

CLEC Training Needs Forum
The Southern New England Telephone Company (SNET) - New Haven, Connecticut
December 1, 1999

AGENDA

| | | |
|--------------------|---|----------------|
| 9:00 - 9:10 a.m. | Welcome/Introductions | Denise Babiyan |
| 9:10 - 9:20 a.m. | Purpose of Forum/Overview SBC CLEC Training Program | Helen Watkins |
| 9:20 - 9:30 a.m. | Expectations | Denise Babiyan |
| 9:30 - 9:40 a.m. | Presentation Existing SNET CLEC Training Curriculum | Helen |
| 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
The Southern New England Telephone Company (SNET)

December 1, 1999
Science Park
New Haven, Connecticut

Welcome and Introductions

The CLEC Training Needs Forum began at 9:30 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:

- Better understand and clarify assumptions especially what is needed on an order to eliminate multiple queries.
- Clarify assumptions regarding processing of orders.
- Define Process
- Ongoing forums to better communicate and understand the evolving corporate structure SNET/SBC
- Understand SNET Billing, Tariffs and Products. (Including pricing & product descriptions)
- Product interval, expedite, (Names up the line of organization for expedite)
- Number Portability expedite process - how to interface with SNET
- Better definition of what this forum will provide to CLECs
- "Bridge building" - Build relationship with SNET.
- Define / Identify CLEC training
- Provide Training Manual.
- Need education and process information on updating LERG. (Local number portability problems. Records not updated in switches.)
- Better understanding of purpose of this meeting and FCC initiative.

Presentation Existing SNET CLEC Training Curriculum

A presentation on the existing SNET 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.

Q&A Following Presentation:

How can I access the CLEC training schedule ?

Response: The CLEC training schedules may be accessed via the CLEC On-Line Website. <https://clec.sbc.com> . The CLEC guide is also available on the website. Workshops are free to six students per CLEC. In addition, CLEC Education rates are available in a matrix format on the website.

Segment 1: New Entrant Carrier Training Needs

New Entrant Carrier training needs identified and discussed: An Introduction to OSS, Local Number Portability (LNP), Billing training-Understanding customer's bill, Resale Products (simple and complex), Collocation, Sales/ Operation overview, General overview of organizations (players, functional make-up and appropriate relationships).

CLEC participants were advised that workshops can be developed for LNP, Billing, Resale (simple and complex). A workshop that includes information on collocation can also be developed. A new workshop for New Entrant Carriers is currently under consideration and may include information on the wholesale organizational structure.

Segment 2: Resale Training Needs

Resale training needs identified and discussed: Product training.

Segment 3: Facility Based Training Needs

Facility based training needs identified and discussed: A definition of a Facility-based Provider, WCIWin Toolbar training, order status and other functionalities of Toolbar; Understand how to analyze the SNET customer bill, Products & service descriptions (product names vs. technology name -example PRI - SNET Product Multipath Enhanced) and information on SNET - Tariffs (Contract driven -where can a CLEC find information on tariffs) . Tariffs can be accessed on-line through the SBC corporate website: Instructions: <http://www.sbc.com> Click - Public Affairs, Click - Regulatory Documents, Click - Tariffs.

CLEC participants were advised that a Facility-Based Provider utilizes SNET's Unbundled Network Elements and/or provides their own switch or transmission media. Please refer to the CLEC On-Line Website for a detailed description of a facility-based provider.

Segment 4: Operations Support System (OSS) Training Needs

Training on WCIWin Toolbar was identified in Segment 3. CLEC participants advised that since they were not currently using the OSS's they would not be able to express any additional training needs until they begin using the systems.

Q&A

During the question and answer periods a variety of subjects were discussed. Some of these subjects were not related to training needs. Answers and/or status reports on these subjects that are related to training are provided in the Status and Answers to Questions section.

Status and Answers to Questions

1. Question: How does the CLEC arrange for a Demo of OSS's?

Answer: Arrangements for an OSS Demo should be made through your SNET Account Manager.

2. Question: What type of training is available on the CLEC Guide?

Answer: The CLEC Guide is considered as reference material and will be utilized in most of the courses offered in SNET. It is currently used as reference material in the Complex Order Negotiation and Electronic Forms OSS classes.

3. Question: What other forums are held for CLECs?

Answer: CLECs were advised that a list of regularly scheduled forums would be provided.. The following forums will be held in SNET:

1. Change Management Process
2. CLEC Forums (address specific topics)

Comment: CLEC participants requested that CLEC Training Forums continue to be held as a process to discuss ongoing training concerns.

Response: Continuation of CLEC Training Forums is being assessed.

4. Question: Can CLEC Training be customized for individual CLEC's?

Answer: Customization of CLEC Training is not provided. SBC offers the same series of workshops and classes to all CLECs in each region. All workshops and classes are "train-the-trainer" format so that our customers' employees can return to their businesses with the information provided in our classes and workshops to in turn, instruct their employees as appropriate for their employee base and business plan.

How can CLECs provide evaluation of training modules?

Answer: CLECs are asked to provide written evaluations at the end of each course by preparing a Customer Satisfaction Survey.

5. Question: What information will be included in the SNET Billing workshop?

Answer: A one day instructor-led Billing workshop is planned. This workshop is designed to help local wholesale customers read and interpret bills received from SNET for resold services, unbundled network elements, interconnection and inter-company compensation. Interpreting end-user customer service records (CSR's) is also covered.

The forum adjourned at 1:30 p.m.

| | |
|--|--|
| | |
| | |