

CLEC Training Needs Forum
Pacific Bell/Nevada Bell Region - San Francisco, California
November 16, 1999

AGENDA

9:00 - 9:10 a.m.	Welcome/Introductions	Elizabeth Lasicki
9:10 - 9:20 a.m.	Purpose of Forum/Overview SBC CLEC Training Program	Helen Watkins
9:20 - 9:30 a.m.	Expectations	Elizabeth Lasicki
9:30 - 9:40 a.m.	Presentation Existing PB/NB CLEC Training Curriculum	Helen Watkins
9:40- 10:10 a.m.	Segment 1: New Entrant Carrier Training Needs	
10:10 a.m.	Q& A	
10:15 a.m.	Break	
10:25- 10:50 a.m.	Segment 2: Resale Training Needs	
10:50 a.m.	Q& A	
10:55 - 11:25 a.m.	Segment 3: Facility Based Provider Training Needs	
11:25 a.m.	Q& A	
11:30 - 11:55 a.m.	Segment 4: Operations Support System (OSS) Training Needs	
11:55	Q&A	
12:00 noon	Recap Expectations	
Adjourn		



Includes Southwestern Bell, Pacific Bell, Nevada Bell, The Southern New England Telephone Company and Ameritech

Minutes
CLEC Training Needs Forum
Pacific Bell/Nevada Bell Region

November 16, 1999
370 W Third St.
San Francisco, California

Welcome and Introductions

The CLEC Training Needs Forum began at 9:00 a.m. with a welcome and introductions. Please see the attendee's list attached.

Purpose of Forum/Overview SBC CLEC Training Program

The purpose of the forum was to comply with a FCC merger condition in CC Docket No. 98-141: Identify and discuss training and procedures that would be beneficial to "Qualifying CLECs" operating in the SBC/Ameritech Service Areas. CLECs were advised that their input would be assessed based on current offerings and feasibility. CLECs were also advised that this forum was to gather information and that similar forums for information gathering purposes have been and will be held in other regions. In addition CLECs were advised that they would be notified by Accessible Letter of availability of training and procedures resulting from this forum. CLECs were advised that training schedules and new or revised course descriptions would be posted on the website. CLECs were also advised that they would be notified of such training and procedures within 120 days of the merger close date or by February 8, 2000. CLECs were further advised that minutes of this forum would be issued. An overview of the SBC CLEC Training Program including information on the "Train the Trainer" format and how training is delivered was also provided. Handouts were provided to all attendees.

Expectations

CLECs expressed the following expectations:

- Model of what the business is today—accomplished by finding the “tree” of knowledge, e.g., history, legacy and what specific training/resources will provide that knowledge
- Outline how PB/NB can report/communicate to CLECs order issuance errors created by CLECs
- Broaden the little knowledge I have to add a little more
- Good list of what’s available today in the training curriculum
- Learn more about FCC requirements for training
- What is working in the CLEC handbook for the CLECs and what is not
- To provide feedback on training already attended and discuss any gaps identified
- Clarify surviving systems for SBC after the merger
- What are the timelines for merging the systems of the various SBC companies, e.g., Ameritech, PB, SNET, etc.
- What are you (SBC) working on that will be available to CLECs?

Presentation Existing PB/NB CLEC Training Curriculum

A presentation on the existing PB/NB CLEC Training Curriculum was provided. The presentation included a brief overview of each workshop and OSS class currently offered. Handouts were provided to all attendees.

Questions and Comments following the presentation:

- **Do you offer in-house training at the CLEC's location?**

Response: All CLEC training is conducted at designated SBC locations.

- Do you offer training for trainers?

Response: PB/NB CLEC Training is designed in a Train-The-Trainer format. A course independent of CLEC Training for CLEC Trainers is not offered. Trainers that the CLEC sends to PB/NB CLEC Training, leave the classroom with the same materials that the PB/NB Instructors use. In addition the PB/NB Instructors train the CLEC students how to utilize reference material available on the CLEC on-line website. A course independent of CLEC Training for CLEC Trainers is not offered

- Lots of Acronyms need glossary.

Response: An acronym decode list will be provided at the end of the forum. A participant mentioned that there is also a glossary on the website in the CLEC handbook.

Note: An acronym decode list was provided to all CLECs at the end of the forum.

A customer also recommended that the CLEC On-Line Handbook glossary become an intelligent dictionary, e.g., SORD is Service Order, etc. and is a system

Response: This recommendation will be considered to see what improvements can be made.

- Computer based training would be beneficial.

Response: The feasibility of providing Computer based training will be assessed.

- Information is not always easy to find on the website. Sometimes, Account Managers don't know where to look.

Response: Additional CLEC Website Demos are under consideration.

A customer asked if website demos could be held at their premise?

Response: Currently website demos are conducted at SBC locations to ensure the maximum audience.

Segment 1: New Entrant Carrier Training Needs

New Entrant Carrier training needs identified and discussed:

- Education of self on what training is available is the primary focus now. CLECs were advised that the CLEC on-line website contains a Customer Education section. Included in this section is an Overview of CLEC Education, course descriptions and how to register for CLEC training. CLECs should contact their Account Managers for assistance with CLEC Training Registration.
- My account manager gave me information on what's available but I couldn't find a specific Accessible Letter.

CLECs were advised that Accessible Letters are currently in two different locations on the website. For example Accessible Letters relative to OSS matters are in a section different than non-OSS letters. CLECs were also advised that the OSS Support Organization will soon change the location of Accessible Letters from two places to one.

Status: As of December 27, 1999, all Accessible Letters (General and OSS) are stored together in the same location on the CLEC on-line website. See Accessible Letter CLECC99-386.

- You may want to differentiate between communications specialists entering a new segment, versus professionals entering a new industry.
Status: A New Entrant Carrier course is being developed to assist new entrants. This course will include information on reference materials available to CLECs. CLECs can review this material and use it as appropriate when developing or revising their business plans.
- Give a heads up to our trainers about technology resources and information about the industry.
Response: **In this forum we were really trying to focus on CLEC Training matters, how do we help CLECs do business with the SBC companies.**
- Will the training be more uniform across the regions?
Response: To the extent possible CLEC training will be uniform across the regions. The same basic courses will be offered in each region but regional differences with regard to specific offerings will be considered.
- Will each region have its own CLEC Education information on the website?
Response: Yes. Currently each region has its own CLEC Education information on the website and there are no plans to change this practice.

Segment 2: Resale Training Needs

No discussion. CLECs agreed that resale training needs were discussed in Segment 1.

Segment 3: Facility-Based Training Needs

Facility-based carrier training needs identified and discussed:

How do we know if we're a Facility-Based CLEC?

Response: Facility-based CLECs utilize PB/NB's Unbundled Network Elements and/or provide facilities such as their own switch or transmission media. A separate agreement is required. Facility-based CLECs can also be resellers and can be certified to resell directly from state specific tariffs.

- CESAR is going away. What system will replace it?
Response: CLECs were informed under the Change Management Process via Accessible Letter, CLECCS99-057, dated May 4, 1999 that CESAR for local service (ISR) is retiring October 30, 2000. The grandfathered period began August 1, 1999. CLECs using CESAR for local services such as Local Number Portability and DSL loops should begin immediately to transition their requests to EDI or LEX. CLECs processing ASRs may continue to use CESAR until EXACT is implemented in 2Q2000 as stated in Accessible Letters, SWA99-099 dated April 30, 1999 and SWA99-203, dated September 16, 1999. CLECs may wish to schedule training on EXACT now -- Ask your Account Manager to schedule your class.

- Will EXACT support T1 loops?
Response: LEX and EDI will support unbundled DS1 capable loops. Special Access T-1 (DS1) will be supported by EXACT in Phase 1 of the implementation.
- What is the timeframe to implement EXACT?
Response: As stated above, Accessible Letter CLECCS99-057, dated May 4, 1999 announced the retirement of local service CESAR. Accessible Letters SWA99-099 dated April 30, 1999 and SWA99-203, dated September 16, 1999 announced the retirement of ASR CESAR to EXACT. Local service CESAR retires October 30, 2000 and ASR CESAR retires Friday, June 2, 2000.
- Using LEX for bundling/unbundling has been a challenge, e.g., when we try to apply the training like assigning the circuit ID it's not working
Response: CLECs may provide circuit id (ECCKT) numbers on their PONs, or send a LSR to Pacific Bell without the ECCKT information. Pacific will send the circuit id information along with other information on the FOC to the CLEC.

Segment 4: Operations Support System (OSS) Training Needs

OSS training needs identified and discussed:

- When training is provided do you have access to systems in class?
Response: Yes. Hands-on training on how to use the systems is taught in each OSS class.
- Do you provide a separate interface/database for CLECs to use, e.g., test environment?
You need to provide a training platform that CLECs can use, so they can make mistakes.
Response: The feasibility of providing OSS training databases in PB/NB will be assessed.
- **Toolbar—new version (Y2K) is creating problems—Would like to discuss off-line.**
Response: **CLECs are encouraged to contact the IS Call Center with Toolbar problems.**

Recap Expectations

During the recap of expectations, CLECs asked additional questions. Please see expectation and responses below:

1. **Model of what the business is today--accomplished by finding the "tree of knowledge", e.g. history, legacy and what specific training/resources will provide knowledge.**
Response: During this forum, SBC provided an overview of specific CLEC training currently available, encouraged CLECs to express training needs that would be beneficial to them, discussed resources that provide CLEC support, i.e. Account Manager and OSS Support Teams, made a list of items mentioned that were not specifically related to CLEC training and agreed to provide responses to the CLECs on those items.
2. **Outline how PB/NB can report/communicate to CLECs order issuance errors created by CLECs**
 - Need a method of communicating errors made on orders following training
 - LSR – LSC sends errors to Account Manager to provide feedback to CLECs
 - Looking for a more detailed vehicle for feedback on errors, e.g., By city? By employee?

- When CLECs have errors that are repeated, the PB interface needs to be looked at. It's not the user's fault if they make the same error—it's the interface problem.

Response: CLECs were advised that an assessment of errors and rejects can be addressed in Operational Review Meetings. CLECs were advised how to set up such meetings including who should be invited, i.e., the CLEC, Account Manager and the Local Service Center. A recommendation was made to CLECs that they first set up an internal method to obtain trends in rejects then request an operational review. Operational reviews will allow PB and the CLECs to look at the cause of errors.

- 3. To provide feedback on training already attended and discuss any gaps they have identified**
PB/NB representatives asked the CLECs if there were any gaps in LSR training. A participant responded that the training is good but the errors are there for a variety of reasons, this is why they need data from PB. It was again recommended that the CLEC request an Operational Review Meeting.

- 4. Broaden the little knowledge I have to add a little more**

Response: During this forum, CLECs were provided an overview of training currently available and were encouraged to express additional training needs that would be beneficial to them. SBC does not currently offer basic telephony training.

- 5. Good list of what's available today in the Training curriculum**

Response: CLECs were provided a handout that included all CLEC training courses currently offered by PB/NB. In addition, a brief description of each course was provided. CLECs were referred to the CLEC on-line website for additional information regarding the curriculum. CLECs were encouraged to ask questions about the curriculum.

- 6. Learn more about the FCC's requirement for training.**

Response: As mentioned earlier when stating the purpose of this forum and indicated in the handouts provided, one of the merger conditions requires SBC to identify and discuss in CLEC forums, training and procedures that would be beneficial to "Qualifying CLECs". SBC is required to notify CLECs of training and procedures available within 120 days of the merger close date or by February 8, 2000. This forum was held to fulfill that commitment.

- 7. Clarify surviving systems for SBC after the merger.**

Response: An assessment of SBC's and Ameritech's existing OSS interfaces, interface functionality and business processes and rules is currently being performed. SBC is committed to communicate to CLECs the "Plan of Record" for developing and implementing uniform application-to-application interfaces and graphical user interfaces. The target date for completion of the Plan of Record is 150 days after the Merger Closing Date. SBC will continue to keep CLECs informed of these issues through the Change Management process.

- 8. What are the timelines for merging the various systems of the SBC companies, e.g., Ameritech, PB/NB, SNET, etc?**

Response: An assessment of SBC's and Ameritech's existing OSS interfaces, interface functionality and business processes and rules is currently being performed. SBC is committed to communicate to CLECs the "Plan of Record" for developing and implementing uniform application-to-application interfaces and graphical user interfaces. The target date for completion of the Plan of Record is 150 days after the Merger Closing Date. SBC will continue to keep CLECs informed of these issues through the Change Management process.

9. What is working in the CLEC handbook for the CLEC and what is not?

Response: **OSS and non-OSS Accessible letters will be moved to the same location instead of being stored in two different locations.**

Status: As of December 27, 1999, all Accessible Letters (General and OSS) are stored together in the same location on the CLEC on-line website. See Accessible Letter CLECC99-386.

Note: CLECs were advised that Switched Access Accessible Letters that are not on the website may be requested from their Account Managers.

A CLEC expressed the following comments about the CLEC Handbook:

- **Not organized & indexed**
- Needs comprehensive Glossary/Acronyms (needs to include Verigate acronyms/USOCs)
- LSOR documentation is too long and not intelligent
- Search option seems to help does need Verigate acronyms/USOCs
The more specific information you give the better the results
- Need a handbook overview
- Have someone responsible for the CLEC handbook who has a bachelor's degree in English

It should be noted that another participant commented on how useful the search option is. The CLEC stated the Search option is "my friend".

Response: CLECs were advised that all of the website concerns would be referred to website personnel.

10. What are you (SBC) working on that will be available to CLECs?

Response: Once similar forums have been conducted in each SBC region, all of the input will be assessed. New CLEC training courses will be developed as appropriate and revisions will be made to existing courses and procedures as appropriate.

ADDITIONAL DISCUSSION FOLLOWING RECAP OF EXPECTATIONS:

1. What's in store for CLECs as it relates to knowing more about systems and processes associated with the merger ?

Response: A 13 state workshop will be held to communicate systems and process improvements resulting from the SBC/Ameritech Merger. CLECs were also advised that new interfaces are introduced through demonstration at customer premise

2. What support is available for CLECs when training is completed and problems are encountered issuing service orders?

Response: The Local Service Center will address in future LSC forums any concerns regarding assistance needed with service order issuance following CLEC training.

3. If a CLEC has registered for a course and decides not to attend, what is the cutoff date for cancellations? Is there a minimum class size?

Response: CLECs are responsible for payment when a CLEC cancels their registration less than two weeks prior to the scheduled start date of the course. There is no minimum class or workshop size. Workshops and/or OSS Classes will be taught even if only one CLEC student participates.

4. Can LEX-UNE be offered more than once per month?

Response: CLECs were advised that scheduling LEX -UNE more than once per month would be assessed. Currently, upon receiving a request from an Account Manager to schedule an additional course, the course will be scheduled if Instructors are available.

OTHER NEEDS/COMMENTS EXPRESSED:

CLECs commented that our (PB) business is changing & should be focused on all of the CLECs needs not just training. PB/NB needs to conduct forums that :

- focuses on customer satisfaction
- focuses on business processes—between all CLECs and SBC

Response: CLECs were advised that a list of forums that focus on specific topics and needs would be provided..

Status: Following is a list (not intended to be all inclusive) of regularly scheduled forums/focus groups:

1. Change Management Process
2. E911
3. Local Service Center
4. CLEC Focus Groups (Resale and Facilities-based)
5. Billing Focus Groups

The forum adjourned at 12:00 noon.

**CLEC Training Needs Forum
Pacific Bell/Nevada Bell Region**

November 16, 1999
370 W Third St.
San Francisco, California
9:00 a.m. - 12:00 noon

Attendees List

Attendee	Company Name
Susan Stephens	FirstWorld Communications
Kathy Montes de Oca	MCI WorldCom
Mike Andruzzi	MCI WorldCom
Yvonne Johnson	New Edge Networks
Eileen Singleton	E Z Talk Communications
Ron Venige	Allegiance Telecom
Rupert Wetherilt	Pacific Bell
James Goodman	Allegiance Telecom
Tom Hammond	TESCO
Cindy Solis	ACI/Rhythms
Ed Jones	TESCO
Heidi Williams	Allegiance Telcom
Kay Ramos	Sage Telecom
Vicki Mason	FirstWorld
Elsa Herrera	Pacific Bell
Diana Scott-Welch	Pacific Bell
Laura Mendoza	Pacific Bell
Valerie Moore	Pacific Bell
Jennifer Duson	Pacific Bell
Diane Mullen	Pacific Bell
Bill Hutchcroft	Pacific Bell
Mark Chamberlin	Pacific Bell
Lilia Perez-Swanson	Pacific Bell
Kathy King	SBC
Susan Narvaza	Pacific Bell

Bob Walker	Pacific Bell
Linda Foreman	Pacific Bell
Julie Mackel	SBCCFL Contract Designer
Judy Lee	Pacific Bell/SBC
Loren Vandagriff	SBCCFL
Helen Watkins	Southwestern Bell/SBC