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8-1991

## ACUTA eNews August 1991, Vol. 20, No. 8

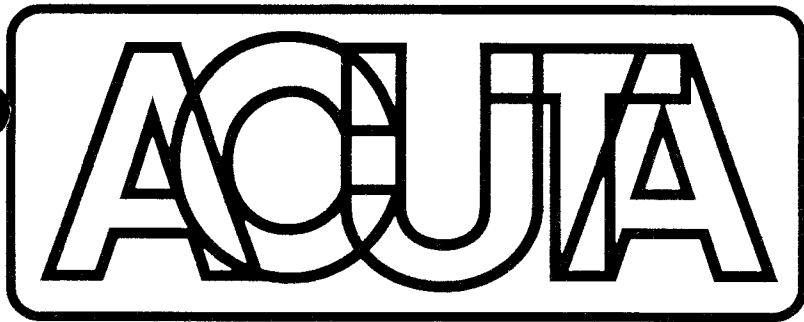
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# NEWS

**Association of College & University Telecommunications Administrators**  
THE VOICE OF TELECOMMUNICATIONS IN HIGHER EDUCATION

AUGUST 1991

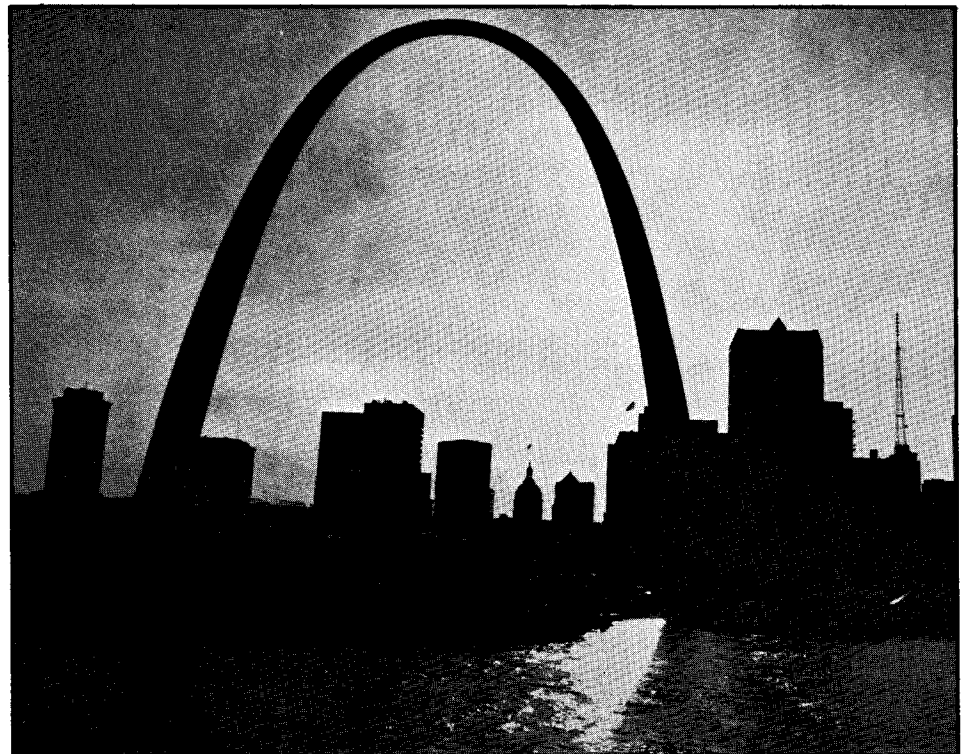
## Transition for opening 10-XXX access codes: 6-months to 6-years

Telephone aggregators – including colleges and universities – whose equipment can be programmed to unblock 10-XXX selectively must do so within six months or upon installation of such equipment, the Federal Communications Commission ruled July 11.

At the end of a six-year transition period, all aggregator telephones must allow consumers access to their carrier of choice by means of 10-XXX access codes, the FCC directed.

Those aggregators who can modify their equipment for no more than \$15 per line to process 10-XXX selectively must unblock within 18 months.

*(Please turn to page 6)*



*The St. Louis' Gateway Arch was silhouetted by the setting sun as ACUTA attendees departed for a dinner cruise on the river boat Belle of St. Louis.*

## Panel looking at ACUTA's regulatory role

With the Congress and federal regulators lumping college and university telephone systems in with those of hotels, airports and hospitals for purposes of regulation, ACUTA is considering a more active role for itself in the rule-making process.

At its annual conference in St. Louis, July 7-11, incoming Association President Paula Loendorf announced an organization-wide, strategic planning effort that will include a re-evaluation of how ACUTA can best represent the

interests of its members as federal agencies write regulations that will affect colleges and universities.

The new President also appointed a six-member Regulatory and Legislative Affairs Committee to examine issues and make recommendations in this area.

Committee members include: Randy Collett, Central Missouri State University; Whitney Johnson, Northern Michigan University; Harry Kyle, Oklahoma State University; Ferrell Mallory,

*(Please turn to page 6)*

## PBXs main targets for telephone fraud

The unsuspecting owners of PBXs are now the prime targets of both professional cons and free-lance hackers who defraud telephone systems.

When fraud originates in a carrier's equipment, the carrier takes the loss. But if the fraud originates within a PBX, the PBX owner takes the loss.

Fraud perpetrators can move so quickly that in a short time they can generate losses equal to a

*(Please turn to page 2)*

## PBXs targets of fraud

(Continued from page 1)

PBX owner's annual phone budget.

That was the warning of the experts who conducted a panel discussion on telephone fraud for the Highlight Session of the 20th Annual ACUTA Conference in St. Louis.

The major carriers – represented on the panel by Loren Procter of Sprint, Bruce Wells of MCI and Patrick McDonough of AT&T – have managed to frustrate what was previously the two most common telephone fraud operations – compromised Feature Group A codes, which did not identify the originating phone, and calling card fraud.

Now the criminal element, which is always looking for the path of least resistance, has shifted to “ripping off” private branch exchanges.

A variety of defenses are available to make PBXs less vulnerable, but PBX owners must maintain constant vigilance and try to keep up with, if not ahead of, the cunning predators.

The problem is complicated by the fact that PBXs are designed to be receptive and user friendly. The

challenge is to be unreceptive to unfriendly users, while maintaining convenient service for legitimate users.

“You have to be like the junkyard dog that keeps the junkyard operator company during the day but snares and frightens away the intruder who tries to come over the fence after dark,” said Wells.

“Don’t go to the bottom of your phone bill every month and write the check without looking at the call detail that is provided. Fraud usually follows patterns unlike your normal phone usage,” explained Procter.

Competition has driven domestic long distance rates so low that domestic call fraud is no longer lucrative. Fraud is now focused on international service. The customers of “call-sell” operators often are immigrants in large urban areas, especially New York City. Immigrants usually don’t have a lot of money, but want to call family and friends in their home countries, the experts pointed out.

If you have a large volume of calls going to a country that is a common destination for many fraudulent calls, then find out why.

If the maintenance port on your PBX can be entered via what

Wells calls “bare dial up,” then “you’ve got trouble.” The hackers out there know the inside of your PBX probably better than the vendors do, he exclaimed. If a caller can get in through your maintenance port with only an ID and a password, then a hacker can easily gain access. “For as little as \$100 to \$1,000 a line, however, you can get a security access unit to guard maintenance ports with further authentication, such as call back.”

There are many ways that fraud perpetrators get the information they use to steal telecommunications services, Wells continued.

First, “we smart carriers put all 14 digits of a calling card code right on the card. If the card is lost or stolen the complete code is right there.” A calling card can be stolen without a wallet or a purse ever being lifted, he added. “The thief just watches you at the airport as you dial or verbalize your code at the telephone.

“I managed to get six cards this way at the Atlanta airport once, and I’m not even good at this,” said Wells.

Dumpster diving may not be glamorous, but it’s a good way to get information useful for phone fraud, he pointed out. Phone bill statements that go in the trash also may reveal information about accounts.

“When you get new software for your PBX, what do you do with the manual for the old system? Do you shred it or put it in the trash? If it goes in the trash, there’s a good chance somebody will get it and learn enough about your PBX to get inside it illegally.”

A three or four-digit personal identification number (PIN) can be hacked in about 15 minutes, according to Procter. A seven to nine digit number is preferable. Use a maximum-length random PIN, he urged. Most PBXs can process PINs of up to 14 digits. Barrier codes, such as two four-digit codes can thwart a hacking program that can compromise eight-digit codes.

(Please turn to page 12)

### Association of College and University Telecommunications Administrators – ACUTA NEWS, Volume 20, No. 8

PRESIDENT: Paula Loendorf, University of North Dakota

EXECUTIVE VICE PRESIDENT: Coleman Burton, University of Missouri

VICE PRESIDENT: Patricia Searles, Cornell University

SECRETARY: David O’Neill, Washington State University

TREASURER: Howard Lowell, Colorado State University

PAST PRESIDENT: F. William Orrick, Washington University in St. Louis

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EXECUTIVE DIRECTOR: Del Combs • BUSINESS MANAGER: Eleanor Smith

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## MESSAGE FROM THE PRESIDENT

Paula Loendorf  
University of  
North Dakota

"Meet me in Saint Louie, Louie," the theme song for the 1904 Worlds Fair, remained so popular that the 1944 movie, "Meet Me in Saint Louis," was a raging success. Even today, nearly everyone can hum a few bars and sing some lyrics from the song that Judy Garland helped make part of the popular culture.

In 1991, Saint Louis was a tremendous success for ACUTA. Our 21st Annual Conference – at the Adam's Mark Hotel in the shadow of the Gateway Arch – was orchestrated by outgoing President Bill Orrick, Executive Director Del Combs and the Lexington staff. Program Director Mal Reader and his committee organized a varied and informative program. The gala banquet Wednesday night with dueling bands playing in opposing sets at each end of the expansive ballroom was certainly a highlight.

One of the most important parts of the conference to me, however, was the business meeting. Scheduled for an hour, it lasted nearly two; and before it was over it was apparent that we need to better explain the function and responsibility of our volunteer Board of Directors.

A number of members expressed concern during the business meeting about ACUTA's efforts in the regulatory process, especially the Operator Services Act of 1990 and FCC regulations that classify colleges and universities as "aggregators" and confront our institutions with several new legal requirements. Others had questions about ACUTA's finances.

These questions suggest to me that not only must the board improve its communication with the membership, but our upcoming strategic planning effort is timely indeed.

ACUTA is beginning its third decade with a history of significant growth in membership and attendance at events as well as in service to members. We have changed from a purely volunteer-run association to one with a professional staff in charge of operations and logistics. The strong status we enjoy is a product of the two major planning efforts in each of our first two decades.

Our Association and the telecommunications environment have changed dramatically, however, since the last planning effort in 1984.

- Our membership has more than tripled, with much of the increase coming from smaller schools.

- The breakup of the Bell System, the accelerating change in technology and the proliferation of vendors have changed the telecommunications landscape.

- Higher education has changed too. We find fewer people of traditional college age but more of them needing higher education. At the same time, we have a growing, new constituency of non-traditional students to serve – the generation of "life-long learners."

- And all the while, we are challenged by vigorous competitors in a global economy.

The time has certainly come for ACUTA to re-evaluate itself, take a new look at its horizons and re-think its direction.

My major goal as President is to make 1991-92 "the Year of the Future." The Board of Directors, the Strategic Planning Committee and I will begin immediately developing a plan for the coming decade. In that regard, this will also be "the Year of the Member," because that is what ACUTA is about.

We will examine our past performance and current strengths with the goal of doing better what we already do well. We will survey the needs of current and potential members to determine opportunities for growth and improvement. Then we will evaluate our resources and formulate a plan to meet your needs. You are encouraged to voice your opinions and contribute as much as you can to the planning process.

Pat Searles of Cornell University, our Vice President and past Secretary, will chair the Strategic Planning Committee. My charge to the panel is to consider the following issues and any others they deem pertinent:

- Membership growth and composition – Examine member demographics. Should we add new types of membership?
- Purpose and mission – Does our purpose need to be refocused? A mission statement should be developed.
- Member services and programs – What do members need? How do we reach them? A certification program was recommended by the last planning committee. Should this idea be revived? What should our role be in the regulatory process?
- Member involvement and leadership pipeline – Look at our ability to attract and hold committed people. How can we develop their interest in leadership positions?

*(Please turn to next page)*

## Regulatory review

*(Continued from Page 1)*

Brigham Young University; Ruth Michalecki, University of Nebraska-Lincoln, and Anthony Mordosky, Millersville (Pennsylvania) University.

"These assessments will be conducted in the light of the Operator Consumer Services Improvement Act of 1990 and subsequent FCC rulings," explained Loendorf, who is Director of Communication Support Services for the University of North Dakota.

"The Operator Services Act, signed into law by President Bush in October 1990, has been interpreted by the FCC to include colleges and universities as 'telephone aggregators' subjecting them to a wide range of rules that were designed to curb practices that took unfair advantage of travelers caught in locations with limited access to telephone services."

An important consideration for ACUTA in this area will be the assignment of resources so that

staff time may be devoted and perhaps legal counsel retained to monitor and make comment on regulatory issues.

ACUTA also plans to continue and possibly expand cooperative efforts with NACUBO, the college and university business officers' association, the American Council of Education (ACE), the Telecommunications Associations Council (TAC) and other related organizations so that the interests of higher education will be more clearly visible to lawmakers and regulators, Del Combs, ACUTA Executive Director, stated.

TAC has asked Combs to take the leadership of a council initiative to combine the efforts of its nine-member organization in matters before the FCC. In addition to ACUTA, members of TAC include: CBTA, Canadian Business Telecommunications Alliance; CMA, Communications Managers Association; ENTELEC, Energy, Telecommunications and Electrical Association; ICA, International Communications Association; INTUG, International Telecommunications Users Groups; MTC, Midwestern Tele-

communications Conference; SETA, Southeastern Telecommunications Association, and TCA, Tele-Communications Association.

Former Federal Communications Commissioner Anne Jones, now a partner in the Washington D.C./Atlanta law firm of Sutherland, Asbill and Brennan, was keynote speaker at ACUTA's St. Louis conference.

"I know when I was a commissioner," Ms. Jones said, "I and other members of the commission were interested in hearing from people and organizations throughout the country to learn how FCC rules affect what they do."

Even if legal counsel is not retained, individuals as well as organizations such as colleges and their associations can get a fair hearing inside the Washington Beltway, affirmed Jones who is a former trustee of Boston College. ACUTA and its member institutions, she recommended, should put more effort into enlightening lawmakers and regulators of the special needs of colleges and universities as they provide indispensable services to their communities as well as the nation. ↵

## Transition to 10-XXX access codes

*(Continued from Page 1)*

And, aggregators who install equipment manufactured or imported on or after April 17, 1992, must unblock 10-XXX.

All other aggregators must unblock 10-XXX access no later than April 17, 1997.

Long distance carriers must establish 800 or 950 access numbers within six months so that equal access will be possible in areas where 10-XXX is unavailable, the commissioners mandated.

Equal access via 10-XXX codes is unavailable in some areas because the FCC has not set a deadline for local exchange companies to replace or modify equipment that cannot process the 10-XXX codes.

The Commission also decided that competitive payphone providers should be compensated for access code calls. A Further Notice of Proposed Rulemaking was issued seeking comment on the appropriate compensation mechanism and amount.

The Commission proposed direct billing as a means of compensating payphone owners, noting that this mechanism involves only those parties who benefit from access code calls. In addition, the regulatory agency noted that direct billing arrangements will

offer a greater degree of flexibility for the entities that enter into them to determine the most efficient means of making compensation.

These actions, the Commissioners said, "will ensure that consumers are given the maximum opportunity to obtain access to their carrier of choice from any aggregator location, while recognizing that when those carriers receive calls from a competitive payphone, they should, as a matter of equity, compensate the payphone owner whose equipment is used to initiate an interstate call."

Bruce Campbell, Director of Telecommunications at Abilene Christian University, has urged ACUTA members to seek compensation for calls made from their phones to carriers other than the presubscribed service.

"Callers who 'dial around' our presubscribed carriers are using our equipment and tying up our lines while we realize no income from these calls," he noted. "Unless we receive direct compensation from the carriers, the only alternative is to increase phone charges across the board to make up for lost revenue. That, however, would unfairly distribute the costs we incur from equal access calls to our other customers who may seldom, if ever, make long distance calls," Campbell pointed out. ↵

# ACUTA marks 20th Anniversary in St. Louis

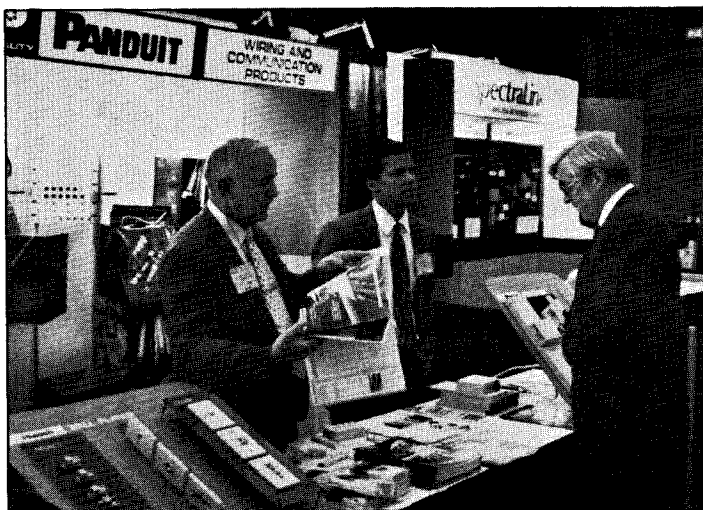


Many rooms at the Adam's Mark Hotel – site of ACUTA's 20th Conference – had a view of the Gateway Arch.

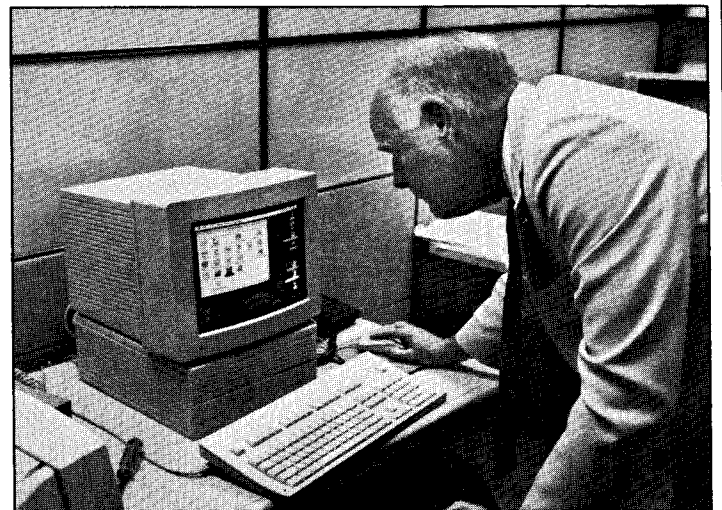


Rob Thies of Agnes Scott College in Atlanta tries out one of several teleconferencing exhibits at St. Louis.

Other members of the Voice Processing Panel listen as Jan Weller, Univ. of Kansas, speaks during the Call for Presentations session. From left are: Tom Newell, Univ. of North Texas; Moderator Pat Searles, Cornell Univ.; Bonnie Johnson, Univ. of Kentucky, and Jerry Stimely, Penn. State Univ.

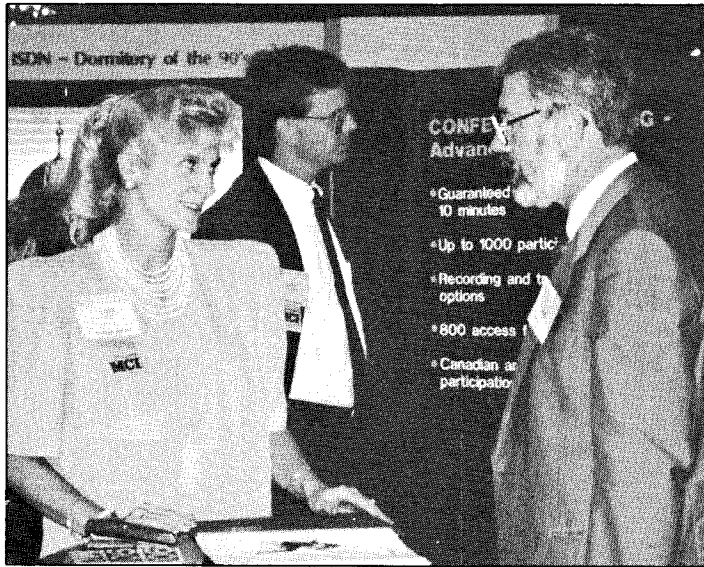


Representative of Panduit Wiring and Communications Products had a variety of their products and explanatory literature on display at their exhibit.

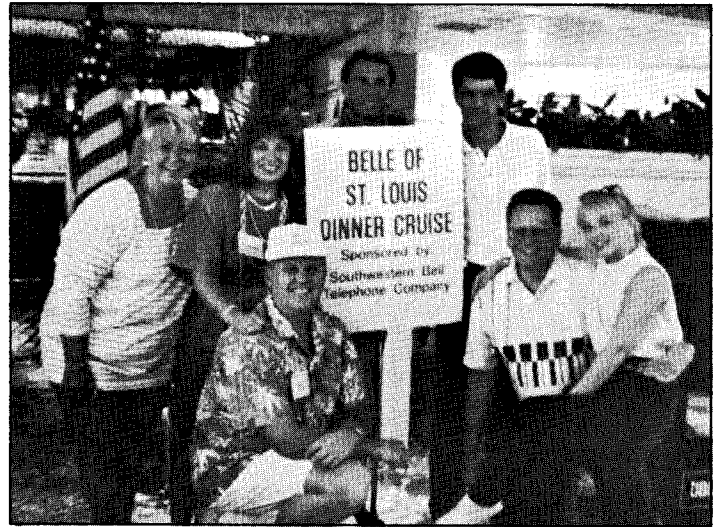


ACUTA Vice President Coley Burton got to use the new Macintosh operating system 7 while on a tour of the Southwestern Bell Advanced Technology Laboratory.

The Belle of St. Louis was so large that the everyone in the ACUTA conference group could enjoy dinner and still not take up the entire vessel. This shot of the buffet line was taken from the mezzanine of the main deck.



Lydia Brown of MCI explained her company's services for colleges and universities in the exhibit area.



The Monday evening dinner cruise on the Belle of St. Louis was sponsored by Southwestern Bell. ACUTA President Bill Orrick and his wife Dotty posed with Southern Bell representatives after the firm was recognized for its sponsorship.



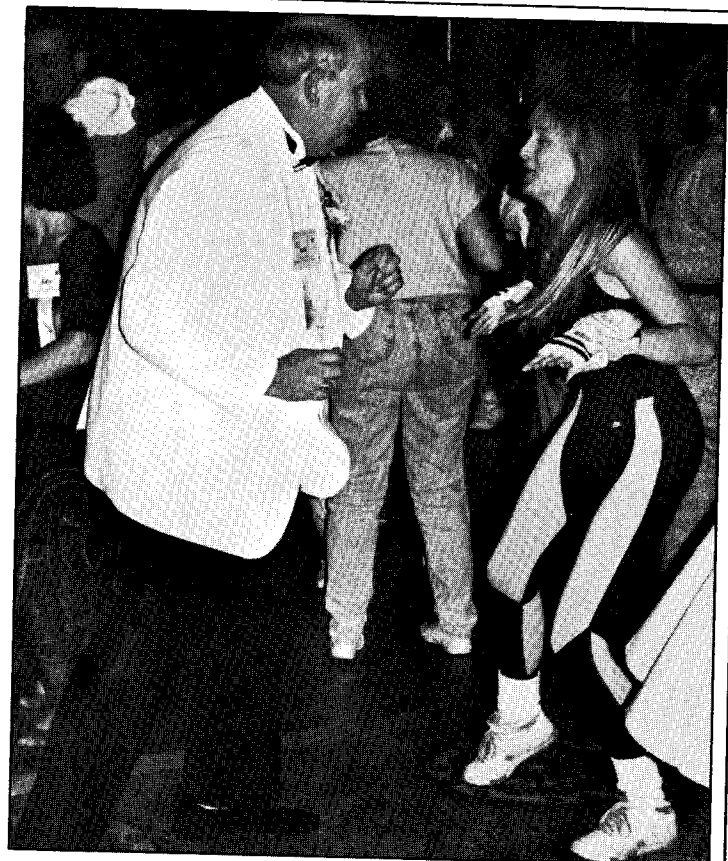
This couple relived the '50s at the ACUTA Goes Platinum banquet. Banquet attendees were encouraged to dress in the style of their favorite decade.



Lead singer Charlie Thomas and the Drifters entertained at the banquet by singing a lot of old favorites.



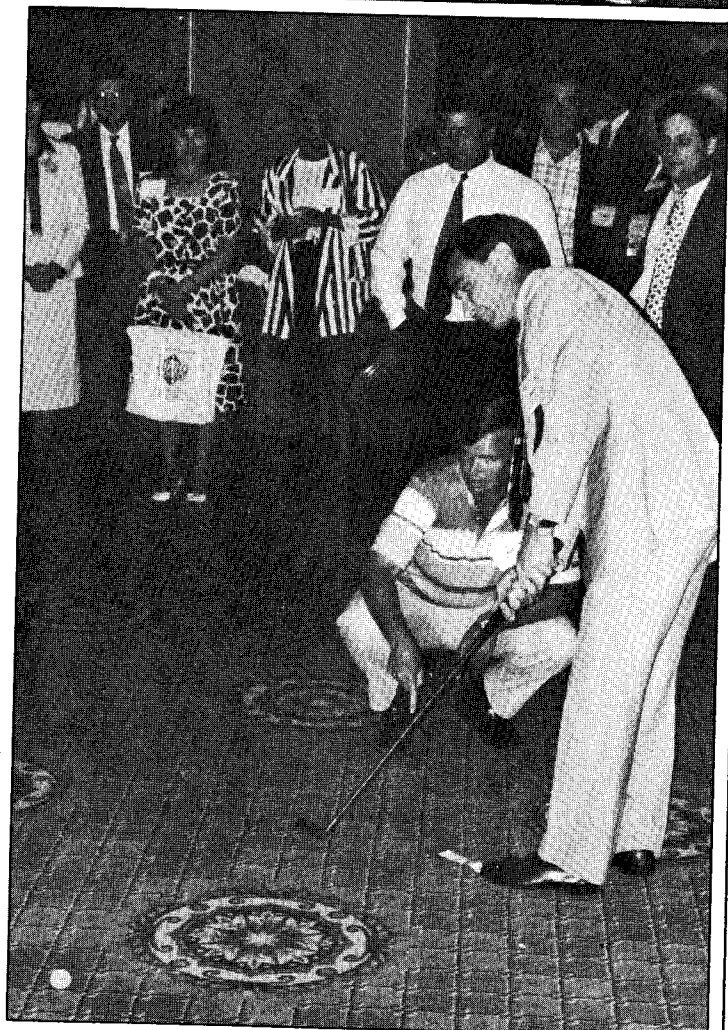
**ABOVE:** Robert Wiggins, Don Thomas and Terry King of the Drifters provided backup for lead singer Charlie Thomas.



**RIGHT:** ACUTA President Bill Orrick dances with a "woman of the '80s" at the ACUTA goes Platinum banquet.



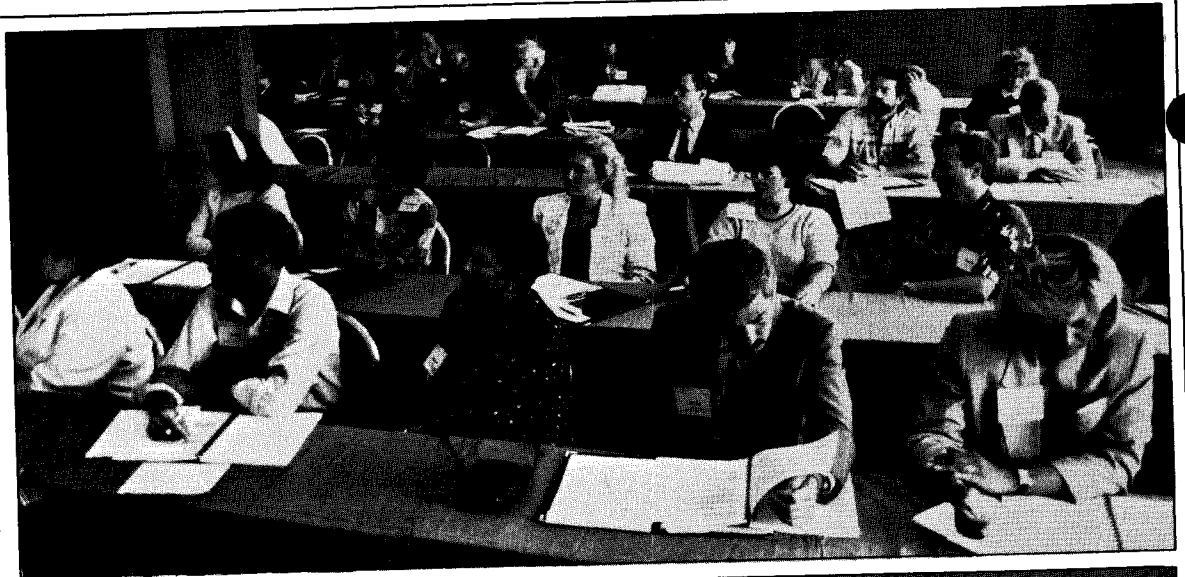
**ABOVE:** Novice golfer Pat Billeter of Charles County (Md.) Community college retrieves her ball after sinking a putt of about 20 feet from the fringe of the first hole green.



**RIGHT:** Rob Thies of Agnes Scott and Steve Harward of UNC decided the outcome of the MCI-sponsored golf outing with a "putt off" at the hospitality suite.



Attendees listened to the discussion and read over the reports at the annual ACUTA business meeting.



Ray Marra of Westinghouse Communications Software demonstrated some of his firm's products on a large video screen for Linda Lewis of Creighton University.



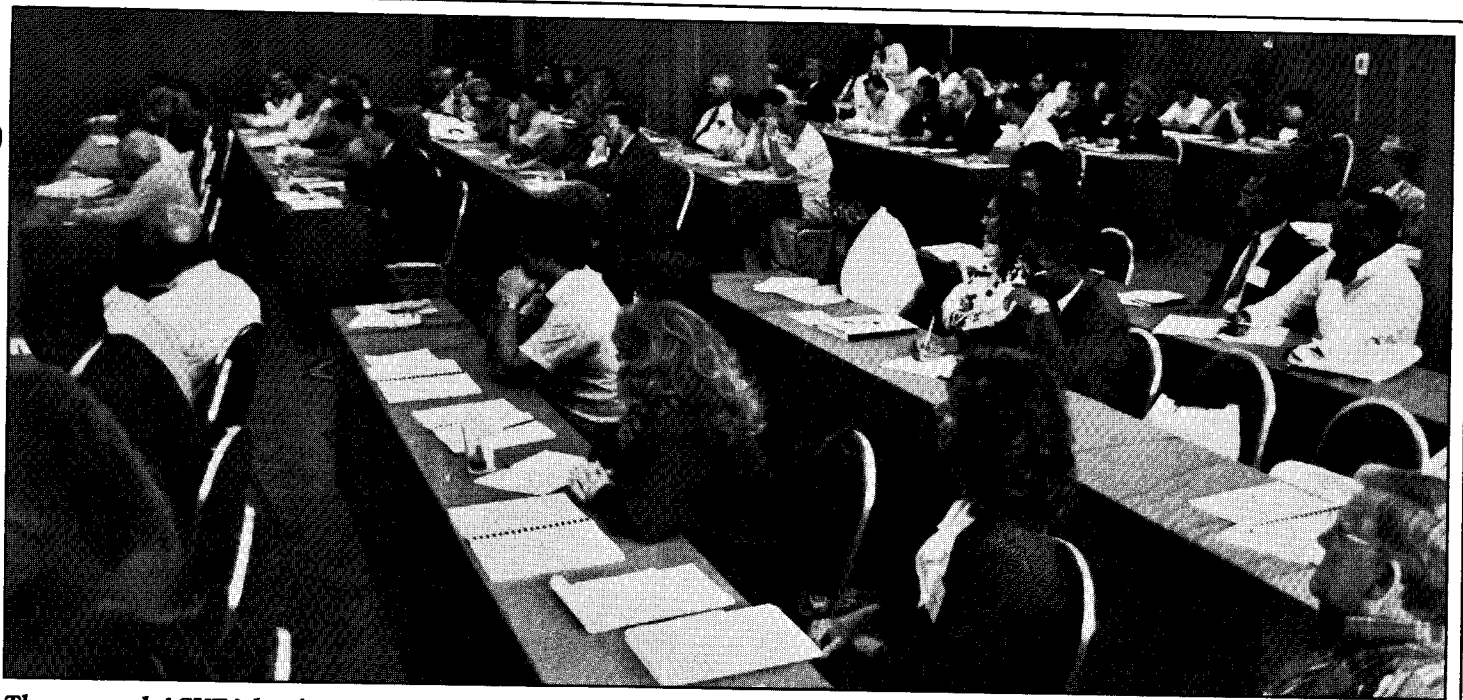
Penny Pietraszka of Bryant College chatted with ACUTA Program Director Mal Reader after the opening night reception.



Pam Chouinard from Loyola of Chicago won a Garfield telephone given away by Anixter Bros. At right is Anixter's Dave Stanley.



The dormitory of the '90s with ISDN lines to every room was a topic of discussion at the Northern Telecom exhibit.



*The annual ACUTA business meeting heard from outgoing and incoming presidents, scrutinized the treasurer's report and approved the election of Vice President, Pat Searles; Secretary, David O'Neill, and Treasurer, Howard Lowell, also the incumbent.*

*Members, Directors exchange views*

## Regional meetings held at Conference

### Northeast Region Meeting

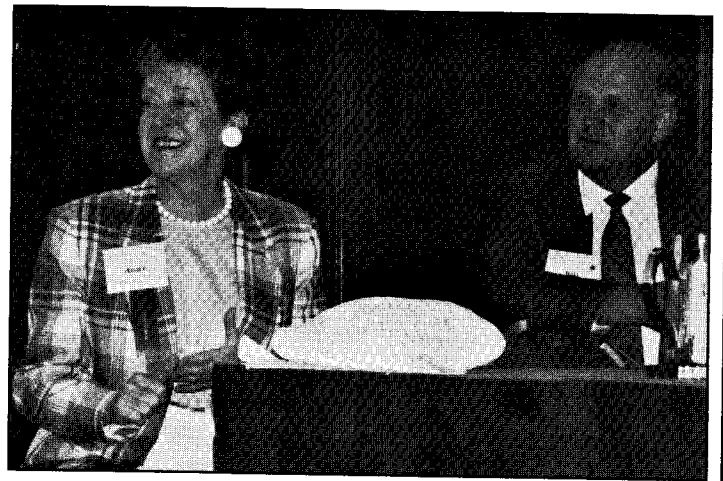
Responding to questions and comments during open discussion period, Regional Director Don Hoover and ACUTA Secretary Pat Searles reported that the Board of Directors is considering a more active role for ACUTA in regulatory issues. Care will be taken, however, not to jeopardize the Association's charitable tax status, they pointed out.

An extensive list of other questions, such as meetings within regions, will be addressed by a strategic planning effort which incoming President Paula Loendorf will soon have underway.

Proxy voting at the Conference is possible, but the primary member must notify the ACUTA Secretary prior to the annual business meeting. Attendees were encouraged to attend the annual business meeting.

Members were thanked for their participation in the Regional Directors' election and encouraged to retain interest in ACUTA governance. Events of the coming year were reviewed and members were reminded to share the experiences on their campus with membership through newsletter articles and monographs.

ACUTA's Understanding Telecommunications workshop will be returning to Millersville, PA, on March 30 - April 1. If enough interest is shown, the workshop also could be held at a New England site later in 1992.



*Keynote speaker Anne P. Jones and ACUTA President Bill Orrick listen as the Washington attorney and former FCC commissioner is introduced by Association Executive Director Del Combs.*

### Southeast Region Meeting

The Southeast welcomed four states newly included in the region - Delaware, Maryland, Virginia and West Virginia - and the District of Columbia. The 48 attendees present were briefed on the Association's strategic planning effort, soon to get underway, and encouraged to have their institutions represented at the Understanding Telecommunications Workshop to be held in Atlanta, Oct. 23-25.

Regional Director Jim Dronsfield reviewed recent actions of the board: a new strategic planning effort for organization, a dual track program for the Winter 1992 Seminar in Tucson, creation of a Publications Director's position on the board. He asked attendees to submit monographs as well as articles for the newsletter.

*(Please turn to next page)*

## Regional meetings

*(Continued from previous page)*

State coordinators present included Rob Thies, Georgia; Buck Bayliff, North Carolina, and Mike Lane, Mississippi.

Everyone was urged to attend the annual Association business meeting.

### Midwest Region Meeting

Of the 35 attendees of the Midwest Regional Meeting at the St. Louis Conference, approximately 25 percent were first timers.

Regional Director Randy Collett of Central Missouri State University reported on the July 8 Board of Directors' meeting in Lexington, KY. The Winter 1992 Seminar in Tucson will feature two different programs, to run concurrently. And a strategic planning study of ACUTA member needs and services, possibly assisted by professional consultants, will be conducted.

State coordinators present were introduced. They included: Jan Weller, Kansas; Tim Kilpatrick, Missouri; Tom Walsh, Ohio, and Tom Newell, Texas.

Former Directors Ken Leverington (who was present) and Dino Pezzuti (who was absent) were recognized for the past years of service to members from the region.

The Operator Services and subsequent FCC rulings, as they often did throughout the conference, dominated the open discussion period. Members generally wanted to know what action ACUTA had taken and why colleges and universities' had failed to win exemption from the "aggregator" classification. The reasons for such brief comment periods allotted by federal rulemaking proceedings and what ACUTA could do in the future to be more effective in advocating the interests of its members were also matters of concern.

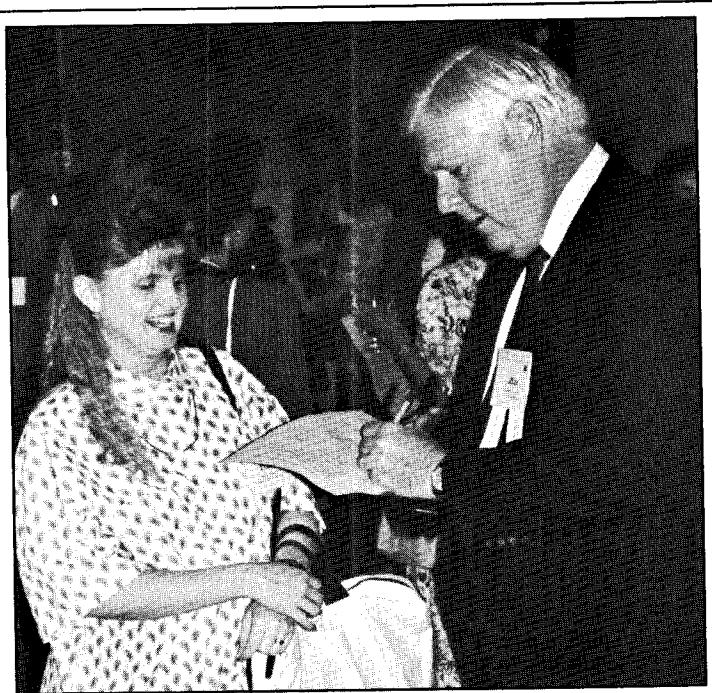
No formal action was taken, but the consensus seemed to desire that ACUTA work for reconsideration of the aggregator definition from the FCC or seek legislative relief.

At the conclusion, members were encouraged to submit articles for consideration by the Publications Committee and to use their State Coordinators and Region Director to communicate their concerns to the ACUTA leadership. And everyone was reminded to attend the July 10 Association business meeting.

### West Region Meeting

Three main concerns were expressed during the open discussion period of the West Region Meeting - ACUTA's involvement in regulatory issues, organizational expansion to include more data and video professionals and regional meetings.

The majority of the 18 attendees present voiced a desire for ACUTA to take a more active role in regulatory matters. Since the merger of voice, data and video technologies is likely to continue, there was general agreement that ACUTA move carefully to



*Jim Dronsfield, Director of Region 2, the Southeast, signs the first timers' contest sheet of Tina Nichols from the College of William and Mary. The contest was designed to encourage the 78 first timers at the St. Louis Conference to learn about ACUTA's history and organizational structure as well as meet the officers and staff of the Association.*

broaden the membership base while not straying from telecommunications administration as proscribed in the Association's charter.

With ACUTA regions no longer running concurrent with the territory of the regional Bell operating companies, most attendees thought few truly "regional" issues remain. Most issues are either national or limited to certain states and provinces. Geographical divisions are helpful primarily for organizational communication and direct representation of the membership on the Board of Directors.

### Canada Region Meeting

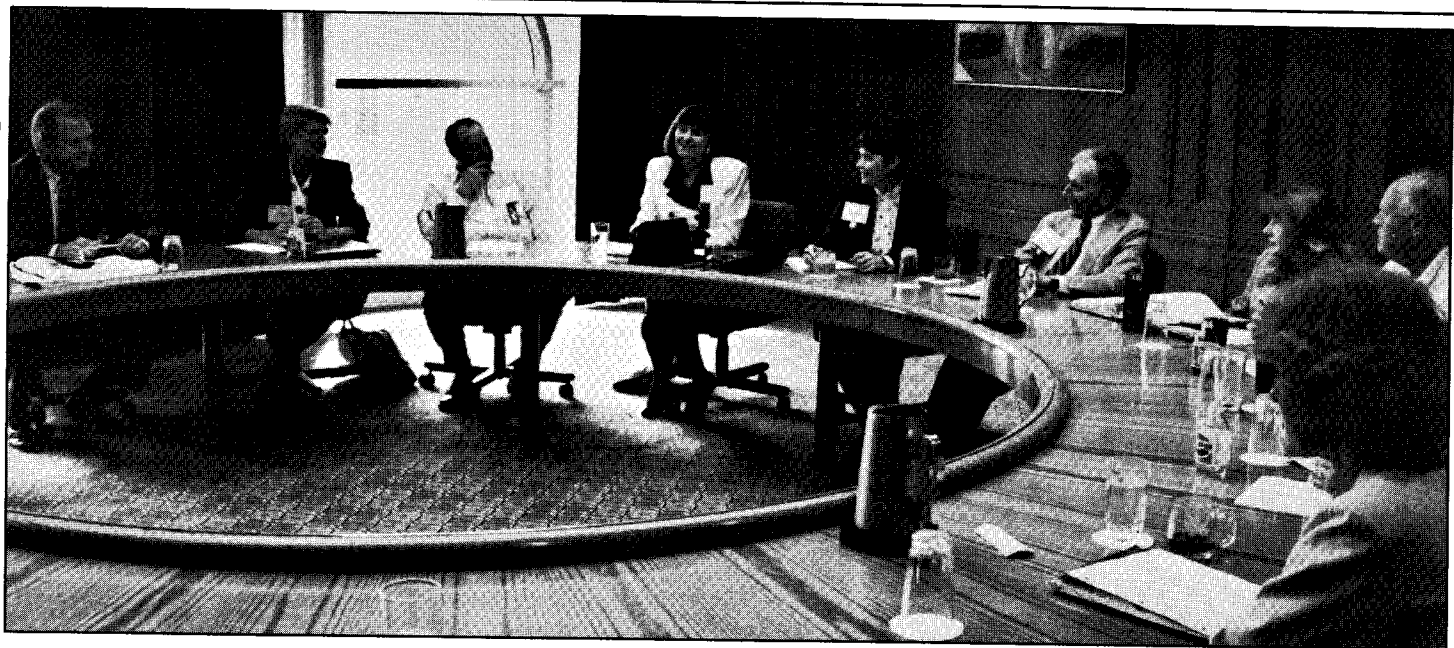
The seven attendees were honored to have incoming ACUTA President Paula Loendorf attend their meeting and decided to make her an honorary Canadian.

Garry Tatum was recognized for his contributions to ACUTA publications over the past year and the importance of encouraging other Canadian members to submit articles and monographs was discussed.

Although a majority of those attending were from Ontario, no provincial coordinator was available. Everyone, however, enthusiastically volunteered to assist ACUTA efforts in any way possible.

Mal Reader will assist Regional Director Bruce McCormack in drafting a letter to all potential Canadian members inviting their participation in ACUTA.

The attendees were polled about the communication environments of their campuses. This information will be used to identify areas of common interest among members. ♪



ACUTA's Vendor Liaison Committee reviewed its first year of existence at the St. Louis Conference. Its accomplishments for the year included: improved expositions at events, enhanced financial, technical and advisory support for ACUTA from the corporate community. Pictured, from left, are: Dave Stanley, Anixter Bros.; June Griffith, Bell Atlantic; Del Combs, ACUTA Executive Director; Paula Loendorf, ACUTA Executive Vice President; Sidney Paredes, US West; Jack Sinchak, ROLM; Kellie Bowman, ACUTA Staff and Events Coordinator; Coley Burton, ACUTA Vice President and Su Aros, Octel.

While in St. Louis for ACUTA conference

## User groups discuss common concerns

### AT&T groups

By Beth Noland Beal

Rochester Institute of Technology

A variety of user needs and interests, perhaps unique to the university environment, were voiced to company representatives at the AT&T user groups.

These included:

- Ability of currently install switches (S/75, S/85, G1, G2, etc.) to accommodate 10-XXX-0 dialing.
- Ability of Manager IV to accommodate cost management and cable from the CSM product for customers upgrading to Definity PBX.
- Ability to have call pickup for a specific ringing extension (direct call pick-up)
- Ability to park and retrieve a call using a specific telephone extension in place of the ten common parking channels.

- Ability to access 911 services by dialing 911 even through "9" is also used for normal "access level dialing," and ensure that the station ID is passed along to the 911 center.

- Ability to have station specific authorization codes as well as non-station specific code. Solving with a class-of-service FRL level is not desired because there are presently too few COS to allow for this.

- Ability to take an Audix message for entry into a bulletin board, then allow for a listen-only function without the header information. For example, "Job Openings on Bulletin."

- Ability for distinctive ring to be a separate feature rather than tied to a class of service. This would help solve problem of certain auto-answer answering machines and installed modems not working on S/85 and Definity PBXs.

### Northern Telecom

By Robert Aylward

Univ. of Wyoming

The representatives of 23 ACUTA institutions attending the Northern Telecom User Group in St. Louis heard Bryan Pickett promise to ask the company to include station specific authorization codes in a future release for the SL-1 PBX. This feature originally had been slated for Release 16. The company, however, has decided to drop this feature indefinitely. Bryan said he would relay to the company the importance which ACUTA users place on station-specific authorization codes.

Discussion also focused on call detail recording for the SL-1 and its vulnerability to fraud. Northern apparently was unaware of the problem, and Bryan said he also would take this up with the manufacturer.

## User groups

*(Continued from previous page)*

In the future, product enhancement requests must be made through the International SL-1 User Group (ISLUA) or the Insight 100 Group, Bryan announced. Development input will no longer be received either from individuals or other user groups, including ACUTA's. Northern suggests that ACUTA participate through the official groups if members want to request specific product developments.

Northern gave a presentation on its new Meridian 1 - Option 11 product, designed for small remote sites with up to 150 lines. The package is a fully-functional Meridian 1 system with full-network, ISDN capability.

If users cannot not satisfactory responses from their distributors, they may call Bryan at (214) 301-8295. His Senior Support Specialist, Robin Schireman, can be reached by calling (800) 527-4574.

## Ericsson

By Harry Kyle

*Oklahoma State University*

Measures to prevent fraud and illegal use of authorization codes - an additional software patch and the use of different number sets - along with the failure rate of 601 phone sets were discussed in the Ericsson User Group.

Inquires were made about the availability of phone sets for the hearing impaired and possible vendors were identified.

Users also expressed an interest for upgrade of the facilities management software and for an easier to understand TAU manual.

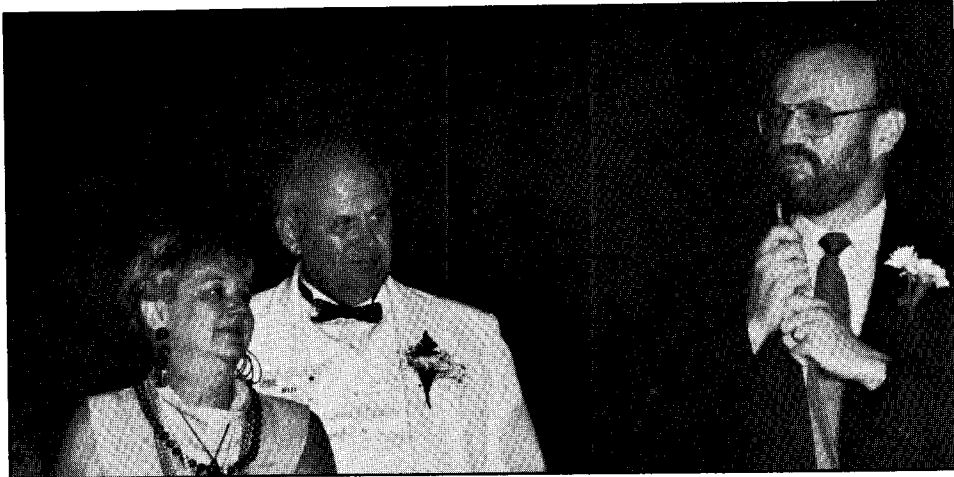
The consensus was that continued user group sessions at ACUTA conferences would be worthwhile.

## GTE user group

By Tom Newell

*University of North Texas*

The National Dialing Plan and associated numbering issues and their impact on CPE switch soft-



**ABOVE:** ACUTA Past President Mike Grunder acknowledges receipt of the 2nd annual Bill D. Morris Award as President Bill Orrick and Mrs. Irene Morris look on. Bill D. Morris, President of ACUTA 1988-89, passed away shortly after his term ended.

**BELOW RIGHT:** ACUTA Secretary Pat Searles won the Past Presidents' Award for her effort in compiling and revising the ACUTA Policy and Procedures Manual.

**BELOW LEFT:** The Directors' Award went to Bruce McCormack, Regional Director for Canada, for his efforts in boosting his region's membership and contributions to ACUTA publications.



ware were among the main topics of discussion at the GTE User Group. Norman Epstein of GTE's Technical Standards Group in Irving, Texas, made an informative presentation. Bellcore is studying the national needs and considering whether the July 1, 1995 implementation date is realistic.

Since there are no longer common hardware or carrier issues, those in attendance agreed that future GTE User Group sessions were not needed.

## Centrex

By Ferrell Mallory

*Brigham Young University*

The Centrex User Group heard a panel discussion by representa-

tives of GTE, Bill DeRosier; United Telephone, Peter Parrish, and Southwestern Bell, Terry Freeman. Two Northern Telecom representatives - Craig Clifton and Bob Christie - also were on hand to answer questions related to the DMS-100.

The future of Centrex arrangement vs. PBX applications were the main topic of concern. Interest was also expressed in central office services being planned by the vendors, especially services appropriate for the college and university environment. These included module telephone features, voice mail, data communications and ISDN, etc. The higher education representatives wanted to know what role colleges and

*(Please turn to page 12)*



*Del Combs,  
Executive  
Director*

## From ACUTA Headquarters

This month we begin a new year of leadership under Paula Loendorf, the fourth woman President in ACUTA's 21 year history and our first since Ruth Michalecki held the office in 1984-85. Her credentials for this demanding task are impressive.

During the past several months, Paula and I have discussed many issues and objectives in regard to ACUTA's future direction and responsibilities to its membership. Paula's remark that this is "the year of the member" truly sums up her basic commitment. To accomplish this, she and I share a common goal - go to the members (every one of them) and give them the opportunity to speak out freely and objectively about the information and services that ACUTA should provide. We hope to accomplish this through surveys, focus groups, conference calls, indepth interviews, etc., conducted by a professional consulting firm.

Subject to the Board of Directors' final approval, this membership survey and evaluation process will begin in September at the Denver Seminar.

### **St. Louis Review**

The critique sheets for St. Louis have been tabulated, and the Conference received an overall evaluation of 8.15 (on a scale 1 to 10 with 10 the top score). This compares with an 8.75 for Orlando in 1990 and a 7.4 for Philadelphia in 1989.

The categories that scored above average included social activities and hotel facilities. The lowest score was for "timing" (too close to the Fourth of July). This was figured to be a "plus" when the date was selected three years ago. The St. Louis VP Fair - a gigantic weekend celebration - was postponed this year until Labor Day because of construction around the Gateway Arch.

Individual critiques of speakers revealed some good news. The average was 4.3 (on a scale 1 to 5 with 5 the top score). This was up slightly from Orlando where speakers averaged 4.2, quite a good rating itself. The significant factor this year was the consistency of good scores for the speakers. The lowest score for an individual speaker in Orlando was 3.3, with 10 of the 30 speakers rating a critique of less than 4.0. In St. Louis, the lowest critique for an individual speaker was 3.6 with only 4 of the 29 speakers/panels achieving less than a 4.0 rating.

There will be more on the St. Louis critiques with comments from attendees in next month's ACUTA News.

### **Regulatory/Legislative Affairs**

A quick update - the committee has met twice on conference calls and has spoken with representa-

tives of NACUBO and ICA concerning Docket 90-313 (aggregators and operator service providers) and Doc. 91-35 (10-XXX access codes).

By the time this newsletter reaches your desk, additional meetings will have taken place. If the committee recommends and the Board of Directors approves, arrangements will be made for discussions with legal counsel.

I would caution ACUTA members, however, not to expect "miracles." Relief, if any, could be slow and costly in coming. Since many issues are involved and the way in which telecom services are provided varies from institution to institution, the results also may be rather selective.

Be assured, however, that all avenues are being considered, including legislative relief from Congress and reconsideration by the FCC.

The committee, of which Paula and I are ex officio members, will keep you informed as expeditiously as possible.

### **Information Services Ruling**

As you may already know, Judge Harold Greene cleared the way July 26 for the regional Bell operating companies to provide services such as electronic publishing, news reports, voice

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## ACUTA Calendar

• **Fall Seminar** •  
**Denver, CO**  
Sept. 15-18, 1991

HOTEL: Hyatt Denver  
TOPIC: Student Services

• **Spring Seminar** •  
**Lexington, KY**  
April 26-29, 1992

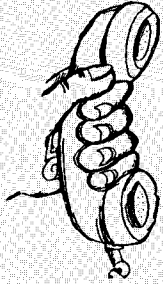
HOTEL: Radisson Plaza  
TOPIC: Data Communications

• **Winter Seminar** •  
**Tucson, AZ**  
Jan. 9-11, 1992

HOTEL: The Westin La Paloma  
TOPICS: (separate, concurrent programs)  
• Managing Telecom Resources  
• Distance Learning/Teleconferencing;  
Technology and Applications

• **21th Annual Conference** •  
**San Francisco**  
July 26-30, 1992

HOTEL: The Hilton on Hilton Square  
TOPIC: Management, Regulatory  
Issues; Professional Growth, Voice,  
Data and Video



## Sept. 24 is cutoff date for Oct. 23-25 workshop in Atlanta

Don't wait to register if you're planning to attend or send a staff member to ACUTA's introductory workshop, "Understanding Telecommunications," Oct. 23-25 in Atlanta, GA. A minimum number of attendees must be registered by Sept. 24 for the workshop to be held. Registrations can be accepted after Sept. 24 only if a sufficient number of attendees have previously registered. For information or to register, contact Lisa McLemore, ACUTA, Lexington Financial Center, Suite 2420, Lexington, KY 40507. Phone (606) 252-2882.

## Director's column

*(Continued from previous page)*

response programs, computer retrieval services, etc. The list could go on as far as the imagination can take it.

Look for the legal challenges to make this one of the biggest court battles ever. Despite tremendous pressure on him from Congress to OK these services for the "Baby Bells," Judge Greene immediately issued a stay, allowing appeals of the order before it takes effect.

(Two other restrictions on the Bell operating companies stemming from the 1982 consent degree breaking up AT&T - providing interstate long distance services and manufacturing

telephone equipment - were not addressed. The U.S. Senate, however, recently passed a bill that would allow the companies to enter manufacturing.)

Judge Greene warned that the changes wouldn't be for the better. "The most probable consequences . . . will be the elimination of competition from that market and the concentration of the sources of information of the American people in just a few dominant, collaborative conglomerates, with the captive local telephone monopolies as their base," he wrote.

The operating companies, however, see the ruling as opening the door for innovative customer services and are looking at en-

hanced electronic gateways that could link a wide range of services - much like the doors of a shopping mall - as well as information services themselves.

What does all this mean for colleges and universities? Who knows? But your imagination, again, could be your limit - assuming you own your own cable plant. Hint!

Remember the companies that sprang up "overnight" offering student resale? The same thing could happen in this case, or you could offer your own information services.

Wouldn't it be nice for a change to charge your local operating company an access fee to your campus cable system? The competition for providing information services will be fierce and companies will come and go. Maybe the "tip and ring" trade will become known as "bump and run." Well, it IS getting close to football season. ↵

## User groups

*(Continued from page 10)*

universities play in vendors' marketing plans.

While the vendor panel was interesting, there was not enough time for both the panel discussion and questions from the floor. Many of the questions asked were

too specialized to be of general interest. The meeting also suffered from the lack of an AT&T representative.

Future meetings, the attendees agreed should be limited to questions and answers. And having both an AT&T and a Northern Telecom representative presents is crucial to the success of a Centrex user group. ↵

## PBXs are targets of phone fraud

*(Continued from page 3)*

Use ring delay on incoming 800 calls. Then a hacking program may go right by it. If a hacker runs into an obstacle, he'll skip yours and go to a PBX that's easier to enter.

Give a phone only the features it needs. Unnecessary features offer more opportunities for hackers was another piece of advice.

Monitor your system daily through your SMDR. If you've got several locations, such as cam-

pus around the state, monitor each location and report it to a central location. If you suspect fraud, restrict your system immediately. Then contact your vendor and your carrier.

Trouble shoot for weakness. "Play with the phone system, the voice mail system to see if you can make it do something unexpected," Procter advised. If someone stumbles onto a "glitch" and reports it, check it out. "If there's a glitch in the system, a hacker will eventually find it." ↵

## ACUTA welcomes new members

The following joined ACUTA from June 25 to July 15.

### Region 1, Northeast

Jerome P. DeSanto, University of Scranton  
Mona S. Jacobs, Harcum Junior College

### Region 3, Midwest

Donald G. Stanze, Univ. of Kansas Medical Center

### Region 4, West

Philip M. Gleckler, Univ. of Northern Colorado

## Corporate Affiliates

BRONZE  
Digital Sound Corp.