregators should be treated differently from other aggregators." The Commission noted that it has the discretion to wave the unblocking rules "where particular facts, such as undue hardship or low toll revenues, would make strict compliance inconsistent with the public interest." And it expressed willingness to consider requests from non-profit aggregators for waivers of the 10-XXX unblocking requirements.

The above statement could be construed as a rationale for granting some relief to colleges and universities as sought by ACUTA in another petition, Docket 91-35, still pending before the Commission. ACUTA’s second petition seeks a clarification in the definition of "aggregator" that would exclude phone service offered to college dormitory residents because as residents they are not transient users of dormitory premises.

In rejecting requests for exemptions from or modification of the 10-XXX access rules, the FCC reaffirmed that:

- 800 and 950 access codes do not make 10-XXX access unnecessary. These methods require callers to dial seven to eleven digits and respond to two prompts. On the other hand, 10-XXX access codes involve dialing only five digits and responding to only one prompt. 10-XXX dialing, therefore, is "an efficient method for consumers to choose freely among the available interstate operator services."

- The intent of Congress expressed in the Operator Services Act of 1990 is for 10-XXX access to be universally available in the future.

- The Commission is acting to ensure that aggregators are not exposed to undue risks of fraud. An aggregator is required to unblock 10-XXX access "only when its equipment can reasonably be expected to have selective 10-XXX capabilities that can screen fraudulent 10-XXX sequences." The availability of blocking and screening services, which the FCC had previously only recommended but now mandates, should greatly diminish fraud if not make it unlikely.

- Costs of transition are reasonable. While the total cost to an aggregator for equipment modification or replacement might be large, at $15 per line – the maximum for aggregators who were given 18 months to make 10-XXX access available – the cost should be recoverable from customers.

- The six-year transition – the longest allowed for aggregators who will have to replace equipment at a cost of more than $15 per line – is fair and reasonable, even for non-profit aggregators. The timetable is based on the Internal Revenue Service schedule that allows businesses to depreciate new equipment over five years.

While recognizing that some aggregators, specifically non-profit organizations – do not have incentives for replacing equipment based on the IRS depreciation schedule, the FCC said it "cannot allow the judgments of individual aggregators to deter us from our

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Yale security

(Continued from previous page) Yale security

ments in your area as well as federal standards to ensure compliance, because some local and state codes are more stringent than the federal.

After the manufacturer and vendor were selected, an order was placed for 200 phones. (This included some spares.)

The final phase of the project is underway, with completion set for the end of this summer. Phones are being installed throughout the campus, and a map of all emergency phone locations is being developed. These will be included in "Student Awareness" packets that go to students at the beginning of fall semester.

Continuing education of students, faculty and staff in security awareness will be stressed during the coming year. Understanding and participation by the entire Yale community are critical for the success of this project.

The Yale Police, in cooperation with the New Haven Police, have increased their staffs to allow for more foot patrols. They have also set up a community-based "storefront" police substation on campus to increase their visibility.

Soon, we will declare Yale Telecom’s portion of this project "complete," but we will continue to identify new emergency phone locations as part of the ongoing Security Awareness program.

The "walk-path" lighting project has essentially been completed, and the access control system for the 12 residential college gates and entranceways is scheduled for completion in 1993-94.

All new construction on campus will incorporate outdoor emergency phone placement and security lighting.

A standing "Security Projects Committee" meets regularly to review security issues on campus and monitor progress of the Access Control Project, but more importantly, it will begin standardizing security systems and provide a clearing house for security-related matters.

"Security Awareness" is not just a program theme at Yale University. Today it has become a way of life.

(Frank Muro is Associate Director for Business and Construction Services in the Yale Telecommunications Department)
Toll fraud hearing

(Continued from page 1)

legal systems with some serious dilemmas.

A specific date in October has not been set for the hearing, but anyone seeking to testify should file a request by August 15 with Donna Searcy, Secretary, Federal Communications Commission, 1919 M Street NW, Washington, DC.

Requests should identify the individual wishing to speak, whether he or she represents the principal issue to be addressed, and a telephone number where the individual can be reached.

In issuing the call, the Commission referred the public to Chartways vs. AT&T (Vol. 6, FCC Record, page 2952 [1991]) and to Consumer Fraud Alerts published by the FCC on April 19 and June 9, 1992. [Please see July 1992, ACUTA News, page 2.]

In a statement attached to the FCC's Order on Reconsideration in Docket No. 91-35 released July 10, in which concern about toll fraud played a major role, Commissioner Sherrie Marshall said:

Anyone wishing to testify should file a request with the FCC by August 15.

she remains troubled by the steady rise in business losses due to fraudulent calling.

"I am particularly concerned that the continuing dispute between phone equipment users and phone network service providers (both local and interstate carriers) over liability for fraudulent calls has yet to be resolved.

"This dispute may be deterring important network investment by the local and long distance service providers as well as harming the individual businesses victimized by fraudulent calling schemes.

"The FCC must move quickly," she said, "to ensure the crafting of a solution that fairly apportions liability between network providers and users when fraudulent calls occur.

"I intend to work closely with the other Commissioners to expeditiously address this problem, and I support Commissioner Duggan's proposal to commence an en banc hearing to explore proposed solutions."

Aggregators

(Continued from previous page)

primary goal and statutory duty - the protection of the consumer's right to choose among the available operator services."

Any categorical exception to the unblocking provisions for non-profit aggregators, as requested by ACUTA, would require the Commission to define "non-profit," determine whether the exception should apply to all or only some non-profit aggregators and further determine whether the revenues recovered by such aggregators should affect their unblocking obligations.

The current record, the FCC asserted, "does not provide a sufficient basis for addressing such issues." Such exceptions also would cloud the issues in the "billed party preference" proceeding, another operator services issue currently before the Commission.

The FCC also rejected a petition from AT&T asking that aggregators be required to report their plans to comply with the unblocking rules. Under the AT&T proposal, an aggregator claiming to be in the latest unblocking category, 1997, would have to submit details about its location, equipment, LEC central office and unblocking costs. "Such reports would be an administrative burden to the Commission and a financial burden to aggregators without any commensurate public benefit," the FCC declared. The agency has previously said it will rely on consumer complaints to launch investigations of aggregators alleged to be not in compliance.

The Commission rejected another AT&T request that it be exempt from offering 800 or 950 access to its long distance network and operator services. AT&T had claimed that such access would be inefficient and unnecessary given availability of 10-XXX and O+ transfer service, prohibitively expensive and result in degradation of service.

The FCC also determined that aggregators served by a central office that cannot process 10-XXX dialing do not have to unblock or upgrade their equipment to accommodate 10-XXX. Once a LEC that could not previously provide "equal access" makes it available, the general timetables for aggregator compliance will go into effect.

Students give online courses high marks

(Continued from page 4)

fewer students on campus. Demand for campus parking is reduced as is traffic congestion.

A recent study of costs associated with Olé teaching disclosed that the university can average a 30 percent savings per student over five years. Those figures are based on all costs associated with delivering traditional education.

NKU plans to continue using Olé, now entering its third semester, by offering courses this fall in astronomy, education, psychology and sociology. Students who have had difficulty taking a lab science because of time constraints will be able to take such a course this fall at NKU via Olé. NKU plans to expand the science offerings after the initial course has been implemented and results are assessed.

NKU is very pleased with the success of the pilot project and the related research, Easton says. "The satisfaction level of both the faculty and the students who were involved in the Olé project is exceedingly high."
West Chester to offer student services via service bureau

(Continued from page 5)

(tively impact the university, residents or the local carrier.
  • Billing at DDD rates or a percentage of DDD rates. The difference between this designated rate and the vendor discount rate minus any additional vendor charges will be sent to the university.

  The vendor was required to address in detail the following issues:
  • Cost to the university for collecting the call data.
  • Cost to the university of any required hardware, software, transport to implement the system, including any hook-up fees, and T-1 charges.
  • Procedure for handling overflow and any potential costs to the university.
  • Cost to the university of installation, implementation and support for switch security and integrity. Note especially what recourse the university will have if there are vendor-created problems with the switch.
  • Cost to the university for installation, implementation and support for discrete authorization numbers or other proposed system(s) for maintaining call and charge-back security.
  • Full description and detail of any associated costs to the university for billing and collection of bad debt.
  • Procedures for supporting resident inquires. Especially note how residents may report troubles and/or discrepancies in the monthly bills.
  • The number of university employees needed to implement and support the planned system and any costs to the university for these employees.
  • Physical space requirements and associated costs to the university for this system.
  • Any miscellaneous one-time or recurring charges not requested previously to implement, operate and support this plan.
  • Need and cost elements for SMDR, ARS, and any other Local Exchange Carrier requirements. Length(s) of the proposed contract.

  The vendor would be required to have experience with system installation and support, and be able to support installation and maintenance with appropriate and adequate personnel.

  And the vendor would be expected to provide on-site maintenance for all items supplied, and must be able to replace any failed component within 24 hours.

  Eight vendors responded with RFPs, the five vendors who submitted RFIs, as well as three others. Responses were evaluated by a committee consisting of two University Telecommunications Managers and two Residence Life Managers using as a minimum the following criteria:
  • Completeness of the proposal, i.e., the degree to which it responds to all requirements and requests for information contained herein.
  • Vendor’s capabilities, financial stability, qualifications and experience.
  • Adequacy of system design to include:
    − Vendor’s understanding of university requirements
    − Expansion capability
    − Ability of system to meet university requirements.
  • Technical Approach to include:
    − Completeness of technical specifications
    − System reliability and maintainability.
    − Adequacy of hardware and software
    − Ease of use by staff and students
  • Support and training
  • Price.

  Five RFPs were determined to be acceptable solutions, and the vendors were invited to campus to make oral presentations. The decision was made to use a vendor who provides a complete service bureau operation, requiring no up-front costs or recurring monthly charges.

  The chosen company will provide a fully developed student inquiry system and the most profitable scenario for the first two years.

ACUTA Calendar

- Fall Seminar -
  Hilton Head, SC
  Nov. 1-4, 1992
  HOTEL: Hyatt Regency
  TOPICS: “Disaster Planning”
  “Technologies Update”

- Spring Seminar -
  Vancouver, BC
  April 18-21, 1993
  HOTEL: Hyatt Regency
  TOPICS: “Strategic Planning for Telecom”
  “High Performance Wire and Wireless/Cellular”

- Winter Seminar -
  Tampa, FL
  Jan. 10-13, 1993
  HOTEL: Hyatt Regency West Shore
  TOPICS: “Practical LANs and Internet”
  “Voice Response Member Presentations”

- 22nd Annual Conference -
  Nashville, TN
  July 18-22, 1993
  HOTEL: Opryland Hotel
  TOPICS: Management, Regulatory Issues, Professional Growth, Voice, Data and Video, User Groups, Regional Meetings

Seminars scheduled for 1993 and the remainder of 1992 will each have two topics on separate tracks.
FCC lifts hurdle for touch-tone video
(Continued from page 2)

Intelligent network capabilities, The Wall Street Journal noted. The company also has been testing technologies that will allow it to offer some video services soon. "Pay-per-view services are something we've looked at and worked on extensively," Young said. "It is something we believe we can do even before extensive fiber deployment."

Bruce Egan, a Columbia University Professor who has studied the economics of communications networks, said the decision "helps, but it is not going to stimulate a big speed-up in deploying fiber in neighborhoods." To accomplish that, he said, phone companies will need changes in depreciation schedules and perhaps tax incentives.

The cable industry disparaged the decision. "When you cut through all the technical ballyhoo, this is a half-step toward encouraging phone companies to build a lot of hugely expensive plant with phone customers financing the investment," said James Mooney of the National Cable Television Association.

Cities, too, were unhappy, because the Commission reaffirmed an earlier decision that phone companies don't have to obtain a local franchise to transmit video signals for others. The Commission also proposed expanding a rule that allows phone companies to own cable companies in rural areas within their service territory. Under the proposal, phone companies could own cable systems in communities of as many as 10,000 people rather than the current limit of 2,500 people.

The decision isn't likely to have much effect on legislation aimed at curbing cable rate increases, because phone companies won't be able to offer new video services anytime soon. Indeed, all sides agreed that the decision is certain to wind up in court, perhaps delaying any benefits for phone companies for many months, if not years.

Cable companies and others took heart in the FCC's proposal to open up new wireless communications services. The Commission asked for comment on a wide range of options involving issues ranging from how much of the radio spectrum is needed to how many companies could provide the new services.

From ACUTA Headquarters

Del Combs
Executive Director

Before we begin another year in ACUTA, I wish to thank the Board of Directors and, in particular, outgoing President Paula Loendorf for support to the Lexington office over the past 12 months. A lot has been accomplished, but even more work and effort lies ahead. The strategic plan has laid the founda-

tion for future direction and actions that will allow ACUTA to assume a major and much broader role in higher education.

Gone are the days when all the telecom manager had to worry about was sufficient lines on his switch to meet next year's demand for "additional telephone lines" and funds or a recharge system to pay for the additional cost. The telecom manager's role has had to make way for a new function.

Telecom Role is Changing

While your role within the institution in the past has been one solely of telecommunications, you must assume another role for the future -- and that is education.

This new role has two distinct segments. One is to "educate" the rest of the university's department heads (administrative as well as academic) about all the new technologies available, how they work, their benefits -- and cost -- and potential applications. It is essential for telecom personnel to take the lead role. The alternative is to be engulfed by someone else on campus.

The other segment is one of taking an active role in the university's overall planning and specifically in the role of providing telecommunications support for the "classroom of the future" and the method(s) of providing academic information to the "students of tomorrow" -- without regard to where they reside.

I'm sure our incoming President, Coley Burton, shares these views, as is evident from his work with the University of Missouri System. Timing could not be better for his leadership.

Also this past year, ACUTA has served notice that it will take a stand on federal regulatory issues when deemed appropriate and in the best interest of the majority of its membership. The Association has positioned itself to be prepared, at the discretion of the Board, to stand up and be counted in the future.

Again, the foundation that ACUTA has laid this past year under Paula's leadership (with help from Pat Searles' Strategic Planning Committee and Randy Collett's Legislative and Regulatory Affairs Committee) represents a worthwhile investment of resources.

It will all be in vain, however, unless the membership gives it your full support as we begin to implement the actions that were designed to give you more information, training and resources to meet the challenges that lie ahead for you and your university.
Federal authorities snare hackers with telephone wiretaps

The success of an investigation in which the federal authorities for the first time tapped computer transmissions sent over telephone lines may weaken arguments by the Bush administration that new laws are required for law enforcement to tap digital communications.

Mike Godwin, general counsel for the Electronic Frontier Foundation, a civil liberties and lobbying group for computer users, said the case “undercuts” the argument that new laws are needed. The Wall Street Journal reported July 9.

Based in part on evidence obtained via court-ordered, conventional wire taps, a federal grand jury has indicted five New York area computer hackers on charges of computer tampering, computer fraud, wire fraud, illegal wiretapping and conspiracy.

The five hackers – none of them older than 22 – allegedly broke into more than six data processing systems. Their prime targets were telephone companies, credit-reporting agencies and universities.

New York University, the University of Washington, Southern Bell, New York Telephone, Pacific Bell and U S West were said to be among the hackers’ victims.

The five defendants were members of a group known as “MOD” for “Masters of Deception” or “Masters of Disaster,” according to investigators. Their motive was to impress and intimidate other hackers. The indictment charges that on November 28, 1989, MOD destroyed the information in the Learning Link computer of public TV station WNET in New York City.

The indictment also alleges the hackers shared information about how to break into computer systems and helped each other steal passwords and other technical details about the systems. Two are accused of stealing free phone service and selling information about how to obtain credit reports from TRW. A TRW spokesman said the company was taking steps to make it more difficult for hackers to break into its computer systems. "Hackers can only access a credit report; they can't change it," the spokesman said.

Law enforcement officials said their tapping of the computer transmissions to obtain evidence would send a warning to hackers. "I see these computer cases as the crime of the future," said Raymond Shaddick, the assistant director of investigations for the U.S. Secret Service, which assisted in the two-year investigation.

According to the Associated Press, Attorney General William Barr personally called on Sen. Ernest Hollings (D-SC), Chairman of the Senate Commerce Committee, to lobby for measures that would require PBXs to be equipped with interfaces to facilitate court-ordered tapping of digital transmissions.

The administration is also seeking an appropriation of $25.6 million to fund research of the technology. (See May 1992, ACUTA News, page 3.)

ACUTA Welcomes New Members

The following joined ACUTA between June 17 - July 21.

Region 4 (West)
Christopher L. Gilmore, Standford Univ. (CA)
Sharon Labor, Stanford Univ. (CA)
Lincoln D. Fuqua, D.Sc., Utah Valley Community College

Region 1 (Northeast)
Syracuse Univ. (NY), Michael P. Riley
Univ. of Hartford (CT), Eric A. Timrud

Region 2 (Southeast)
Bellarmine College (KY), Lisa Stratman
Center College (KY), William H. Harkins
Rollins College (FL), Rosemary Uman

Region 3 (Midwest)
Princippa College (IL), Judy DeNoyer
Texas A&M Univ., Walt Magnusen
Univ. of Illinois, Terry Craddock

Region 4 (West)
Univ. of Portland (OR), Mike Arts

Region 5 (Canada)
Lakeland College (Alberta) Janice Jones
Université du Québec, Josef Komenda

New Corporate Affiliates
COPPER
Magellan Communications

Positions Available
Assoc. Director,
WAN Services
Univ. of California, San Diego

Responsibilities: Operation of all datacom systems, network services, including software development, telecom systems/network operations and management and information services. Design, implement WAN hubs for access to Internet, all administrative and research data networks in collaboration with Academic Computing.

Requirements: Ability to translate departmental automation needs into microcomputer applications; expertise in LAN technologies, i.e., Ethernet, Token Ring, RS232, FDDI; skills in protocols such as TCP/IP, DECnet, Novell, Apple Talk, SNA, those associated with NREN; interpret technical documents pertaining to interface devices; system analysis, programming, operations research and development skills; knowledge of word processing, database management, graphics communications; supervisory, training skills in datacom hardware, software; experience in electrical engineering, computer sciences, interface media.

Salary: Commensurate with experience.

To apply: Submit resume referencing Job #101225-5 by Aug. 21 to: UCSD Personnel Dept.
0922, 10260 N Torrey Pines Road, Ste. 256, La Jolla, CA 92037.