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PRESIDENT'S MESSAGE

For the second time in the history of ACUTA one of the officers will be resigning that office because of a change in employment. On November 1, I returned to private industry, leaving Ohio State University. It is ironic that the resignation of the Treasurer several years ago was the event that brought about my becoming an officer in ACUTA. It is not without mixed emotion that I surrender that privilege.

While this change has come very suddenly, your Executive Vice President, Mal Reader, is fully prepared to assume the responsibilities of the Presidency. I am confident that Mal will provide ACUTA with capable leadership.

The parting thoughts I leave with you concern your personal growth. The signs are unmistakable. At the same time the college age population is leveling off, traditional administrative costs are rising. It is no longer enough to look for budget items to trim. Communication professionals at colleges and universities must seek out innovative ideas that will bring back more service for each dollar spent. The "Office of the Future" is upon us. It is necessary to look beyond traditional solutions. Data teleprocessing, facsimile, electronic mail, word processing and voice are rapidly blending. Those unable or unwilling to remain abreast of developments in all of these areas place their effectiveness as professionals in jeopardy. If that knowledge makes you uneasy, you stand at the threshold of professional growth.

Start by reviewing the October 9 issue of Fortune which contains a comprehensive white-paper on business communications. Subscribe to the free limited circulation periodicals such as Telecommunications, Modern Office Procedures, and Communication News. Subscribe to or read in your library, publications such as Business Communications Review and Telephony. Read such books as James Martin's Future Developments in Telecommunications and his Introduction to Teleprocessing. Obtain a catalogue from The Telecom Library which is a source for almost all telecommunications-related books. Seek out your counterparts in local industry.

Compare notes with them. Learn from them!

Opportunity is knocking, but it is up to you to let it in.

/s/ Don Latuk, President

PARTY LINE

This month's Party Line was written by former ACUTA President Doug Brummell. Doug has recently installed a Least Cost Routing System at Rochester and I asked him to write an article on it. Thanks Doug!

......The University of Rochester installed their Least Cost Routing System (LCTRS) on April 17, 1978. It is to early to tell the full results, but we have managed to save over 25% on our tolls to date.

The LCTRS is trunked from our XY to an electronic & 1 ESS Office. We have ANIOD and toll restriction as added features of the system. It is capable of routing the administrative calls in routing patterns that we developed.

Some of the changes that had to be made were in our special level accessing arrangement. Level nine (9) was for local and long distance access. That was changed to 9 for local and 8 for long distance. All the special accessing that was assigned to the 8 level was changed to level 1. That included dial accessing page in the Hospital, accessing the radio page units, the dial dictation system in the Hospital, access to Security's emergency number, and dial-up computer lines. It took some effort but we accomplished the change with minimal problems.

Billing information for LCTRS calls is supplied by our local Telco by magnetic tape. This tape lists all calls made for the month. We match the telephone extension with an assigned account number for billing. The magnetic tape is rented for $75.00.

Our method of bill-back was devised based on the Telco's VM coordinates rates. We reduce these rates 20% from 9am thru 5pm; 40% from 5pm thru 10pm and 70% from 10pm thru 9am and all day Saturdays, Sundays and Holidays. Our system records the calls in tenths of a minute. Any call under 3/10 of a minute is not billed. This allows for mis-dialed numbers.

I realize this is a brief description of our new system, but the savings are REAL!

Sincerely,

/s/ Doug Brummell
So much has happened and so much is going on this month that I hardly know where to begin. Fortunately, most of it has been good...thank God for small favors.

First, you should know that Don Latuk and I are really hustling our posteriors for the ’79 ACUTA Conference. I think you will all be very surprised and pleased with the program. If you aren’t I don’t want to know...I cry very easily!

I recently spent a day at the Northern Telcom office in Atlanta learning all about their SL-1. I need not tell you how very impressed I was, not just with features and fancy stuff, but with the technology, imagination, inventiveness and plain old straight thinking that produced this system. Dammit, why can’t we see these things from the Bell System??

You know, I think I’m going to have to stop making comments about Mother Bell and just stick to straight reporting of facts and figures. I have always tried to remain objective where Bell is concerned, knowing that if I lose that objectivity I will be doing a disservice to myself, the University, and Bell, but sometimes I get so frustrated I don’t know what to do. What the heck! If I have to worry about who I offend then this column would cease to be honest and I would not be able to stand myself! My motto shall be "I call 'em as I see 'em!" I know you’re all glad I was able to work out that moral dilemma right here before your very eyes. And you thought this column wasn’t exciting!

If you're involved or interested in facsimile transmission or electronic mail I hope you received the September copy of Communications News. It's chock full of just about everything you could want to know on the subject. William Saxton’s article on the United States Postal Service and Electronic Mail is a "must".

Speaking of the Post Office and electronic mail, the PO has announced that it will conduct a year long test of electronic mail in 1979 in conjunction with COMSAT. The network will link two cities in the U.S. with five or six foreign countries and customers may use their own fax terminals or take messages to "fax windows" at participating PO's.

Here's a tasty morsel from the N.Y. TIMES: Under Colorado’s so-called sunset law, government agencies are subject to periodic legislative review, under which individual agencies must justify their existsences or be abolished. The statute, enacted to help detect and eliminate needless expenditures, has thus far resulted in the dissolution of three agencies which had combined annual budgets of $6,810. However, legislators, state auditors and private consultants paid out a total of $212,000 to complete the various reviews. Colorado therefore spent $31 for every dollar it saved, at which rate the state would have to disperse another $6,572,000 to uncover the $212,000 wasted on the audit. Now that's what I call fiscal responsibility!

If you want to keep an eagle eye on the FCC you may subscribe to a new professional reporting service called FCC/WATCH--Telecommunications.

The subscription services included a binder containing "overviews" of FCC dockets on important voice and data issues. Monthly updates then provide a chronological listing of docket related "event summaries" reporting all FCC, court and legislative actions as well as related co-ments extracted from more than 60 news and trade publications. Subscribe to FCC/WATCH--Telecommunications for $275 per year from Economics & Technology Inc., 101 Tremont St., Boston, Mass 02108....

Northern Telecom Systems Division has established the first digital switching technical assistance center in the U.S. devoted exclusively to the private systems market. The new center located in Nashville, Tennessee will provide emergency technical service on a 24 hour basis to Northern’s SL-1 private systems customers throughout the country....

ITT Corporate Communications Service has inaugurated a new service, Switched PRIVATE Network Service, enabling business and government users to establish their own private interstate telephone network using a network of seven controlled switching centers SPNS will initially be offered in 16 cities.....

Here, for your enlightenment and edification, are AT&T’s vital statistics for the end of 1977.

Assets: $93,972 billion, market value of stock $39.2 billion. Stockholders - $2.9 million.

Words of wisdom for this month: "If you tell people there are 300 billion stars in the Universe they'll believe you. But if you tell them a bench has just been painted, they have to touch it to be sure"....

See you next month........

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OPEN LETTER TO ALL ACUTA MEMBERS:

I wish to take this opportunity to say goodbye and good luck to my fellow ACUTA members. I will be retiring from the University of Louisville in December, 1978, after 35 years; 26 of which have been in Telecommunications.

I will never forget all the fine people I have met and worked with since the meeting at Michigan State in 1971 when the organization was chartered.

My husband and I will be leaving for Florida in January (Gulf Coast Highway 19-98, one mile south of Old Town, Florida). After we get our house built and get moved--hopefully May '79. I extend an invitation to all (you Northerners particularly) to drop in and visit. Bob, there is an airstrip just 10 miles away. Let me know and I will visit you.

We plan to garden, boat ride and fish, collect and refinish antique furniture and if we have any spare time begin to travel again. Best wishes to you all....

Sincerely,

/s/ Martha Roland
MOUTH OF THE SOUTH

The "Mouth of the South" was touring the exhibit area towards the close of the Snowbird Conference and he observed several (unnamed vendors) yankees trying to make a sign inviting ACUTA members to meet them in Atlanta next year. Their sign read, "You'll Come".

Now this here "Damn Yankee" as opposed to just plain yankee (because I came South and stayed) will just have to teach 'ya'll how to speak southern. The source of my material is from the booklet "How to Speak Southern" by Steve Mitchell and Sam C. Rawls--a Bantam Book Publication. My sincere thanks to these southern boys for helping to translate.

Now let's get down to basics, ya' er. We'll start with the word 'ya'll'. Yawl is a useful southern word that is consistently mis-used by northerners when they try to mimic a southern accent, which they do with appalling regularity. Yawl is always plural, because it means you-all or all of you. It is never--repeat never--used in reference to only one person. At least not by southerners. "Where y'all goin'? " 'Hotlanta?"

Now the second saying I want to teach you is "Good Ole Boy". This is any southern male between the ages of 16 and 60 who has an amiable disposition and is fond of strong drink, hound dogs, fightin', huntin', and good-lookin' women but not necessarily in that order. 'We have several good ole boys in Region 2'.

Just so 'ya'll' won't go hungry, I'll teach you two words that you can use in a sentence -- Aig and Grijuts. Aig is a breakfast food that may be fried, scrambled, boiled or poached. "Which came first, the chicken or the aig?"

Now Grijuts is what no southern breakfast would be complete without (grits). "Ah like grijuts with butter and salt on 'em, but ah purely love 'em with red-eye gravy'.

So now you can order "Aig and Grijuts" for breakfast. You really don't have to special order grijuts as they give them to you even if you don't want them.

The word "Yale" when used in New England signifies a particular University in the Ivy League. Now, down south, "Yale" is what Confederate Soldiers did when they charged.

You wanna hear a Rebel yale? (Also Rebel Yale can be bottled and drunk on occasions.)

We will try to give you smores southern talk next month and will sponsor a little ole contest to see if you can speak southern in "hotlanta". The winner will receive a bottle of that "Rebel Yale".......

Southern Bell has filed for a $73.8 million annual rate increase with the South Carolina PSC. Bell is asking the PSC to authorize an 11% return on capital (the company is currently earning less than 6%, according to them). The filing includes an increase of $2.80 on single party residential, and $7.05 increase for single party business service. This would make R-1 service $16.80 per month and B-1 service $28.65. They have also requested coin call be increased from 10c to 25c and have asked for an increase in intrastate long distance calls of 33%....

The Florida PSC has approved plans submitted by General Telephone Co of Florida (Tampa) to refund $9.9 million and reduce its rates. The telco filed for $71 million rate increase in 1976 and was granted a $41 million agency hike. This decision was appealed and the Florida Supreme Court ordered the PSC to re-consider its decision. PSC did so and granted the telco a $32 million rate hike, ordered them to reduce their rates and to refund to their customers the amount not authorized. This makes R-1 service in Tampa go from $12.60 per month to $11.75 and the B-1 rates from $32.10 to $29.90 per month...

The Atlanta Constitution ran an article recently about families living near the edge of the Okefenokee Swamp in Georgia who had received telephones for the first time. This area was thought to have been the last "wilderness" in Georgia without phone service. But it is not. Tate City is an undeveloped, isolated community. On June 15, 1977, a number of Tate City residents petitioned the Georgia PSC for telephone service and the area was given to Standard Telephone Co of Cornelia, Georgia. The area is 2.7 square miles, consisting of 23 establishments and is surrounded by the Chattahoochee National Forest. If they lived there and had an emergency, you would have to drive 21 miles to the nearest public telephone.

To provide service, it is necessary to cover 6.5 miles of very rugged, unimproved Forest Service Road; ford the Tallulah River and continue alongside another Forest Service Road for about another 3.7 miles. The mountainous terrain will cause many construction problems and the maintenance will prove especially difficult in the winter months when the only means of reaching Tate City is with 4-wheel drive vehicles. However, Tate City folks will have phones in the spring of 1979!......

Southern New England Telephone Co at Waterbury, Connecticut has developed a new system of record keeping that promises to eliminate 156,000 pounds of paper consumption every year. COMBO (Computer Output Microfiche Business Office) system replaces paper records with a type of microfilm called microfiche. A 4x6 inch 'fiche' will contain all the records of 300 to 400 customers. They feel COMBO will have paid for itself six months after the last unit is in. This is an interim system, eventually all company business records and office positions will be connected directly to a computer data bank....

Your editor really enjoying herself at Snowbird. Must have been listening to that neat song Comrie was doing.... Thanks to Nancy Miller for this snap.....
HELP WANTED

SUPERVISOR - TELECOMMUNICATIONS:

Responsible for planning and implementing the telecommunications requirements of the University of Louisville -- Determine individual department needs and prepare plans and layouts for their telephone systems -- Coordinate operations between South Central Bell and the University Telecommunications System -- Assist in budget preparation -- Administrative and functional supervision of 19 staff -- Requires an associate degree or the equivalent combination of education and experience -- Four to five years experience in telecommunications work is required.

Submit resume at once to:

Mrs. Betty W. Miles
University of Louisville Personnel Services
2323 South Brook
Louisville, Kentucky 40208
502-588-6541

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ACUTA WELCOMES THE FOLLOWING NEW MEMBERS:

REGION 1:

Mrs. Gail Maier
Director of Communication Services
St. Mary's Hospital, 89 Genesee Street
Rochester, N.Y. 14611
716-328-3300 (x 539)

REGION 2:

Russell Donaldson
Purchasing Agent, Stamford University
800 Lakeshore Drive
Birmingham, Alabama 35209
205-870-2917

REGION 3:

Roger Chandonnet
Major Accounts Sales Manager
General Telephone Company of Michigan
455 E. Ellis Road
Muskegon, Michigan 49443
616-798-5102

John McCormick
University of Illinois, Medical Center
833 South Wood Street
Chicago, Illinois 60612

Carl S. Pace
Director of Purchasing
Northern Michigan University
Marquette, Michigan 49855
902-227-2360

Mrs. Giselle Schweitzer
Communications Coordinator
University of Guelph
Gordon Street
Guelph, Ontario N1G 2W1

NEW MEMBERS CONTINUED:

REGION 7:

F. Harvey Campbell
Manager - Telecommunications Services
University of California San Diego
Telecommunication Services B-020
LaJolla, California 92035
714-452-4690

Gerald A. Howell, P.E.
Manager of Utilities
California Institute of Technology
Mail Code 2-83
Pasadena, California 91125
213-795-6811 (x1770)

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REGION 1 WORKSHOP

Region 1 Workshop January 24 thru 26, 1979.

University of Maryland
Center for Adult Education
College Park, Maryland

This workshop is open to all Region 1 and Region 2 members; space will be on a first come first served basis. All accommodations and classes will be held in the Center of Adult Education at the University of Maryland.

Region 1 Workshop Host is: Peter Wrike....

The following is a brief description of the subjects to be covered at this workshop. The list is small since the rest of the Speakers and subjects are yet to be confirmed. The December issue of ACUTA NEWS will contain a complete listing.

On January 24 (afternoon):

Dr Charles Jackson, Technical Staff person for the House of Representatives Communication Committee will talk about the Rewrite of the Communications Act of 1934.

Mr. William VonAlven, Manager of Inter-Connect Registration Program of FCC will discuss the Inter-connect Program.

On January 25 (morning session)

The Digital Broadcasting Corporation will introduce a new low cost information distribution system. This program should be of great interest and a timely subject.

Watch for more information concerning this workshop in the December ACUTA NEWS. We have also been advised that a brochure will be sent to members shortly.

Remember! Region 1 Workshop - Jan 24-25, 1979.

Host - Peter Wrike

Communications Manager
University of Maryland
Physical Plant
College Park, Maryland 20742
301-454-3453

Region 1 Director is Mort Berlan, Supt of Telecommunications, Massachusetts Institute of Technology.
allows one person to observe many areas such as administrative offices which may be subject to vandalism; computer centers, laboratories, receiving docks, parking lots, stadiums, areas with critical meters and gauges. Intercom may be added to ask questions and give directions; video tape recorders to preserve records of specific incidents.

use FM radio between a central monitoring console and up to 500 independent locations per channel to transmit signal/data for wide-range monitoring and control. A combination of more than 32,000 alarm, and control functions per channel possible. Alarms and status changes at remote sites will deliver immediate visual display and an audible tone at the central console. Hard copy printers and computer interface options also available.

act as an efficient gathering point for voice, visual, alarm and control information; and as a nerve center which allows the direction of manpower, equipment and materials as needs arise.
Well sports fans, summer is slowly slipping away from us and by the time you read this winter will probably be fast approaching. But take heart, autumn means football - the most exciting, profitable and best organized form of legalized madness ever devised!

In keeping with age old tradition our valiant band of gladiators opened the season this past Saturday with unparalleled excitement. They rushed and passed for almost 500 yards, scored 33 points and still managed to snatch defeat from the jaws of victory in the last instant of the game. A good offense does not a good defense make -- to coin a phrase!

Lest you start thinking that I'm going to sit here all morning acting like a jaded football fan, let me explain how our opening day disappointment on the football field ties into the game we communicators play.

In case you hadn't heard, our athletic program has undergone a major shake-up recently (these things happen in the best of families). A few weeks ago our new sports information director called inquiring about the possibility of somehow holding news conferences by telephone. As I've mentioned before, Blacksburg, Virginia is not a major metropolis, therefore, getting the state's major news media together on a regular basis poses many problems.

At first glance the problem seemed like a tough one. Setting up conference calls through Ma Bell for 15 to 20 people can be time consuming, complicated and very expensive, especially with the person to person rate involved. Ideally we desired a system where, everyone, at a predetermined time, merely called a number and got tied together pretty much simultaneously.

I discussed the problem with John Long, fellow ACUTA member, and my Bell Marketing Representative. He well understood the limitations of the Bell conferencing arrangement and put me on to a company called DAROME, INC., of Harvard, Illinois. Darome makes a machine called "The Meet Me Bridge", which is a conference call unit that they lease on a usage basis. Keeping in mind that advertising is NOT free in our ACUTA NEWS, let me briefly describe how this thing works and what we were able to accomplish with it.

As far as the user is concerned the system is simplicity itself. Each participant is merely given a number to call at the predetermined time. To save money and share part of the expense, all the calls can be direct dialed station calls. Or, if the participants do not want to pay, credit cards can be issued so the leasing party can pick up the entire tab.

Each incoming call is answered in sequence by the 'Meet Me Bridge' operator. Upon receiving proper identification, the operator quickly ties each individual into the system, checks all the connections for proper clarity and volume level and introduces the conference which is then turned over to the moderator.

Virginia View continued:

During the course of the conference the Bridge Operator stays on-line to handle any problems and make any necessary adjustments. The operator can also add in any participants who call in late.

Now for the good news. We lost Saturday's game but we seem to have won at the news conference. The first one was held and was a smashing success. Our Head Football Coach and our Sports Information Director "met" with 17 journalists located throughout Virginia and North Carolina for a half-hour of questions and answers. Everything went so smoothly that ten more such meetings are scheduled throughout the season. Also, DAROME seemed pleased as this turned out to be a brand new and different application for their machine.

All things considered, the total cost of using the "Meet Me Bridge" balances out rather nicely against what was accomplished. If any of you would like more specifics on this, give me a call. Right now I want to go see how the team is doing on their defensive drills. Saturday is almost upon us again!

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"BITS AND PIECES"

I received an interesting news item from the Hull group in Salt Lake City. I am sorry that I can't give the news source for the item, but what a story!

The "Phantom Phone Caller" has been found to be a commodious fellow who really used his head. For several weeks the phones in the office of a group of St. George Attorneys would ring but nobody would be on the other end.

Finally, one of the staff noticed that everyone somebody went to the restroom, the "phantom" would call. Closer inspection revealed that when someone sat on the toilet, the phone would ring.

Mountain Bell technicians were called in and found that the telephone system in the office was grounded to a water pipe on the floor below. When someone sat on the commode, the circuit would be broken and the telephone would ring..... (UPI)
"WHAT IS TMC?"

TMC, Telecommunications Management Corporation, is an independent consulting firm specializing in Telecommunications Utilization and Management, and offering a full range of services including Equipment Analysis & Design, Computerized Network Analysis & Design, Preparation of Bid Specifications, Manufacturer/Vendor Interface, Department Organization & Efficiency, and Complete Implementation Services.

All contracted services include concise and complete Management and Financial Documentation, and thorough follow-through and follow-up services to insure the effectiveness of our recommendations.

"WHAT IS AN INDEPENDENT CONSULTING FIRM?"

TMC does not represent any Equipment or Facilities Manufacturer or Vendor. As Communications Consultants to your College, University, or Medical Center, our only function is to serve your best interests. This objective we pursue with all of the ability and energy at our command.

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Our Education Specialist is a former University Telecommunications Manager who understands from 'Hands On' experience Telecommunications requirements and operation in an educational environment. Current clients in the education community include Boston College and The University of Virginia.

"WHAT DO WE DO IF WE ARE INTERESTED IN YOUR SERVICES?"

At your request, and at no cost to you, TMC will send our Education Specialist to your office for a mutual interview. From the results of the interview, TMC will prepare (for your review and analysis) a complete and detailed proposal of offered services and associated costs based upon your stipulated requirements. Upon acceptance of part or all of the proposal, the details will be incorporated into a contract. You will know what we will do and the associated cost to your institution before you enter into an Agreement.

CALL OR WRITE TO OUR EDUCATION SPECIALIST TODAY!

James J. McCullough / Member of ACUTA
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