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RE HB 87 - TOLL-FREE TELEPHONE CALLS TO STATE AGENCIES

The goal of this legislation appears to be to ~~xxx~~ guarantee direct access to government for all citizens of the States.

If it is practicable to expand and improve existing facilities to accomplish this goal at lower cost than instituting "toll-free" telephone service, then it makes sense to do so. After all, why spend more when you can spend less?

Special attention should be given to providing direct communication with the government for those citizens who do not presently have the facilities for communication.

For example, Rep. Vasca mentioned last time that some villages in his district do not even have a pay phone. If the villages have any telephone service, then certainly a special government access phone should be provided for free calls to Bethel or the closest existing facility. If no phone service exists in the villages, then perhaps each village could be provided wireless communication with the nearest existing facility and thence to Juneau, via teleconferencing or computer. Each village could be provided with a two-way radio in the custody of a trained operator who would assist citizens in making contact with government.

The ability of the people to communicate with the government and the ability of the government to be responsive to the people are essential to the effective functioning of our democracy. I definitely support legislation that will guarantee direct access to government for all citizens at lowest possible cost.

*Belle Blue*



*Sand Cooper w.  
Mr. Abbott*

**ALASKA PUBLIC INTEREST RESEARCH GROUP**  
Post Office Box 1093/Anchorage, Alaska 99510/(907) 278-3661

April 4, 1983

The Honorable William Sheffield  
Governor of Alaska  
3rd Floor, State Capitol  
Pouch A  
Juneau, AK 99811

Dear Governor Sheffield:

I am writing in support of SB-27 and HB-97, relating to toll-free telephone calls to state agencies.

During our eight years of existence, the primary goal of the Alaska Public Interest Research Group has been to increase accountability and access to the government by its citizens. During your campaign for governor, you expressed a similar commitment. We believe that the bills mentioned above, when passed, will go far in addressing this important goal.

At present, doing business with the State can be like running a gauntlet for some residents. Assuming a resident has access to a phone, long distance charges can pile up quickly in pursuing a simple state-related matter. For example, an injured worker from Kodiak would pay almost \$10 for one fifteen-minute conversation with the Worker's Compensation office in Anchorage, provided s/he contacted the proper official on the first call. And, as many lawyers and social service workers can tell you, a phone call is often the only way to properly resolve a problem.

The Personal Opinion Message program does convey short messages to legislators, but the program cannot handle similar messages to your office, nor does it provide for longer, or two-way conversations between citizens and legislators. A 15-minute conversation from Anchorage to a legislator in Juneau costs over \$12.

Finally, there was widespread agreement last year that if the Capital Move effort failed, the State would intensify its efforts to increase citizen access to government. House Bill 27 and SB 97 are a key part of that effort.

Can we count on your support on this issue?

Sincerely,

*Maureen K. Kenney*  
Maureen Kenney, Director

*FYI.*  
*HB 97 failed*  
*E G C*



ALASKA STATE LEGISLATURE  
HOUSE OF REPRESENTATIVES  
RESEARCH AGENCY

Pouch Y, State Capitol  
Juneau, Alaska 99811  
(907) 465-3991

February 15, 1983

MEMORANDUM

TO: Representative Barbara Lacher

FROM: Deb Pomeroy, Research Aide *DP*

RE: Cost of Toll-Free Telephone Service  
Research Request 83-10

Joan Mathews of your staff asked for information on the cost of having a State toll-free number to the Juneau Centrex operator who would then transfer these calls to the appropriate agency for handling.

On January 28, I sent a letter to the Division of Telecommunications, Department of Administration requesting this cost estimate as well as related costs which Ms. Mathews and I discussed. I have attached a copy of both the information request and the reply which was received yesterday.

According to the analysis done by Ted McIntire of the Division of Telecommunications, it would cost \$1,022,891 to have a toll-free number to the Centrex operator who would then transfer calls to the appropriate agency. This includes a monthly flat fee of \$211 (\$2,532 per year) for the Zenith line. There would also be a \$19,000 one-time start-up cost. This estimate is based on the assumptions described in the attached letter to Susan Brody from Sioux Plummer, Director of the Division of Telecommunications. Ted McIntire of Ms. Plummer's staff prepared these estimates.

If you have any questions regarding this information, please call.

DP

Attachments

DEPARTMENT OF ADMINISTRATION

POUCH C  
JUNEAU, ALASKA 99811  
PHONE: (907) 465-2041

DIVISION OF TELECOMMUNICATIONS SERVICES

February 14, 1983

Ms. Susan Brody, Acting Director  
Alaska State Legislature  
House Research Agency  
Pouch Y  
Juneau, Alaska 99811

This is in response to your January 28 memo requesting information and costs on certain aspects of a possible toll-free telephone service. Our responses to your specific questions are listed here:

- 1) Cost of toll-free access to Centrex attendant in Juneau for the purpose of transferring calls to appropriate agency: The cost of the toll-free (Zenith number) service would be directly proportional to the number of calls, and their duration and distance, (the basis on which toll calls are billed). In addition, there is a flat fee for Zenith service which is \$211.00 per month.

Since we have no way of knowing how much public need is being unmet by the lack of toll-free access, cost estimates have to be made on the basis of assumptions which cannot be supported by hard data. Some agencies now provide Zenith numbers for public access, but because there are so few of these, and their use varies so widely, (from over a thousand calls per month to the Permanent Fund information number, to 2 or 3 per month to the DEC oil-spill reporting number), they do not provide useful data for projections.

For this analysis we have assumed that there are 83 agencies in Juneau with significant public access requirements. If these agencies receive 10 calls per day at a cost of \$0.85 per minute (the rate for distances between 575 and 814 miles), the line and toll costs would be \$77,605.00 per month or \$931,260.00 annually.

- (a) The existing Centrex switch in Juneau would be capable of handling this amount of additional traffic.
- (b) It would be necessary to set up as many as 20 lines in rotary to handle possible levels of traffic. However, adding or deleting rotary lines is only a matter of switch programming, and can be accomplished for two one-time charges of \$50.00 per line. There are no recurring costs.

February 14, 1983

- (c) Additional equipment required would be attendant consoles and automatic call distribution (ACD) equipment. ACD equipment provides automatic answering and call queing when operators are busy (this is the type of equipment used by airlines reservations services).
- 2) The cost of expanding the present Centrex operator's space to accommodate two additional attendants is estimated to be \$8,000.00. This includes remodeling and furnishing.
  - 3) The cost of ACD equipment including attendant consoles and call detail recording equipment is estimated to be \$10,000.00.
  - 4) The cost of periodic audits of incoming traffic is estimated to be \$2,000.00 for an audit of one month's traffic. This audit would be performed by Alascom as they are the entity that handles all intrastate toll traffic and records the billing information. Calling number information cannot be automatically recorded at the customer (State) end of the call. The alternative to obtaining audits from the carrier is to "manually" review the monthly toll bills. However, this would be nearly as expensive because of added personnel costs and would have a greater potential for error.

Summary

The estimates of costs associated with establishing toll-free central attendant service in Juneau are as follows:

	<u>One-Time</u>	<u>Annual Recurring</u>
Zenith Service		\$ 931,260
Operators (2½ @ range 8)		83,099
Remodeling	\$ 8,000	
Call Directing Equipment	10,000	
Centrex Programing	1,000	
Periodic Audits (3)		6,000
 TOTALS	 \$ 19,000	 \$ 1,020,359

A variation on the central attendant idea could involve assignment of direct Zenith numbers to agencies known to have high public-contact requirements and having a central attendant handle calls to all other agencies. This would not change the Zenith calling costs significantly, but it could reduce the operator requirements.

Sincerely,



Sioux Plummer  
Director

SP/bb



ALASKA STATE LEGISLATURE  
HOUSE OF REPRESENTATIVES  
RESEARCH AGENCY

Pouch Y, State Capitol  
Juneau, Alaska 99811  
(907) 465-3991

January 28, 1983

MEMORANDUM

TO: Sioux Plummer, Director  
Division of Telecommunications

FROM: Susan Brody, Acting Director *SCB*

RE: Cost Estimate of a State Toll-Free Number

We have been requested by one of the legislators to estimate the cost of a toll-free number for the state. When this request originated, we were asked to estimate the cost of a toll-free number to each individual agency. I spoke with Ted McIntire of your staff who explained to me the difficulty in estimating this cost due to various reasons. He gave me some information on general toll-free service costs as well as a report done by your division for the Commissioner of Administration entitled "Toll-Free Service."

I explained the difficulty of making this type of estimation to the staff person making this request and gave her a copy of your report. As a result of this conversation, our agency has been requested to obtain the following information from your division:

- 1) The cost of having one toll-free number to the Juneau Centrex office number. Instead of having an information officer man this number (as in Option 3 in your report), each incoming call would be transferred to the appropriate agency for handling.
  - (a) Would the existing equipment be adequate for handling the expected increase in the number of calls?
  - (b) Would it be necessary to install additional rotary lines to handle the increase?
  - (c) If additional equipment were necessary, what equipment would be required and what would be the cost.
- 2) The cost of expanding the existing Centrex Operator's space to accommodate up to two additional operators to handle the increase in incoming calls.

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Saint Plummer - list of projects.

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books.

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St. Brown - books.

special projects.

Original Spenser - books

Call up at later date.

Call and then look at final note  
2-15 mt. letter to Kula 1-22

get figures

Put numbers on 97

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RECEIVED  
APR 7 1983

April 1, 1983

Honorable Tony Vaska  
Alaska State Legislature  
Pouch V  
Juneau, AK 99811

THRU: Julie Guy, Deputy Commissioner  
for Telecommunications  
Department of Administration

Dear Representative Vaska:

Over the past year the Division of Telecommunications Services has been examining various options for toll-free telephone access from the public to their State Government. These possibilities have ranged from a limited directory information service to virtually unlimited direct access to all state agencies. This is not to say we have examined every possibility; within each option there are feasible variations that affect cost and level of service.

We have a particular problem affecting our ability to determine even approximate costs and levels of service since there is no immediate way of knowing what latent demand for service now exists, or how much usage would develop after a system is implemented. As was done for the fiscal notes accompanying HB81 and HB97, we have to make assumptions, that we hope are reasonable, and base our cost estimates on them.

The basic types of toll-free service that we have examined are:

(1) Directory Operator. Under this option the State would provide toll-free access to a directory operator. This operator would provide directory type information (names and phone numbers) to callers wishing to contact State agencies. It is presumed that callers would then call or write to the agency identified at their own expense. The directory operator could be located any where in the State, and could be provided under contract by a private concern. Operators, however, would have to be knowledgeable about State Government operations and programs.

Like all options, the actual costs would depend on where the operator is located and the amount of traffic handled. If a very high level of traffic is anticipated and if the traffic generated, from any area, is in proportion to the population; Anchorage would be the logical choice for the operator location since most callers would be in the local calling area. If traffic is light or originates mostly from rural areas, the advantage of an Anchorage location would be lessened.

Honorable Tony Vaska

The cost estimates for this service are based on the assumptions that the operator is located in Juneau, that the operator will handle 150 calls per day with a 1-minute holding time.

	Annual	One-Time
Operator Costs	<u>44,513</u>	<u>          </u>
Construction		8,000
Zenith Service Charge	2,532	
Toll Costs	100,000	
Equipment		<u>10,000</u>
TOTALS	<u>\$147,045</u>	<u>\$18,000</u>

2. Directory and Call Transfer Service. (Juneau only). This option would provide state-wide directory information as in Option (1) and, in addition, operators would transfer calls directly to agencies in Juneau. This option is available only in Juneau because this is the only location where most offices are on the same Centrex system. This would be considerably more expensive than directory-only service since it is expected that a considerable amount of routine traffic now coming into Juneau would shift to the toll-free number, thereby increasing operator requirements and toll costs.

	Annual	One-Time
Operator Costs	<u>59,350</u>	<u>          </u>
Construction		8,000
Zenith Service Charge	2,532	
Toll Costs (400/day)	920,040	
Equipment		<u>10,000</u>
TOTALS	<u>\$981,922</u>	<u>\$18,000</u>

3. Information Operators. This service would be an expansion of straight directory service in that operators would provide more information directly to callers and would take requests for information and forward them to agencies for appropriate response. Operators could be centrally located or located regionally such as in Anchorage, Fairbanks and Juneau. This would be more expensive than a simple directory service because holding times would be longer, more operators would be required and operators would have to be highly trained and knowledgeable. Regionalizing the service would reduce toll costs but would increase personnel and facility costs. The Governor's Office in Anchorage is presently providing information service, but does not provide toll-free access.

The following cost estimates are based on the assumption that the service is located in Juneau.

	ANNUAL	ONE-TIME
Operator Costs	<u>59,350</u>	<u>          </u>
Construction		8,000
Zenith Service Charge	2,532	
Toll Costs (200/day)	<u>132,600</u>	
TOTALS	<u>\$194,482</u>	

Honorable Tony Vaska

4. Toll-Free Service Directly to Agencies. This could be accomplished simply by directing all agencies to accept collect calls or establish Zenith service to the appropriate numbers. This would be the most expensive option, but it would provide full access to all agencies from citizens anywhere. One problem associated with immediate implementation of this service is that agencies will not have been able to budget for increased telephone costs. Zenith service is more convenient to the caller, but provides a potential for abuse since agencies have no way to screen inappropriate calls. If properly implemented and managed, this type of service could provide data on traffic levels and patterns that would be useful in designing a permanent system of toll-free access.

The estimated costs for this service are based on the assumptions that 227 agencies will receive 10 5-minute calls per day.

	ANNUALLY
Zenith Service	\$2,222,784
Collect Calls	1,648,020

5. Other Options. The options listed previously are only those which can be implemented fairly rapidly without large capital expenditures, long-term contracts, or other financial commitments. Other possibilities include:

An integrated State Telephone System connecting State agencies in Anchorage, Fairbanks and Juneau could provide direct telephone access to major State offices for most of the population through local calls. To implement such a system will require considerable expenditure, time and money for planning, design, procurement and construction. The Department's 5-year plan for telephone communications includes a 3-city telephone system. It is estimated that capital costs to complete this system will be in the 3-4 million dollar range.

Solicitation of Competitive Bids. The State could solicit private industry for proposals to set up and operate a system to provide toll-free access to State offices. The present difficulty with this, in the eyes of the Department, is that without better data than we now have, it would not be possible to specify parameters in terms of traffic handling requirements or to knowledgeably evaluate proposals.

A mini-network to handle public calls only could be constructed by the State. This would be similar in layout to the tri-city network of the 5-year plan, but would be limited, in configuration and capacity, to handling calls from the public. This would require time, and money for engineering, implementation and operation. As with other system options, the difficulty lies in trying to design an effective system without clear knowledge of traffic handling requirements.

The fact that cost estimates for previously presented options were based on the use of tariffed long-distance toll rates, does not indicate that the Department considers this the only way to go. Regular long-distance telephone service is, however, the only available service for which costs are known.

Honorable Tony Vaska

If other telecommunications service vendors should offer comparative service on a per-call basis regardless of calling level or, once demand levels are known, on a basis competitive with regular toll telephone service, the Department would, under its procurement regulations and guidelines, consider all such proposals.

I hope this information will be helpful to you even though it shows that we don't have any clear cut, most-effective answers to the problem of citizen access.

Sincerely,

Sioux Plummer  
Director

SP/bb  
Enclosure:

# STATE OF ALASKA

BILL SHEFFIELD, GOVERNOR

## DEPARTMENT OF ADMINISTRATION

POUCH  
JUNEAU, ALASKA 99811  
PHONE: (907) 465-2041

### DIVISION OF TELECOMMUNICATIONS SERVICES

April 4, 1983

Honorable Barbara Lacher  
Alaska State Legislature  
Pouch V  
Juneau, AK 99811

THRU:  Julianna Guy, Deputy Commissioner  
for Telecommunications

Dear Representative Lacher:

This is in response to your memorandum of March 4, 1983 requesting information on implementation of a State government Centrex telephone system to include State offices in Anchorage, Fairbanks and Juneau, and how such a system would be configured to provide toll-free access to State offices in these cities.

As a first step in setting up a tri-city network, telephone switching systems similar to the one being used by State offices in Juneau would have to be installed in Anchorage and Fairbanks. Once these installations are completed, the main State switches in each city could be connected together with intercity circuits called tie-lines. With a system thus arranged, a person at a State office in any of the three cities wishing to call an office in any of the others could simply dial a single-number access code and then the extension number of the called office. Calls could be forwarded or transferred just as though all offices were on the same local system.

With such a system in place, toll-free access to State offices could be greatly simplified since residents of Anchorage, Fairbanks, or Juneau (approximately 60% of the population) could contact principal agencies through local calls. With central attendants in the three major cities, residents in outlying areas could call the nearest node for transfer to the appropriate office. Attendant service at each node would probably be provided whether or not toll-free citizen access is required. Thus, provision of toll-free access would have little financial impact on the cost of implementing an integrated state network.

There is one factor that causes us to be hesitant about estimating the full appropriation required to implement an integrated State telephone system today, this is the fact that a final decision on the proposed State office complex in Anchorage is yet to be made. The design and cost of the Anchorage system would be simpler and less expensive if the majority of offices were located so that they can be served by a single PBX without the expense of hundreds of off-premise extensions or intracity tie-lines.

April 4, 1983

However, based on the number of State offices and phones in Anchorage and Fairbanks and their dispersed locations, the capital funding required to implement full Centrex service in those cities is estimated at approximately four million dollars.

The Department of Administration has requested one million dollars for FY84 for the purchase of a PBX for Anchorage. The purpose of this request was to ensure availability of funds to commence procurement procedures when the status of the Anchorage Office Complex becomes clearer. The delivery time for a large PBX is 6 to 12 months after order.

Should FY84 funding for toll-free access be made available, a test program based on reversed toll charges could be established for an interim period. This would provide information needed to design a permanent, more cost-effective system. If the demand for toll-free access is comparatively low, it may well be that continuation of reversed charges or collect calls is the least expensive option. A heavy demand might indicate that a system based on central attendants, special switching equipment and leased lines would be more efficient.

Sincerely,



Sioux Plummer  
Director

SKP/ct

cc: Julianna Guy  
Deputy Commissioner for Telecommunications

"TOLL-FREE" ACCESS TO STATE GOVERNMENT  
 Developed by Division of Telecommunications Services  
 Department of Administration  
 April 19, 1983

VARIOUS OPTIONS	FY84 ANNUAL COSTS	TYPE OF SERVICE	CITIZEN ACCESS POINTS	GOVERNMENT DESTINATIONS
Promote & advertise existing information services on TVP, ITV, in newspapers, radio. (See Attachment: "Existing Services")	\$20,000 <i>advertising only</i> 1	20 36 <u>200</u> 256	State government information services via telephone to local or regional offices; public opinion messages by electronic mail; inquiries referred to legislature, Governor, State Agencies.	Legislative Information Offices, Offices of the Governor and telephone. Legislators, Legislative Affairs Agency, Office of the Governor, selected State Agencies.
Toll-Free Zenith number to existing Centrex Directory Operator in Juneau.	2 \$36,192.00 (fixed monthly charge ÷ 50 calls per day).	↓ Directory Service for State telephone numbers only.	Any telephone through long-distance operator.	Directory operator for Juneau only numbers.
Toll-Free Zenith Number to Legislative (only) operator.	1 \$78,400.00 (Zenith service, equipment and 100 calls per day) <i>only to leg -</i>	Legislative Information Service only; referrals to legislators when necessary.	Any telephone via long-distance operator.	Legislative Affairs Agency, Juneau.
Expand existing L.A.A. electronic mail system (OMNICOM) to interconnect with other electronic mail systems: U of A, Marine Highway & Rural Education Network.	\$60,000	Data terminal to data terminal.	19 state-wide Legislative Information Offices and 1 L.I.O. in Washington, D.C.	Legislative Information Offices, University of Alaska (many locations), ferry system offices, Department of Education and state-wide school districts. (300 legislative terminals and 1500 Executive Branch terminals).
Interconnect all existing State electronic mail systems to form one system plus have access to "Tymnet" system, an international data base.	3 \$150,000 (capital funds already exist)	↓ Data terminal to data terminal.	Legislative Information Offices, Governor's Offices, University of Alaska, school districts.	Same as origination locations plus, Department of Education, Department Administration, Marine Highway, Legislative and Executive Branch Data Centers and terminals (300 legislative terminal and 1500 Executive Branch terminals).

VARIOUS OPTIONS	FY84 ANNUAL COSTS	TYPE OF SERVICE	CITIZEN ACCESS POINTS	GOVERNMENT DESTINATIONS
Toll-Free Zenith numbers to 5 Offices of the Governor for State Government Information.	\$276,000 (includes Zenith lines + toll, personnel, directory listings).	State Government Information at regional offices; referrals made to Governor and State agencies when necessary.	Any telephone or in person.	Governor's Offices in Anchorage, Juneau, Fairbanks, Kotzebue and Nome.
Toll-free Zenith number to Centrex Information Operator (no call transfer).	\$194,482 (Zenith service plus 200 calls per day and personnel costs.)	State Government Information provided by informed operator via one toll free number; referrals given to agencies if necessary.	Any telephone through long-distance operator.	One information operator based in Juneau; separate position from Centrex Directory Operator.
Directory/Information Operators in Anchorage (Governor's Office) and Juneau.	\$175,000 (reflects estimated toll reduction due to Anchorage population).	Information, referrals and directory service.	Any telephone.	Information Operators in Anchorage or Juneau.
Toll-free Zenith number to Centrex Information Operator plus call transfer capability to 83 State agencies.	\$1,100,000 (Zenith service plus 830 calls per day, space, equipment and personnel costs.)	Direct access to certain State agencies via one number only; citizens transferred to appropriate agency by answering operator.	Any telephone through long-distance operator.	83 Juneau-based agencies only, due to Centrex transfer feature.
Collect calls received by State agencies.	\$1,648,020 (toll charges only; no Zenith charges).	Direct access to certain numbers in certain State agencies.	Any telephone; through long-distance operator.	227 specific agencies in Juneau, Anchorage and Fairbanks.
Toll-free Zenith numbers to 227 frequently-called State agencies.	\$2,300,000 (Zenith service plus 2,270 calls per day).	Direct access to certain State agencies via 227 specific telephone numbers.	Any telephone through long-distance operator.	227 State agencies in Juneau, Anchorage and Fairbanks.

## ZENITH, TOLL-FREE NUMBERS

Currently 18 ZEnith numbers provide toll-free telephone access to selected State agencies. Most, but not all, offer this service statewide. To use a ZEnith number, call the Long Distance operator (dial 100) and request him or her to ring the ZEnith number for you.

<u>ZE Number</u>	<u>Reaches</u>	<u>Serves</u>
ZE-9111	Alaska State Troopers	Homer & Seward
ZE-5500	C&ED Loans & Vets Affs.	Statewide
ZE-2222	C&RA Local Govt. Assis.	40 locations
ZE-4585	C&RA Housing Assistance	Statewide
ZE-1700	H&SS Public Health	47 locations
ZE-8900	H&SS Public Assistance	Statewide
ZE-2800	DOE Learn/Alaska ITV info.	Statewide
ZE-3800	Learn/Alaska tech. trouble reporting	Statewide
ZE-8650	Rev. Fraud Hot Line	Statewide
ZE-3300	Rev. Child Support Enforce.	Statewide
ZE-4900	Rev. Perm. Fund. Div. Enforce.	Statewide
ZE-2333	Rev. PFD info & assistance	Statewide
ZE-4444	DOTPF Hwys. Construction	20 locations
ZE-6742	DOTPF Avalanche Control	15 locations
ZE-9300	Oil & Hazardous Waste Spills	Statewide
ZE-9900	Labor Market Info.	Fairbanks to Anchorage
ZE-2496	Labor-TTY Deaf Service	Statewide
ZE-5627	Labor-Job Service Info.	Valdez to Glennallen

The Legislative Affairs Agency operates 16 Legislative Information Offices around the state and an office in Washington, D.C. that provide a variety of data information services and teleconferencing. Also, 22 Teleconference Centers, located in smaller villages, provide teleconferencing services only. ALECSYS, the Alaska Legislative Computer System, permits citizen access to the following information:

STAIRS - Users can find out what bills have been introduced, read existing Alaska Statutes, legislative journals, session laws, uniform rules, executive orders and committee minutes.

BASIS - Users can track the status of bills of interest. This program will tell who authored a bill, what committee it is in, committees of next referrals and fiscal information.

EDLS - Election District Locator System - lists all election districts, all towns within districts, and cross references House districts with Senate precincts.

TELE - provides current schedules for teleconferences on the Legislative Teleconference Network.

SIRS - lists and index of Alaska Statutes affected by pending or passed legislation. Shows if statutes have been (or will be) added to, amended, referenced, repealed or re-enacted.

POM - Citizens may send 50 words or less Public Opinion Messages to legislators by using the ALECSYS Electronic Mail System. When received in Juneau, messages are distributed to the appropriate offices.

## TELECONFERENCING

The Legislative Teleconferenece Network allows citizens to participate in legislative committee hearings and constituency meetings. Teleconferencing equipment and facilities are available at all Legislative Information Offices and at 22 Teleconference Centers located in smaller communities. Also, the LTN can dial-in citizens in other locations. Legislative Information Offices are located in the following communities:

Anchorage	Barrow	Bethel	Delta Junction
Dillingham	Fairbanks	Juneau	Kenai Peninsula(Soldotna)
Ketchikan	Kodiak	Kotzebue	Mat-Su (Wasilla)
Nome	Petersburg	Sitka	Valdez
Washington. D.C.			

Teleconference Centers are located in the following communities:

Ambler	Anaktuvuk Pass	Cordova	Fort Yukon
Galena	Gambell	Haines	Homer
Hoonah	Hooper Bay	Kaktovik	Point Hope
St. Paul	Sand Point	Savoonga	Selawik
Seward	Shishmaref	Unalakleet	Unalaska
Wainwright	Wrangell	Yakutat	Noorvik

# Alaska State Legislature

REPRESENTATIVE  
BARBARA LACHER  
PO BOX 478  
PALMER, ALASKA 99645  
(907) 376-4215



WHILE IN JUNEAU  
POUCH V  
JUNEAU, ALASKA 99811  
(907) 465-4894

## House of Representatives

### MEMORANDUM

TO: House State Affairs Committee

FROM: Representative Barbara Lacher

DATE: March 23, 1983

SUBJECT: HB 97

It is my belief that implementation of HB 97, "An act relating to toll-free calls to state agencies," is to act in the best interests of the State. I recognize that additional information will be required to determine what type of permanent arrangement for toll-free telephone service will best serve the public. Therefore, I request that information of HB 97 be in the form that directs state agencies to accept collect telephone calls from the public as a pilot project for one year from the date of the passage of this legislation.

As part of this pilot project, the Governor be requested to:

- 1) direct the Commissioner of Administration to designate a sufficient number of agency telephones on which collect calls will be accepted, that will allow adequate access to all agencies which serve the public;
- 2) develop a policy for refusing or terminating nuisance, harassing, abusive or frivolous collect calls;
- 3) develop a policy to deter unnecessary inter-agency collect calls;
- 4) direct agencies to keep uniform records on collect call utilization and costs;
- 5) direct the Commissioner of Administration to study all feasible alterations and make recommendations for implementing a permanent system of toll-free calls and;
- 6) submit a report on the pilot program, including the above recommendations, to the legislature by February 1, 1984.

I also submit, for the Committee's consideration, the following proposed changes to wording in the bill which are intended to clarify the intent of the legislation.

Line 12. Following the word "calls," delete "to a state agency by residents of the state," and insert "originating in the state to a state agency."

Line 15. delete the words "including the University of Alaska."

# STATE OF ALASKA

BILL SHEFFIELD, GOVERNOR

## DEPARTMENT OF ADMINISTRATION

POUCH C  
JUNEAU, ALASKA 99811  
PHONE: (907) 465-2041

### DIVISION OF TELECOMMUNICATIONS SERVICES

#### COST SUMMARY

##### ZENITHS

Zenith Monthly Service Charges	
82 Juneau Zeniths	\$ 207,624/year
89 Anchorage Zeniths	225,348/year
56 Fairbanks Zeniths	141,792/year
Subtotal	\$ 574,764/year
Toll Estimate - Juneau	\$ 595,320/year
Toll Estimate - Anchorage	\$ 646,140/year
Toll Estimate - Fairbanks	\$ 406,560/year
TOTAL	<u>\$2,222,784/year</u>

##### COLLECT CALLS

Toll Estimate - Juneau	\$ 595,320/year
Toll Estimate - Anchorage	\$ 646,140/year
Toll Estimate - Fairbanks	\$ 406,560/year
TOTAL	<u>\$1,648,020/year</u>

##### CENTRAL OPERATORS

One Zenith Monthly Service Charge	\$ 2,532
Local Telephone Company Monthly Line Charge	294
Remodeling	8,000
Personnel	59,350
Toll Estimate	920,040/year
Equipment Purchase (One Time Charge)	10,000
TOTAL ANNUAL	<u>\$ 990,216</u>
TOTAL ONE-TIME CHARGE	<u>\$ 10,000</u>

## ZENITH NUMBERS FOR ALL AGENCIES WITH EXTENSIVE PUBLIC CONTACT

### ADVANTAGES

1. No additional personnel or equipment required.
2. Can be implemented quickly.
3. No long term commitment required. Service can be stopped without liability.
4. If implemented as an interim solution, data gathered regarding frequency of use and costs can be used to plan the best, permanent solution.
5. Easier access for caller than Collect Call option.

### DISADVANTAGES

1. Most expensive of three options due to Monthly Service Charge for each Zenith number in addition to toll charges.
2. Less control at agency and no chance to screen calls. More potential for abuse.
3. Increase in agency budget required.

## CENTRAL OPERATOR ANSWERING ONE STATE ZENITH NUMBER

### ADVANTAGES

1. Cheaper than Zenith option.
2. Easiest access for public as only one number involved.
3. Less "wrong numbers" will be reached by caller as operator will transfer to correct agency.
4. Other information services will be provided in addition to channeling calls to appropriate agencies.

### DISADVANTAGES

1. More expensive than Collect Call option.
2. Additional personnel and equipment required.
3. Only Juneau has existing technical capability to implement this type of service.
4. Could not be implemented as quickly as other options due to hiring, training and remodeling requirements.

## COLLECT CALLS ACCEPTED BY ALL STATE AGENCIES

### ADVANTAGES

1. Least expensive of three options presented. Costs directly related to usage. No additional fixed costs such as Monthly Service Charge.
2. No additional personnel or equipment required.
3. Can be implemented quickly.
4. Agencies can have more control to prevent abuse. Special numbers will be assigned and agency designee will have authority to accept or reject inappropriate calls.
5. No long term commitment required. Service can be stopped without liability.
7. If implemented as an interim solution, data gathered regarding frequency of use and costs can be used to plan the best, permanent solution.
8. Increased public awareness that toll calls are not free and are being paid by the State.

### DISADVANTAGES

1. Increase in agency budgets required to cover toll charges.
2. Less convenient for caller than Zenith option.

## MEMORANDUM

State of Alaska

TO: Carole Burger, Commissioner  
Dept. of Administration

DATE: July 30, 1982

THRU: Alex Hills, Deputy Commissioner  
for Telecommunications

FILE NO:

TELEPHONE NO: 465-2041

FROM: Sioux Plummer, Director  
Div. of Telecommunications/Services

SUBJECT: Toll-Free Service  
Report

Attached is the expanded "Toll-Free Service" report which you requested. In preparation for the FY'84 budget process, we have included detailed cost breakdowns and greater consideration of every foreseeable requirement associated with the option which we recommend.

I will be happy to further discuss this report with you at your convenience. In the meantime, I hope the information as presented here is what you were seeking.

INTRODUCTION

In his memorandum to the cabinet dated January 8, 1982, Governor Hammond directed that "steps be taken to study the establishment of a toll-free number statewide so that the public can have their governmental questions answered, or receive referrals to proper agencies for reply, by dialing one central toll-free number." The Governor further stated that he believed "this service could, to a great degree, relieve the frustration of the public attempting to obtain information from State government."

Interest has been shown for some time, by both state agencies and citizens, in a toll-free information service. The need for such a service is primarily based upon the high intra-state rates for long-distance telephone calls, as well as the inaccessibility to state government due to some unique situations in Alaska such as great distances between communities, extreme weather conditions, few interconnecting highways, and four time zones.

Citizens often have questions that must be directed to specific agencies for correct answers. Currently, someone unsure of where to direct a call will probably call the Centrex Operator in Juneau for help in determining who to call, after first consulting with their local directory information operator or telephone book. In most cases, the Centrex Operator can direct the caller to the agency that is thought to provide the answer. At that time, the call can be transferred, if it is to a 465-Centrex number, or the caller can hang up and re-dial that number another time. In either case, the calls are placed at the citizen's expense and are not always productive.

At present, the Centrex Operator is averaging between 50-60 calls per hour. This call volume allows the Centrex Operator to function as a directory operator only. This operator is not equipped and lacks the time to offer in-depth information or have lengthy conversations with callers who have legitimate inquiries.

## EXISTING SERVICE

In order to describe options that would provide a toll-free information service, existing similar services should be considered. At present, two similar information services and 10 agency-sponsored Zenith Toll-Free information numbers are being offered in Alaska to the general public:

1. Legislative Information Offices

These offices are operated by the Legislative Affairs Agency, Division of Public Services, in fourteen communities throughout the state. They are centrally located in each community, managed by local citizens and offer a wide range of information to walk-ins and callers in the form of electronic mail to and from the Capitol, facsimile transfer and teleconferencing. Inquirors are provided with about 75% legislative information, and 25% of the information given relates to the executive branch, if it is known. Generally, the information officers in these locations are quite well-informed and know where to direct people for correct answers to non-legislative questions. However, if a citizen needs to call an agency it is at his or her own expense. The legislative offices do not offer free long-distance telephone calls.

2. Governor's Offices in Anchorage, Nome, Fairbanks & Kotzebue

The Anchorage Governor's Office offers an in-depth service to citizens, often providing specific answers during the initial call precluding the need for another call. The Anchorage staff has compiled a detailed State government guide which lists programs, agencies, commissions, acronyms, abbreviations and much more, to which they refer when answering queries. The other offices do not have staff to answer numerous telephone calls as they act more broadly in representing the Governor in those rural areas. All offices refer questions or problems to the Governor's Office in Juneau and other agencies for reply. This service is extremely well-received but does not answer the need for relief from long distance charges since there are no toll-free lines into these offices.

3. Presently, six State departments operate Zenith Toll-Free numbers to provide specific information.

Department of Environmental Conservation

DEC has provided a toll-free number for the reporting of oil spills since 1977. The infrequent calls to this number (2-3 per month) are primarily from the general public because most oil spills are reported by people or agencies that are familiar with other DEC numbers.

Department of Education

DOE lists a toll-free number in its publications that relate to their Learn/Alaska instructional television channel. Interested viewers can call in for printed material that relates to the programming, offer comments or ask questions. This number is not intended to reach the general public; rather it is aimed at elementary and secondary educators. Started in January, 1982, the number averages 15-20 calls per month.

## EXISTING SERVICE (cont.)

### Community and Regional Affairs

C&RA's Division of Housing Assistance has had a toll-free number for two years which provides information to the general public about three C&RA housing assistance programs. Although the traffic is somewhat seasonal, this number averages 15-20 calls per day.

### Department of Revenue

Revenue presently has three toll-free numbers: two that provide information about Permanent Fund Dividends and one that gives Child Support Enforcement information. One of the permanent fund numbers, activated two years ago for taxpayer assistance, presently receives 780 calls per day for dividend information. The other number, installed in January, 1982 for Ketchikan area residents to call Juneau, is also used primarily for dividend information. It has been receiving up to 500 calls per day recently. The Child Support Enforcement number handles 300-500 calls per month.

### Department of Labor

Labor uses two toll-free numbers as an inexpensive alternative to offering permanent staff in two locations. Valdez does not have a Job Service office, so employers and job seekers in that area can call toll-free to the Glenallen Job Service office. Similarly, people in Fairbanks who want labor market information can call toll-free to the labor market economists located in Anchorage.

### Lieutenant Governor's Office

The Division of Elections in the Lt. Governor's Office began offering toll-free service in their offices in Anchorage, Fairbanks, Juneau and Nome in June, 1982. Information about election and filing dates, candidates and issues is provided. Since the service is new and not well publicized yet, no traffic data is available.

## OPTIONS

There are three options that are most practical for providing a toll-free service, in terms of cost, timely installation and personnel requirements.

### Option One

One solution is to expand the Governor's office staff in Anchorage and install toll-free (Zenith) telephone service to that facility. The present staff could not sufficiently handle the impact of a new free service, so at least one full-time person would have to be hired, as well as back-up personnel.

These employees would be responsible for providing information to callers and keeping the information document current. Work involving the collection and verification of State agency numbers in Anchorage for local telephone book listings is presently handled by the Anchorage Governor's Office and would become another responsibility of the Information personnel.

It is estimated that work related to the toll free service would involve 65% of two employees time. The remaining 35% could be devoted to other work in the Governor's Office.

In 1981, the Anchorage office received over 35,000 calls; sometimes up to 200 calls per day. This was double the 1980 figure. Most calls were local; the remainder were primarily from within Southcentral Alaska, (at caller's expense), and less than 2% were from out of state. Not many of the calls received were longer than three minutes, and most queries related to employment, public assistance, agency phone numbers, loan programs and other government-supplied services. Due to their up-to-date information on hand, the Anchorage staff could answer questions adequately, in most instances.

### Option Two

Another option is to locate the new service in Juneau, within the Department of Administration on the 10th floor of the State Office Building, or within the Governor's Office in the Capitol. In either case, new staff would be required, as well as work and equipment space. Back-up personnel would be necessary as well. Unlike the Anchorage location, where training is readily available, training would have to be arranged or a person hired who is familiar with State agencies and the functions and operations of State government. This can be done with little difficulty, provided it is clear what information is to be provided, i.e., level of service offered and who is responsible for its accuracy.

### Option Three

A third option is to locate this service in Juneau in conjunction with the Centrex Operator position which is presently located on the 8th level of the State Office Building in a central, publicly-accessible area. This office is actually a glass cornered booth. Presently, this space is arranged for only one person who sits at a central switchboard. While it appears that the operator sits there to answer questions for passers-by while answering the phone, that is actually not his or her function. He or she is a central switchboard operator with access to over 1600 telephone stations in Juneau. Callers from all over the State who want an agency, name and/or telephone number, are assisted by the operator who offers only directory assistance, but has the ability to transfer many of the inquiring callers from the switchboard directly to the agency they seek. This operation could

OPTIONS (cont.)

be expanded to include two operator stations, one offering toll-free information service and the other handling local and centrex directory calls. To do this would require some remodeling of the space around the present operator station, adding appropriate acoustic treatment and accommodating two persons. It is possible also, that this arrangement would free the present operator from receiving so many calls as to allow for more adequate response to public (including tourist) inquiries at the window of the booth. Since there are no signs or indicators on these windows now, it could be advertised to note "State Government and Directory Information," or something similar. Tourists with other types of inquiries would still be directed to the local Juneau Chamber of Commerce log cabin only a few blocks away.

While gathering information for this study, need for another service associated with the Juneau Centrex was discovered. It is included here in the discussion of Option Three as a recommended consideration in addition to a toll free service. The desire is to have at least two "lobby phones" installed outside the booth for State business use. These phones could be restricted so as to only accept Centrex (465 prefix) calls and would provide a convenient and free way for state employees and other visitors to call ahead before dropping in for unscheduled visits. The placement of the phones by the Centrex Operator's booth would allow easy access for questions, numbers or other information.

## COSTS

Both one-time and on-going costs must be considered for the provision of toll-free service. One-time costs would include purchase of equipment for options 2 & 3, advertising the service, telephone company installation charges, and remodeling for option 3. On-going expenditures would include the costs of the Zenith line and local telephone company lines, toll charges, salaries for new positions and listings in Alaskan telephone directories.

### ONE-TIME COSTS

#### Equipment

Staff in the Anchorage Governor's Office keep all data for their information document in an information processor in order to facilitate updating. Changes are entered as they become known and updated versions are run off quickly and easily. To provide this type of equipment to a new location, as in option 2 or 3, would require \$20,000. If the Anchorage Governor's Office continued to provide service to the Anchorage area and a new location provided the same information to the rest of Alaska it would be advisable for the two information processors to have communication capability (via phone line) in order to exchange new data. If option 3 is adopted, the Centrex Operator's data could be filed in the information processor also.

#### Advertising

In order for this new service to receive maximum use, its availability will have to be publicized statewide. One scenario to accomplish this would be to mount a traditional month-long advertising campaign using Alaska's print and electronic media. The Governor could issue a press release, followed by maximum runs of three 30-second T.V. and radio Public Service Announcements and display ads in Alaska's newspapers. Given that two channels of statewide T.V. exist, as well as 12 T.V. and 50 radio stations, it seems that the information could be disseminated easily at relatively low cost. If newspaper display ads were added to the campaign the cost would triple and although newspaper advertising would assure complete statewide saturation, an adequate campaign could be run without that component. Costs for a T.V. and radio campaign would be \$4,500. Display ad costs would be estimated at \$15,634. Details are included in Attachment #1.

#### Local Telephone Company Installations

\$206 would be needed to provide the installation of four telephone instruments and associated lines. One would be for the Information Operator, one to allow the information processing equipment to communicate with its counterpart in Anchorage and two would be for lobby phones.

#### Remodeling

The remodeling of the existing Centrex Operator's space mentioned in Option 3 would include carpentry work to reconfigure the space, some additional furniture, signs and special acoustical treatment to provide sound insulation. Also, one additional electrical power circuit would be needed for the information processor components. It is estimated that \$7,000.00 would be needed.

Training

Training new personnel, if Option 1 is not adopted, should take place in the Anchorage Governor's Office as that office currently provides the service closest to the kind described in the this report. It would be advisable to send the new staff person to Anchorage so the person could see Anchorage personnel in action and more importantly, to see how the information processor is used in conjunction with the information document. Airfare and per diem for two days in Anchorage would cost approximately \$460.00.

If the Anchorage service was kept in place and additional service added in Juneau it would still be advisable to send new personnel to Anchorage to insure proper coordination of the two services as well as training.

It is assumed that any new personnel hired would be familiar with an information processor and possessed the necessary skills to operate that machine.

ON-GOING COSTS

Zenith and Local Telephone Lines

A flat fee per month is charged by Alascom for the dedicated Zenith toll-free number. There is also a monthly charge from the local telephone utility for the connection to Alascom and for other associated lines.

Charges for Option 1 or 2:		
Zenith	\$211.00/mo. X 12	\$2,532.00
Local Telco.	\$24.50/mo. X 12	294.00
	Option 1 or 2 total:	<u>\$2,826.00</u>

Charges for Option 3:		
Zenith	\$211.00/mo. X 12	\$2,532.00
Local Telco. (Zenith)	\$24.50/mo. X 12	294.00
Local Telco. (Juneau Info. Proc.)	\$24.50/mo. X 12	294.00
Local Telco. (Anch. Info. Proc.)	\$24.50/mo. X 12	294.00
2 Centrex lobby phones (Juneau)	\$1.69/mo. X 12	20.28
	Option 3 total:	<u>\$3,434.28</u>

Toll Charges

Associated costs are the long distance calls made by the people using the Zenith number and charged to the State. If 120 three-minute calls are placed per day to the Zenith number and are divided equally among regions, using Ketchikan, Nome, Fairbanks and Kotzebue as examples, the following cost assumptions can be made:

	<u>To Juneau From</u>	
Ketchikan	@ 1.65/3 min. x 30	\$ 49.50
Nome	@ 2.75/3 min. x 30	82.50
Fairbanks	@ 2.55/3 min. x 30	76.50
Kotzebue	@ 2.75/3 min. x 30	82.50
		<u>\$ 291.00 plus tax</u>

ON-GOING COSTS (cont.)

	<u>To Anchorage From</u>	
Ketchikan	@ 2.55/3 min. x 30	\$ 76.50
Nome	@ 2.40/3 min. x 30	82.50
Fairbanks	@ 1.65/3 min. x 30	49.50
Kotzebue	@ 2.40/3 min. x 30	72.00
		<u>\$ 270.00</u> plus tax

Per 20-day month, based on above, typical costs would then be:

	<u>Monthly</u>	<u>Annually</u>
To Juneau	\$5,820.00	\$69,840.00
To Anchorage	\$5,400.00	\$64,800.00

If Option 3 is chosen the information processors would need to "talk to each other" at least once a week to update information. Since computers communicate much more rapidly than people, two full pages of information could be easily transmitted in one three-minute call. As the station-to-station daytime rate for calls between Anchorage and Juneau is high (\$2.55/3 min.), it would be advisable for a weekly call routine to be established rather than having the processors call each other every time new information is obtained. The cost for 52 three-minute calls would be \$132.00.

Salaries

Along with toll charges, personnel costs must also be considered. There is presently great disparity between the Centrex Operator position at a Range 7 and the Information Officer in the Governor's Office at a Range 14. Where this new position fits in depends on the level of service provided and the knowledge required to fill the position. Range 7 is paid \$1,319.00 per month; Range 14 - \$1,995.00 per month.

Listings in Alaskan Telephone Directories

\$288.00 would be needed annually to list the Zenith Toll Free number in Alaska's telephone directories.

COST SUMMARY

Annual costs described herein include charges for the Zenith number, typical toll charges, salary for one Information Operator (Range 10) and charges for telephone directory listings.

One-time costs include equipment and training (Options 2 and 3), telephone and line installations, advertising and remodeling (Option 3).

	<u>Annual</u>	<u>One-Time</u>	<u>Total</u>
OPTION ONE Information service in Governor's Office, Anchorage	\$ 87,990.00	\$ 4,547.00	\$ 92,537.00
OPTION TWO Information service in Governor's Office or Department of Administration, Juneau	93,030.00	25,007.00	118,037.00
OPTION THREE Information service in State Office Building, 8th Level, Centrex Booth, Juneau	111,654.88	32,166.00	143,820.88

## RECOMMENDATION

There is not one option that will absolutely offer the best possible service statewide to all Alaskans. This is due to the existence of similar services in some state locations, the difference in costs for long distance calls between points and because start-up costs will differ in each location. Therefore, the recommendations herein is based on the best possible compromise of all considerations:

1. Promote existing services
2. Implement Option 3 (Juneau Centrex Booth location)
3. Continue Anchorage Governor's Office service on a local basis
4. Coordinate new Juneau service with existing Anchorage service to create one service with 2 locations.

Since there are both Legislative and Executive branch services presently offering information, particularly in the rural areas, and considering that some State agencies have toll-free numbers operating now, it seems reasonable to promote these services as much as possible.

While the present services are being promoted and it is hoped, more effectively utilized, implementation should take place for locating a toll-free number in Juneau. While it may take longer to develop, the most suitable permanent location would be on the 8th level of the State Office Building in conjunction with the Centrex Directory Operator. It seems appropriate for this service to be located in the capital where state government access is greater and the up-dating of information is more readily available. Also, there would exist a natural exchange of current information between the Directory Operator and the Information Operator, which would enhance both positions and the service they provide to the public.

Further, both positions, as well as back-up personnel, could be employees of the Department of Administration, Division of Administrative Services. The Directory Operator could also handle public information at the window, while the Information Operator could handle the more in-depth calls which would not allow him/her time to deal with the walk-up public as well. Significantly, a high visibility location in Juneau will encourage state agencies to more fully cooperate when the up-dating of information is solicited from them by the operators, and will naturally help to support the function of the service, that is, to provide better access for the public to state government.

The present information service being offered by the Anchorage Governor's Office should be continued as a local service. As the majority of calls received are local, it would be silly to refer those requests to Juneau especially when the State pays the toll charges. Long distance callers could be informed of the Zenith number for future calls or referred to it if the information needed was not readily available.

The two services would work in concert and would, in fact, be one service with two locations. This service should be based on the format and information document developed in Anchorage and should utilize the interactive capabilities of two information processors. Both locations could gather data which then could be shared to provide the most current information to the public.

Initial training should be conducted by Anchorage personnel. Additional training should include an understanding of what present services are offered and materials should be supplied to the operator by these agencies. A frequent liaison

## RECOMMENDATIONS (cont.)

should develop between these offices and the Operator for continual up-date and information exchange. The Information Operator should also develop a working rapport with the Information Officers of each state department, as well as become familiar with the primary function of the departments.

The Information Operator must not only have personable telephone courtesy skills, but must be well-organized, thoughtful, deliberate and accurate. He or she must have the tenacity to follow-through and have self-initiative to provide an adequate level of service to the public. Additionally, previous experience with information processing equipment would be necessary. These criteria make the demands of the position somewhat greater than those of the Centrex Directory Operator position at a Range 7. However, it has been felt for sometime that Range 7 has not been sufficient for the Centrex Operator position due to the high pressure nature of that position. In developing the new Information Operator position as recommended, the duties of the Centrex Directory Operator could change enough to allow handling the questions of passers-by at the windows of the operators' booth. It is recommended then, that the Information Operator be hired at a Range 10, equivalent to a Secretary I, and that the Directory Operator be upgraded to a Range 8.

There has been question about transferring long-distance Zenith calls from the Information Operator station to agencies on the State Centrex System. While this would certainly be an enhancement to the overall service, it would also add considerable expense due to the length of the "free" call. Based on the assumption that the Information Operator will be able to adequately answer most questions, transferring calls will not be necessary in most cases. However, where more in-depth service is required, the operator will refer the call to the proper agency, who will then respond by telephone or letter, whichever that agency determines is appropriate. This procedure is recommended for start-up and can be re-evaluated after the service has been operational for a suitable length of time to determine if any changes in the level of service should be made.

As noted previously in this report, this recommended option (OPTION 3) would cost the State \$111,654.88 annually which covers costs for Zenith and local telephone company lines, toll charges, salaries, and Alaskan telephone directory listings. Additional one-time costs for remodeling, furniture and equipment would be \$32,166.00 and if a reasonable amount of advertising was desired, an additional \$4,500.00 would be needed. Maximum costs for an FY 84 appropriation would be \$143,820.88.

The aforementioned recommendation, if implemented, may well be an interim measure, as the result of a present study being under-taken by the Division of Telecommunications Services. This study will review state government telephone systems and data communications networks, with an eye to developing a five-year telecommunications master plan. A requirement within this plan is to develop a state telephone network that will provide centrex to centrex calling and tie lines between urban centers. This will enable citizens to make calls to a central number at their nearest urban center that would be extended via toll-free tie lines to the appropriate agency or central information center. This is the long-term solution to more economical and efficient telephone service, as well as the permanent answer for continued citizen access to state government.

ATTACHMENT ONE

Advertising

Costs associated with advertising of a new toll-free service fall into two categories: Radio and T.V., and newspapers.

1. Radio and T.V. Public Service Announcements

T.V. - Production and duplication of three 30 second PSA's	\$3,000.00
Radio - Production and duplication of three 30 second PSA's	<u>1,500.00</u>
Subtotal	\$4,500.00

Includes copies for 12 T.V. and 50 radio stations. Distribution via these stations and the two statewide channels (TVP and LEARN/Alaska) would be free as broadcasters are required to run PSA's at no charge.

2. Newspaper Display Ads

There are eight dailies and 22 other papers that publish weekly, bi-monthly or monthly in Alaska. Prices for ads vary, but generally the larger, urban papers charge more than the rural or non-daily publications. For budget purposes two averages have been developed:

\$265.00 per 1/4 page ad in urban dailies  
 \$ 98.00 per 1/4 page ad in rural or non-dailies

Ads could be run four times in one month in the dailies and weeklys (25), and once in each of the others (5).

\$265.00 per ad x 8 papers x 4 ads =	\$ 8,480.00
\$ 98.00 per ad x 17 papers x 4 ads =	6,664.00
\$ 98.00 per ad x 5 papers x 1 ad =	<u>490.00</u>
Subtotal	\$15,634.00
TOTAL	<u>\$20,134.00</u>

\*By cutting the size of ads run to 1/8 page, costs for newspaper ads could be reduced by half.

## ATTACHMENT TWO

Total Costs for Recommendation  
(Option Three)Non-Recurring

1.	Equipment	
	Information Processor	\$20,000.00
2.	Advertising	
	3 30 sec Radio and TV PSA's	4,500.00
3.	Remodeling	
	Carpentry, Furniture, Signs, Acoustic Treatment & Additional Electric Circuit	7,000.00
4.	Local Telephone Company Installations	
	4 Telephone Instruments & Lines	206.00
5.	Training	
	Travel & Per Diem to Anchorage for 1 Person for 2 Days	<u>460.00</u>

Non-Recurring Total \$32,166.00

Annual Recurring

1.	Zenith line @ \$211/mo x 12 mos.	\$ 2,532.00
2.	Local Telephone Company Lines	
	3 Single Lines @ 73.50/mo x 12	882.00
	2 Centrex Lines @ 1.69/mo x 12	<u>20.28</u>
	Sub-total	\$ 3,434.28
3.	Toll Charges	
	120 3 min. calls/day x 20 days per mo/ x 12	\$69,840.00
	Information Processor - 1 3 min. call/wk @ 2.55 x 52 wks.	<u>132.60</u>
	Sub-total	\$69,972.60
4.	Salaries	
	Information Operator (Range 1) \$1,673/mo x 12	20,076.00
	Centrex Operator (Range: 8) \$1,487/mo x 12	<u>17,884.00</u>
	Sub-total	\$37,960.00
5.	Alaskan Telephone Directory Listings	
	\$1.20/mo x 20 directories x 12	288.00

Annual Recurring Total \$108,982.88

Grand Total \$143,820.88

Based on the above figure \$143,820.88 would be needed in FY 84 to cover start-up and one years operating costs. For subsequent years, \$108,982.88 would be needed, plus a percentage for inflation.

POSSIBLE TOLL-FREES FOR FAIRBANKS

\$6 total

Office of the Governor - Reg. office  
Div. Elections (ZE exists)  
Human Rts Comm ?

DEC  
Regional office  
Oil Spill (ZE exists)

Admin  
Div Personnel  
Pioneers Home ?

F&G  
Regional office  
Dept of Fish & Game  
Subsistence Sec

C&ED  
Div. Business Loans  
Div. Econ. Enterprises

W&SS

Div Public Asst.

C&RA  
CETA Div.

Cash-food-Med. Asst.

Fam & Youth Svcs

Court System  
Supremes  
Superior  
District  
Area Court Admin

Div Corrections

Div Public Health

(also in Labor) Work Incentive Pgm

Education  
Libs & Mus  
Voc Rehab

Labor

Regional office

Fibers Job Service

YES

Employers Job Order

Unemployment Insv

Rural Svcs

Workmans  
Comp

- OSHA Div

Law

DA

AG - regional ofc.

Legislative

LIO

Med. Affs

Army National Guard

Nat. Res.

Alaska Action Council (w/ Admin?)

Assay Ofc / Geolog. Geophys. Svcs Div.

Div Forest Land & Water Mgmt.

Div Lands

Div Parks

Report Forest Fires

Ombudsman

Regional office

Public Defender

Regional office

Pub. Safety

Troopers

Fire Marshall

Fish & Wildlife

Drivers Lic.

Motor Veh.

Reg

Business Lic.

Tax Div.

DOTPE

Regional Office

Reg. MCO

Publs. Airport

Railroad Depot?

POSSIBLE TOLL-FREES FOR ANCHORAGE

89 total

Office of the Governor  
~~Off~~ ~~Office~~  
St. Govt. Info  
Div. Elections  
Woman Pts Comm ?  
Ak Land Use Council

Co RA  
CETA Div.  
ANSCA  
Housing Ass't Div.  
Local Govt Ass't.

Admin  
Div. Personnel  
Dnch. Pioneers Home  
Public Defender

Court System  
Dnch Court Admin  
Supervisor of Dist  
Supremes  
Birth, Death, Marriage Certs  
Magistrate

Ak Oil & Gas Conservation Comm.

Ak Ren. Res. Corp.

Ed  
Commish Rep  
Ak Historical Comm.  
Voc Rehab  
Libs & Mus  
Arts Council  
Ed Pgm Spt.  
Post Secondary

CoED  
Business Loans  
Div Tourism  
Occ. Lic  
APUC  
Transportation Comm

DEC

Regional office  
Safe Water  
Permit Insp & Referral  
Seapod & Animal Inspection

F&G

Regional Office  
Went & Fish Insp (Recording)  
Game Div  
Sport Fish Div  
Comm Fish Div  
FRED Div  
Habitat Div

W&SS

Regional office  
Alcohol & Drug Abuse  
Div Corrections  
Fam & Youth Svcs. Div.  
Death Facilities & Licensing  
API  
Div Pub. Dist.  
Div. Pub. Health

Labor

Regional of.  
Emp. Security Div.  
Anch. Employment Center  
Unemployment Div.  
Workmen's Comp.

Law

AG  
DA

Legislature

Sench L-10

Med. Affs

Ad Men  
Div Emergency Svcs.  
Ark Nat Guard Units  
Civil Air Patrol

## Nat Res

Regional ofc.

Div. Agriculture

Forest, Land & Water Mgmt.

Fire Suppression

Geology & Geo phys Survey Div

Minis & Energy Mgmt. Div.

Div Parks

## Ombudsman

Orch ofc.

## Pubs. Safe

Troopers

Div Fire Prevention

Fish & Wild life Protection

Div Motor Veh.

## Revenue

Perm Fund Info (22 exerts)

Taxpayer Dist.

Child Support Enforce Div.

## DOT/PF

Statewide MoO

Road Condition Reports

Orch Airport

Maine Trans

Railroad

## OTHERS -

Frequently Called

## ANFC

Al St. Moose Auth

Opp - Longevity Bonus

Consumer Product

Coop. Ext. Svc.

Vital Stats

# Agencies (if possible)

## For Zenith (possibly)

<u>Bureau</u>	Commerce (cont)
Gov's Office	Occupational Licencing
Div Elections	Pipeline Comm. *
	Transport Comm. *
<u>Administration</u>	
Commish	C & RA
Municipal Grants	Commish
APOC	CETA
EEIO	Local Govt Asst.
GSA	State Assessor.
Ap Purchasing	
Archives	DOE
Labor Relations	Post Secondary
Personnel	Commish
Older Alaskans Commish	Correspondence Study
Pioneer Benefits	Telcom
Public Defender	Public-Info
Retiree & Berrico	Mgt Law & Fin
Telecom Services	"Ed. Program Support
	Voc Rehab
	Libraries
<u>Commerce</u>	
Commish*	
ASHA*	DEC
State Dev Corp	Commish
V.A.	Enviro Quality
Econ Dev.	Oil Spill (ZE exists)
Power Dev*	

F&G

Commish'n

SE Region

Comm Fish

Subsistence

Game

Law

Attorney Gen

Chief Prosecutor

Military Affairs

Director

Emergency Services

H&SS

Commish'n / Public Info

Alcohol / Drug Abuse

Family & Youth

Mental Health

Public Assistance

Public Health

Ombudsmen

Post Secondary Ed Comm

Director

Student Loans

Public Safety

Commissioner

Fish & Wildlife

Motor Vehicles

State Trooper Det. A

Judicial

Supreme

Superior

Dist

Revenue

Labor

Information

ESC

Commish'n

OSHA

Workman Comp

Empl. Center

Commissioner

Income Tax info

Public Services Div

Enforcement Div

Juneau Field Office

Treasury Div

DOT/PF

Comm 34

Information HQ

Information EE

Adv Personnel

Marine Highway Systems

Public Aff

App

Eng

CS

Plan

# MEMORANDUM

# State of Alaska

TO: TED MCINTIRE

DATE: DECEMBER 8, 1982

FILE NO:

TELEPHONE NO:

FROM: JOHN J. CAMERON 

SUBJECT: ALASKA STATE LEGISLATURE  
TOLL-FREE INFORMATION

## 1. OPERATIONAL CONCEPT

The information operator position will be equipped with a SL-1 Display Feature Phone that provides ten (10) programmable keys for direct access to telephone lines and/or features (call transfer, ring again, release, conference, etc).

The incoming call shall be to one Listed Directory Number (LDN) that is in a four (4) line hunt group. Therefore there can be 4 calls being processed at once by the operator. The operator can provide information, take memo messages or forward the call to the appropriate number.

Four (4) lines in rotary hunt should provide that there be an available line to the calling public most of the time. The rotary hunt group hunts from the smallest number to the largest number (1 to 4) at all times, therefore allowing the operator to answer the calls sequentially.

## 2. EQUIPMENT AND CIRCUITS

- a) SL-1 display feature phone
- b) Operator headset
- c) Zenith telephone circuit
- d) Four (4) centrex lines in rotary hunt group

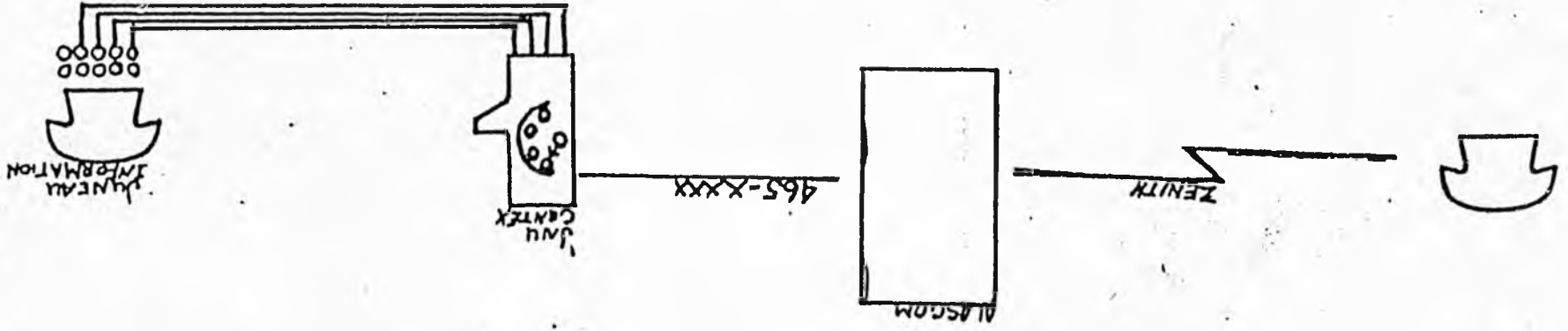
## 3. COSTS, ONE TIME INSTALLATION

- |                               |            |        |
|-------------------------------|------------|--------|
| a) SL-1 Display Feature Phone | 1 @ \$700. | \$700. |
| b) Operator headset           | 1 @ \$150. | \$150. |
| c) Zenith number              | 1 @ \$27.  | \$27.  |
| d) Centrex lines              | 4 @ \$40.  | \$160. |

## 4. COSTS, MONTHLY RECURRING

- |   |            |          |
|---|------------|----------|
| a) Zenith number  | 1 @ \$215. | \$215..  |
| b) SL-1 Display phone data line   | 1 @ \$11.  | \$11.    |
| c) Operator assist long distance charges, estimated at \$3.15 average per 3 minute call |            | \$?????? |

ALASKA STATE LEGISLATURE  
JUNEAU TOLL-FREE INFORMATION



TELECOMMUNICATIONS SERVICES

4. MESSAGE TELEPHONE SERVICE (Cont'd)

4.2 Schedules of Charges (Cont'd)

4.2.2 This-Line Message Telephone Rates (Cont'd)

(c) This-Line Message Telephone Rate Schedule

Zone	Mileage From To		Station-To-Station						Person-To-Person			
			Day		Evening		Night Sat & Sun		Day		Eve, Night Sat & Sun	
			First 3 Mins.	Each Addl Min.	First 3 Mins.	Each Addl Min.	First 3 Mins.	Each Addl Min.	First 3 Mins.	Each Addl Min.	First 3 Mins.	Each Addl Min.
1	0	34	.45	.10	.45	.10	.45	.10	.90	.10	.90	.10
2	35	49	.55	.15	.55	.15	.45	.10	1.10	.20	1.10	.20
3	50	64	.65	.20	.65	.20	.45	.10	1.30	.20	1.30	.20
4	65	94	.75	.20	.65	.20	.45	.10	1.45	.20	1.40	.20
5	95	124	.90	.30	.75	.20	.45	.10	1.85	.30	1.65	.20
6	125	154	1.10	.35	.85	.25	.55	.15	2.20	.35	1.95	.30
7	155	184	1.30	.35	1.00	.30	.65	.20	2.55	.35	2.30	.30
8	185	214	1.45	.45	1.10	.35	.75	.20	2.95	.45	2.55	.35
9	215	274	1.65	.55	1.30	.35	.85	.25	3.30	.55	2.95	.35
10	275	334	1.85	.55	1.40	.45	.90	.30	3.65	.55	3.20	.45
11	335	394	2.00	.65	1.55	.45	1.00	.30	3.85	.65	3.40	.45
12	395	454	2.20	.70	1.65	.55	1.10	.35	4.05	.75	3.50	.55
13	455	574	2.40	.75	1.85	.55	1.20	.35	4.20	.75	3.65	.55
14	575	814	2.55	.85	1.95	.65	1.30	.35	4.40	.85	3.75	.65
15	815	1174	2.75	.90	2.10	.65	1.40	.45	4.60	.90	3.95	.65
16	1175	Over	2.95	.90	2.00	.75	1.40	.45	4.75	.90	4.05	.75

7:00 AM - 5:00 PM →

(x) Subject to a temporary discount of 12.3% until the terms and conditions of Order 27 of A.P.U.C. Docket U-78-4 pertaining to the temporary discount are fulfilled.

# ALASKA STATE LEGISLATURE

SENATE STATE AFFAIRS COMMITTEE

SENATOR VIC FISCHER, CHAIRMAN

POUCH V, JUNEAU 99811

(907) 465-4954



## LETTER OF INTENT

It is the intent of the State Affairs Committee that immediate implementation of CS for SB 27, "An Act relating to toll-free telephone calls to state agencies," would be in the best interest of the State. However, the committee recognizes that additional information will be required to determine what type of permanent toll free telephone service will best serve the public. Therefore, the committee requests that the Governor implement CS for SB 27 by directing state agencies to accept collect telephone calls from the public as a pilot project for one year from the date of the passage of this legislation.

As part of the pilot project the committee requests that the Governor:

- 1) direct the Commissioner of Administration to designate a sufficient number of agency toll free telephone numbers to allow adequate access to all agencies which serve the public;
- 2) develop a policy for refusing or terminating nuisance, harassing, abusive or frivolous collect calls;
- 3) develop a policy to deter unnecessary inter-agency collect calls;
- 4) direct agencies to keep uniform records on collect call utilization and costs;
- 5) direct the Commissioner of Administration to study all feasible alternatives and make recommendations for implementing a permanent system of toll free calls and;
- 6) submit a report on the pilot program, including the above recommendations, to the legislature by February 1, 1984.

It is the intent of the committee that the pilot program be implemented at the least possible cost to the State and therefore requests that the Governor direct State agencies to pay for collect calls during the remainder of FY83 from funds saved by decreased travel of State employees.

SEN. VIC FISCHER, CHAIR

# Alaska State Legislature

REPRESENTATIVE  
BARBARA LACHER  
PO BOX 478  
PALMER, ALASKA 99645  
(907) 376-4215



WRITE IN JUNEAU  
POUCH V  
JUNEAU, ALASKA 99811  
(907) 465-4894

## House of Representatives

### MEMORANDUM

TO: House State Affairs Committee

FROM: Representative Barbara Lacher

DATE: March 23, 1983

SUBJECT: HB 97

It is my belief that implementation of HB 97, "An act relating to toll-free calls to state agencies," is to act in the best interests of the State. I recognize that additional information will be required to determine what type of permanent arrangement for toll-free telephone service will best serve the public. Therefore, I request that information of HB 97 be in the form that directs state agencies to accept collect telephone calls from the public as a pilot project for one year from the date of the passage of this legislation.

As part of this pilot project, the Governor should be requested to:

- 1) direct the Commissioner of Administration to designate a sufficient number of agency telephones on which collect calls will be accepted, that will allow adequate access to all agencies which serve the public;
- 2) develop a policy for refusing or terminating nuisance, harassing, abusive or frivolous collect calls;
- 3) develop a policy to deter unnecessary inter-agency collect calls;
- 4) direct agencies to keep uniform records on collect call utilization and costs;
- 5) direct the Commissioner of Administration to study all feasible alterations and make recommendations for implementing a permanent system of toll-free calls and;
- 6) submit a report on the pilot program, including the above recommendations, to the legislature by February 1, 1984.

I also submit, for the Committee's consideration, the following proposed changes to wording in the bill which are intended to clarify the intent of the legislation.

Line 12. Following the word "calls," delete "to a state agency by residents of the state," and insert "originating in the state to a state agency."

Line 15. delete the words "including the University of Alaska."

March 31, 1983

The Honorable Mitch Abood  
Chairman House State Affairs Committee  
Alaska State Legislature  
Pouch Y  
Juneau, Alaska 99811

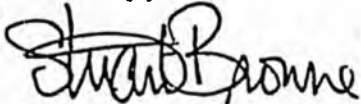
Dear Representative Abood:

In response to your request I have forwarded TELELINK's proposal on toll free dialling to Ms. Sioux Plummer at the Division of Telecommunications Services. I have also provided you with a copy for your committee's review.

TELELINK's proposal allows the State to start with a limited number of toll free lines and incrementally increase the number if telephone traffic warrants. I believe the advantage of having single number access to all state agencies, coupled with the fact that an Alaska corporation like TELELINK can provide this service in lieu of increased state government has its merits.

If you should have any questions or require our assistance in this matter, please don't hesitate to call.

Sincerely,



Stuart P. Browne  
President

cc: Ms. Sioux Plummer, Division of Telecommunications Services

A Proposal for a Model Toll-Free Dial Access Service

TELELINK Communications, Inc., an Alaska based company providing advanced telecommunications services, proposes to install and operate a toll-free dial access service through which Alaska citizens could call government agencies in a unique and cost effective manner.

TELELINK proposes to establish a group of INWATS lines which would connect to an automatic call distribution system (similar to those used by airlines) that is operator attended on a ten hour per day, five day a week basis for answering and forwarding calls to State agency offices. TELELINK's proposed service would also provide an information directory service, 3-way call conferencing to enable a citizen caller to talk to two state locations simultaneously, and will electronically capture call detail information such as:

- . Number of calls to a particular agency
- . Average length of calls (call holding time)
- . Time of day
- . Number of calls not answered after 3 rings

This call detail would be provided by TELELINK to the Division of Telecommunications for traffic analysis and modelling.

TELELINK proposes to operate a toll-free dialling service, on a trial 1 year basis in the following manner.

TELELINK will install a group of 6 Inbound 800 WATS lines. A single lead number such as 800-426-1234 would be the prime number that would be listed and advertised for public access. A citizen wishing to call a State agency would call the 800 WATS line number which would be answered by one of several TELELINK operators in a manner such as - "Alaska Telecenter, may I help you?" The calling party would give the Telecenter operator the agency telephone number if known. The operator would then speed dial the call to the appropriate agency and connect the two parties. If a calling party does not have the agency number or is unsure of which agency to contact, the Telecenter operator will access a computerized information base from a keyboard console. The information base will have telephone directory numbers, agency names and other information such as commissions, chairperson telephone numbers, etc. Once the Telecenter has assisted the calling party in identifying the number to call, the operator speed dials the call to the agency completing the call. In the case of a called party being unavailable or if the agency called is unable to assist the calling party, the calling party can recall the Telecenter operator by touching 0 (if they have a touch-tone telephone) allowing the operator to redial another agency or take a message for later delivery.

TELELINK's service approach provides Alaskan citizens calling State government with these benefits:

- . Single number access
- . Personable operator answering
- . Information and directory assistance in locating the appropriate agency

- The opportunity to call more than one agency through a single transaction, and call conferencing to enable two agencies or two state extensions to assist a caller through a simple 3-way conference.

TELELINK proposes to provide the service to the State on a one-year trial basis. Since the system will provide sophisticated call detail reports, the State will have ample information to plan for a permanent system. A proposal to use collect calling or Zenith lines as an interim results in high toll costs and inadequate call detail information. It also does not satisfy the need for single number access to all State agencies.

The cost for TELELINK to provide the proposed toll free dialling service would be as follows;

Monthly Service Fee - \$18,456

(Includes Inbound and Outbound WATS lines, operator answering, information service and call detail reporting)

Cost Per Call - \$1.00 Per Minute

For the first 40 hours after 40 hours the call rate drops to \$.89 per minute.

Cost Assumptions

6 INWATS lines, each capable of handling six ten minute calls per hour during a ten hour a day operation.

60 calls/day/line  
6 lines  
360 calls day  
x 20 days per month  
7,200 calls per month  
x 12  
86,400 calls per year = 864,000 call minutes annually  
x 1.00 per call minute  
\$864,000.00 annual toll charge  
Monthly Service Fee - \$ 18,456.00  
x 12 months  
Annual Service Fee \$ 221,472.00  
Annual Call Volume \$ 864,000.00  
(Projected) \$1,085,472.00

TELELINK can initiate the service as described within 90 days. Since the State would contract with TELELINK for only a one year trial basis, TELELINK would require the first and last months service fees at the time of contract initiation..

TYMSHARE

Alaska Mail  
Interconnect  
Proposal

Western State and Local Governments  
555 Capitol Mall #675  
Sacramento, CA. 95814

—— PRIVATE ——

Confidential

Proposal

Not For Distribution

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## I. EXECUTIVE OVERVIEW

### A. CURRENT SYSTEM

The State of Alaska currently uses a variety of computers and electronic mail systems (EMS's). These systems are located in three different geographic areas: Juneau, Anchorage and Fairbanks. A user on any one of these computer systems cannot send a message in a reasonable manner to a user on another host. (See attached list of computer systems). As a result, users must rely on more traditional forms of communications which are frequently inefficient, time consuming and costly.

TYMSHARE and its wholly owned subsidiary, TYMNET, are able to provide the State of Alaska a complete offering of powerful technologies to effectively integrate dissimilar EMS's residing on the different computers.

### B. TYMSHARE'S PROPOSED SYSTEM

Using proven technologies, TYMSHARE is prepared to install and operate a system specifically designed to enable users of different electronic mail systems to communicate with one another and with TYMSHARE'S electronic message network, "OHTYME". This mail 'interchanger' is user friendly and essentially transparent to existing mail systems.

The implementation of this solution has many benefits.

- > No time or effort is required to modify existing EMS's.
- > The Interchange System will handle most future changes and upgrades of the EMS's as well as new EMS's.
- > It is practically invisible to the user.
- > Single vendor
- > Minimal training

#### C. TYMSHARE'S CAPABILITIES

TYMSHARE is an international corporation providing information and communication services to business, industry, government and other institutions throughout the world. We bring together proven computing and communication technologies that provide our clients with state-of-the-art solutions to information problems or needs. Our established capabilities reflect a careful blend of an intimate knowledge of complex hardware and software technology and financial strength.

#### D. TYMNET CAPABILITIES

In 1969, TYMSHARE began growing a network to deliver its remote computing services. Over the years the network's capabilities attracted an increasing number of network users who connected private hosts into the network. In 1977, TYMNET INC. was founded as a wholly-owned, FCC regulated subsidiary of TYMSHARE, INC.

TYMNET, the world's largest and most sophisticated public packet network currently supports over 1000 network nodes and is expanding at the rate of more than 20 nodes per month. It has supported more users with a greater variety of computers and terminals over a longer period of time than any similar technology or service.

## E. TASKS

There are three primary tasks which must be accomplished to affect this solution.

1. Development and testing of software
2. Connection of the State owned host computers to TYMNET
3. Installation, training and operation of the system

The basic steps to complete each of these tasks are in the TECHNICAL SOLUTION section of this proposal.

## F. SOFTWARE

The EMS Interchange Software consists of existing technologies of TYMSHARE/TYMNET and is largely proprietary at this time.

The entire system will be available for purchase within 3 years of usage by the State of Alaska. The exact timing for this availability has not yet been determined.

The TYMSHARE Interchange Software permits the users of the State owned EMS's and State subscribers of TYMSHARE'S electronic message network "ONTYME" to to exchange messages in a way that is almost transparent to the individual user. This software resides on TYMSHARE hardware and interfaces with the EMS's in such a way that the State's systems view TYMSHARE'S software as a legitimate mailbox that can send and receive messages. As such, the TYMSHARE software is designed so the State can change or upgrade it's systems or software with little regard to the kind of system the sender or receiver is using. This means the State can make changes with the anticipation of minimal, if any additional expenditures.

In the future the Interchange Software may reside on either a TYMNET ISIS slot or State of Alaska host. This is of particular importance if the State's long term plans include a private network.

## II. SYSTEM OVERVIEW

The proposed system consists of three highly integrated components:

### A. Alaskan computers will be linked to TYMNET.

Because TYMNET is 'intelligent' it performs several functions required in this application. The network will be responsible for building circuits between devices, handling communication protocols, data integrity and network statistics.

### B. Electronic Mail Systems (EMS)

Various EMS's run on different Alaska hosts and have different characteristics. TYMSHARE will also offer ONTYME as an optional EMS.

Each mail system will run with no changes and will be completely unaware of the mail exchanger. The exchanging will be done through a valid mail address on each EMS where mail will be sent and received.

The Exchanger is designed to give each EMS the control over it's own user directory. Thus the directories do not require any updating to the Exchanger. As a result, the Exchanger does not need to be aware of the contents of any user directory, and therefore will not produce EMS directory listings.

The only new feature in each mail system will be the requirement to place structured information in the beginning of the message text. The exchanger will break out the inserted text and use it to rebuild the message and send it to the destination EMS.

### C. The EMS Exchanger

The exchanger is a program that resides on TYMSHARE hardware and 'drives' the application.

The exchanger will be hardwired to the network and will send directives to the network supervisor (a special node) to build circuits between an Alaskan host and itself.

Once a circuit is built, the exchanger will approach a mail system as though it were a 'standard' user. It will send and receive messages from a mail address with the main difference being that everything is automatic and electronic. (received messages are stored in a file on the exchanger's disk)

After the exchanger has disconnected from the source computer, it analyzes lines of text in each message, then sorts and restructures the message to be compatible with the destination EMS and stores it for future delivery.

The exchanger now establishes a new circuit to the next host and begins the process all over. The timing between cycles is adjustable and can be changed if desired.

### III. TECHNICAL SOLUTION

There are three primary technical tasks which must be accomplished to affect a successful solution.

#### A. TASK #1 DEVELOPMENT AND TESTING OF EXCHANGER

- > Learn the technical operational characteristics of each EMS.
- > Write a functional specification.
- > Review and approval of the functional specification.
- > Design Exchanger application.
- > Develop Exchanger.
- > System testing.
- > Acceptance testing.

Initially the exchanger will reside on TYMSHARE hardware for a sufficient period to allow the application to settle. After the system is reasonably static, the exchanger may be moved to a TYMNET node and reside in an 'ISIS' slot.

B. TASK #2 CONNECTION OF THE STATE SYSTEMS TO TYMNET

---

Five interfaces are necessary to connect the three 3705's in Juneau and the two 3705's in Anchorage. X.25 software which runs on the 3705 is required and is available from IBM or from TYMSHARE. The X.25 interface will allow both 3270 and asnc traffic.

X.25(1) interfaces operate at 4800 or 9600 BPS; both require a one time installation or upgrade charge. It is our belief that 9600 BPS should be used as it will eliminate the need to upgrade from 4800 BPS.

The DEC, Honeywell and WANG systems will require one interface each. X.25 can only be used with a programmable front end (F.E.). If the F.E. is not sophisticated enough to run the X.25, then a port to port connection into onsite TYMCOM'S would be necessary.

The proposed costs for these connections and the cost of their continued operation is based on all of the systems identified in this proposal being connected to the network. If the State elects to have fewer systems connected, the costs associated with this TASK would be reduced. (See SECTION IV., PRICING)

With these connections, the Alaska systems will be accessible via dial-up terminal from anywhere that TYMNET offers service providing the State has given access rights. Terminals hardwired to an Alaska host will not have access to other host computers via TYMNET unless appropriate software exists. All access of this type is outside the scope of the EMS Interchanger and each Data Center granting access of this type will receive a separate TYMNET billing at standard State of Alaska rates for dial-up access through TYMNET.

(1) X.25 software for the IBM 3705's is available from IBM or TYMNET. X.25 for the other systems must be supplied by the State.

### C. TASK #3 INSTALLATION AND TRAINING

---

The Exchanger will be installed at the TYMSHARE office in Sacramento, California for it's initial operation and can be moved to Alaska when it reaches production status. (Estimated at 6 months)

Because the Interchange Software is user friendly, trainings will require very little time and will be presented in easy-to-understand terms. The schedule for training will be mutually agreed upon.

The following reflects what we consider to be an adequate level of training:

- > A 4-hr training session will be offered twice for each data center.
- > One 4-hr training session in Juneau, Fairbanks and Anchorage in support of TYMSHARE'S Electronic Messsage Network ONTYME.
- > One 2-hr management overview on the capabilities of the Interchange Software.
- > Two sets of the documentation on the use of the the Interchange Software for each Data Center.
- > Two sets of the ONTYME System Managers Documentation for each data center subscribing and sufficient pocket guides for the users of ONTYME through each subscribing data center.

PRICING

Unless Accepted  
prior to this date,  
the pricing  
in this proposal  
will be in effect only  
until April 8, 1983

PRICING

A. INTERCHANGER APPLICATION

( Due 180 days from contract date )

IMPLEMENTATION:

* T/L (MAX)	\$15,000
* CONSULTING	9,000
* TRAINING	3,600
* DOCUMENTATION	1,000
* PERPETUAL LICENSE	25,000 =====
TOTAL	\$53,600

MONTHLY SERVICE

* BASIC RENTAL	\$3,000
Includes first 1,000 Exchanger transactions where 1 message = 2 transactions, a message with 1 copy = 3 transactions, etc.	
* ADDITIONAL TRANSACTIONS	\$0.12 ea.

PRICING

B. Connection of State Owned Computers to TYMNET

<u>Completion Date</u>	<u>Estimated One-time costs</u>	<u>Estimated Fixed Recurring Costs</u>
150 days From contract date	\$ 9,000 (2)	\$12,800/month (1)(2)
<hr/>		
TOTAL	\$ 9,000	\$12,800/month
Annual Cost	\$ 9,000	\$153,600/year (2)

Note 1: This monthly billing will be sent under separate invoices and does not include any of the TYMNET usage charges or surcharges imposed by Alascom. These additional charges are based upon connect time and character transmission and are applied in the following manner:

- for each 1,000 characters per month \$0.30
- for each hour of connect time \$6.50

Note 2: These charges are based on the TYMNET connection of all systems described in "Attachment A" of this proposal. If fewer systems are connected, these prices will be lower.

ATTACHMENT A

LIST OF COMPUTER SYSTEMS

- . IBM 3033 (MVS) Juneau Data Center
- . IBM 3033 (VM370) Juneau Data Center
- . IBM 4341 Juneau Data Center
- . IBM 3081 (MVS) Juneau Legislative Analyst
- . DEC 11/70 (RSTS/E) Department of Education
- . DEC 11/70 (RSTS/E) Department of Education
- . WANG (VS100) Department of Education
- . IBM 3081 Anchorage Data Center
- . IBM 4341-62 (VM370) Anchorage Data Center
- . Honeywell 66/40-level 6 University of Alaska

ATTACHMENT B  
CONFIGURATION

IBM 3081-K  
IBM 4341-2

HONEYWELL 66/40

-----  
: ANCHORAGE D.C. :  
-----

-----  
: UNIVERSITY D.C. :  
-----

.....: OTHER USERS :  
-----

-----  
: TYMNET ANCHORAGE NODE :  
-----

=====  
= TYMSHARE =  
.....= INTERCHANGE =  
= HARDWARE =  
=====

-----  
: TYMNET :  
-----

.....: ON-TIME II :  
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: TYMNET JUNEAU NODE :  
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: JUNEAU D.C. :  
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: EDUCATION D.C. :  
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: LEG. AFFAIRS: :  
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: OTHER USERS :  
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IBM 3033-U  
IBM 3033-U  
IBM 4331

DEC 11/70  
DEC 11/70  
LANG 93100

IBM 3031

## ATTACHMENT C

### ASSUMPTIONS

For the purpose of this proposal, TYMSHARE has made the following assumptions and all pricing, time elements and growth capabilities have been based on these assumptions.

- \* The computers to be connected to TYMNET are those identified in "Attachment A".
- \* There are approximately 5,800 total users on these systems.
- \* A maximum of 30% of these total users will use the Interchange Software, 30% represents 1740 users.
- \* There is an average message size of 500 bytes.
- \* The maximum message size is 10,000 bytes which is approximately 10 - 1,000 character pages.
- \* Monthly billing will be based on the following:
  - Number and duration of host connections
  - Number and size of messages
  - Normal TYMNET service charges
  - Alascom surcharge for character transmission & connect time
  - TYMSHARE hardware
- \* Messages that cannot be delivered due to State owned host being out of service will be stored by TYMSHARE for future delivery for a maximum of 72 hours.
- \* Monthly costs estimated do not include the cost of using "ONTYME". ONTYME usage will be billed separately.
- \* Host interfaces with TYMNET will be done on a mutually agreed upon schedule.
- \* After a period of approximately 12 months, the TYMSHARE hardware may reside at a State facility.
- \* Due to staggered installations of the host connections to TYMNET, differing peak workload cycles and learning curves, the number of users and proportionately the number of messages will gradually increase to 1740 users per month and 1740 messages per day.

David  
John

# STATE OF ALASKA

HB 97 - file  
BILL SHEFFIELD, GOVERNOR

## DEPARTMENT OF ADMINISTRATION

POUCH C  
JUNEAU, ALASKA 99811  
PHONE: (907) 465-2041

### DIVISION OF TELECOMMUNICATIONS SERVICES

February 8, 1983

3:00  
Butrovich

Honorable Vic Fischer  
Alaska State Legislature  
Pouch V  
Juneau, AK 99811

Dear Senator Fischer:

Here is the summary of State telephone expenditures requested by John Hartle at our meeting last Friday.

#### State of Alaska Communications Expenditures

	<u>FY 81</u>	<u>FY 82</u>
Long Distance	\$ 5,348,820	\$ 6,764,200
Regular, including Centrex and Local Service	<u>3,440,961</u>	<u>4,108,700</u>
TOTAL TELEPHONE	\$ 8,789,781	\$10,872,900
TOTAL COMMUNICATIONS CATEGORY	\$15,359,155	\$22,793,587

This information derived from print-out "Expenditure Summary Report for Statewide Expenditures" Fiscal Years '81 and '82. The "Total Communications Category" includes such items as teletype and teletype, radio, postage and data communications.

I hope this provides the information you are looking for, if you have any questions please give us a call.

Sincerely,

*Sioux*  
Sioux Plummer  
Director

SP/bb

cc: Representative Barbara Lacher  
Alaska State Legislature

# ALASKA STATE LEGISLATURE

SENATE STATE AFFAIRS COMMITTEE

SENATOR VIC FISCHER, CHAIRMAN

POUCH V, JUNEAU 99811

(907) 465-4954



RECEIVED  
MAR 24 1983

Blanchovich Room  
Capitol Bldg.

March 15, 1983  
3:00pm

## Members Present

Senator Vic Fischer, Chair  
Senator Pat Rodey  
Senator Tim Kelly  
Senator Arliss Sturgulewski

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CSSB 27--Toll free telephone calls to state agencies

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The committee discussed the committee substitute, a letter of intent and the fiscal note. The latter was delivered only minutes prior to the meeting. Several members questioned the congruence of the fiscal note with the CS and the letter of intent.

Ralph Walp of General Communications, Inc. spoke in favor of the bill and the letter of intent. He felt that the committee should consider enhancing toll-free service with a central information operator who would direct callers to the right agency. He also stressed the need to publicize the program.

The bill was held over.

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SB 83--Court leave for non-permanent employees of the state.

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Terry Cramer, Executive Director of the Blue Ribbon Commission on State Personnel explained that the bill allows statutory court leave for "non-permanent" employees who are not part of a bargaining unit covered by the collective bargaining agreement. All forms of leave, including court leave, are bargainable items. However no collective bargaining agreement currently covers this type of leave.

Mike McMullen, Deputy Director of Personnel explained certain technical drafting considerations. He also explained the difference between "non-permanent" and "temporary" employees. He stated that this bill would affect about 35-40 employees.

Senator Sturgulewski moved and asked unanimous consent to move the bill from committee with individual recommendations. There was no objection.

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CSSB 111--Use of teleconferences under the Administrative Procedures Act.

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David Dye, Aide to the committee explained the CS to the committee. Changes from the original bill were in the nature of clarification rather than changes in substance and had been suggested by a representative of the Department of Administration at the first hearing on the bill.

Senator Kelly moved and asked unanimous consent that the bill move from committee with individual recommendations. There was no objection.

Senator Fischer adjourned the meeting at 3:45pm.

by  
David Dye  
Committee Aide