

**CLEC Training Needs Forum
Southwestern Bell Region - Irving, Texas
November 19, 1999**

AGENDA

9:00 - 9:10 a.m.	Welcome/Introductions	P. David Stephens
9:10 - 9:20 a.m.	Purpose of Forum/Overview SBC CLEC Training Program	Helen Watkins
9:20 - 9:30 a.m.	Expectations	P. David Stephens
9:30 - 9:40 a.m.	Presentation Existing SWB 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
Southwestern Bell Region

November 19, 1999
SBCCFL, 6301 Colwell Boulevard
Irving, Texas

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:

- Provide feedback to SBC
- Tell SBC how I want to interface with OSS Support
- Find out what type of training SWBT offers
- Find out what training is available on OSS
- Indepth information on the training classes
- More information on products

Presentation Existing SWB CLEC Training Curriculum

A presentation on the existing SWB 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.

Segment 1: New Entrant Carrier Training Needs

New Entrant Carrier training needs and other business needs identified and discussed: A training path developed, more direction and information on products and services offered to new entrants, training databases with tutorials, a videotape of training, a list of the various OSS's offered and a list of vendors that do custom work on OSS.

CLECs were advised that prerequisites to each course are listed on the CLEC website. However, a training path based on courses offered to Resale and Facilities-based customers can be formalized. The training path will include names of each OSS currently offered in the SWBT region. CLECs were also advised that more direction on services offered and processes available can be provided

CLECs had several questions regarding various subjects, including training databases, availability of API for OSS's, computer based training, support for grandfathered products, PIC Changes and USOCs (simple vs complex). CLECs were advised that these matters would be researched and assessed. See answers or status reports on each item in section of minutes labeled "Status and Answers to Questions".

Segment 2: Resale Training Needs

Resale training needs identified and discussed: A clearer definition of products offered, i.e. which products interface with each other, examples of how to order simple vs complex products, i.e., DID trunks, is this a simple order (paper) vs LEX/SORD and how to arrange for a tour of a SWB central office. CLECs explained that this tour would enhance their learning experience. CLECs are asked to contact their Account Managers to determine if a tour of a SWB central office can be arranged.

Segment 3: Facility Based Training Needs

Facility based training needs identified and discussed: Clearer definition of what constitutes UNE vs Local Interconnection, is the ASR always used to order local interconnection, examples of how to order simple vs complex products, i.e., DID trunks, is this a simple order (paper) vs LEX/SORD.

CLECs had several questions regarding various subjects, including the provision of a product matrix for ordering, computer based training as a supplement to non-OSS leader-led training and distance learning training. CLECs were also advised that the feasibility of providing computer based training and distance learning training would be assessed. See answers or status reports on each item in section of minutes labeled "Status and Answers to Questions".

CLECs also mentioned that the Local Service Center (LSC) inconsistently rejects LSR's. CLECs were advised that this matter would be referred to the LSC. It was recommended that CLECs should also discuss this matter with LSC teams to obtain a clearer understanding of why specific LSR's are being rejected.

Segment 4: Operations Support System (OSS) Training Needs

Several matters were discussed but the only OSS training need identified in this segment was a training path document for facilities based customers. CLECs were reassured that a training path document based on courses offered to Resale and Facilities-based customers can be formalized. As mentioned during the New Entrant Carrier Segment, the training path will include names of each OSS currently offered in the SWBT region.

CLECs expressed a need for very detailed Technical Forums. CLECs were advised that their request for technical forums is outside of the scope of the CLEC Training Curriculum but would be referred to appropriate SWBT personnel.

A brief overview of the OSS Support Teams was given. This overview included information on how CLECs could request OSS support. During the overview, CLECs were also advised that OSS demonstrations can be provided. CLECs should contact their respective Account Managers for sessions to discuss OSS options, or questions pertaining to a specific OSS. The Account Managers will coordinate a meeting with the CLEC team and the OSS Customer Support Team to discuss OSS options and implementation issues. The Account Manager should be contacted if a CLEC wishes to attend the OSS demonstration.

Q&A

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

Status and Answers to Questions:

1. Question: Do any existing systems have API's?

Answer: API is not available in the SWBT region. CLECs have access to OSS documentation when an OSS agreement is in place with SWBT.

2. Question: Regarding Train-the-Trainer training, does the CLEC leave the classroom with training material?

Answer: Yes. In addition to the student guides, job aids and reference materials provided for each student in class, a floppy disk and a clean paper copy of the instructor guide, student guide and job aids are provided to a representative from each local wholesale customer who attends a workshop or OSS class. In addition, many of the reference materials presented in class are available to CLECs in the Customer Education section of the CLEC on-line website at <https://clec.sbc.com>

3. Question: Does toolbar have a practice mode?

Answer: A Toolbar training database for customers to access from their companies following completion of formal training at SWBT designated premises is currently not available. Hands-on Toolbar practice at SWBT's designated training facilities is taught in real time. SWBT is currently assessing the feasibility of providing a Toolbar Training Database for all functionalities.

4. Question: Can CLECs get training I.D's for training use?

Answer: Training I.D.'s are currently available to CLECs for use in leader-led training at Southwestern Bell designated premises. Southwestern Bell is currently assessing the feasibility of providing OSS training databases with tutorials that CLECs can access when they return to their companies to train their own employees.

5. Question: Can CLECs get training I.D's that will provide access to SWBT's live databases since training databases are not available?

Answer: For security reasons, it is not feasible for SWBT to provide CLECs unsupervised access to its live databases for order issuance practice. As mentioned above, SWBT is currently assessing the feasibility of providing OSS training databases with tutorials that CLECs can access when they return to their companies to train their own employees. .

6. Question: Can SWBT improve the interval for assigning user I D's for access to OSS's?

Answer: This matter has been referred to Southwestern Bell's IS Call Center.

7. Question: Can SWBT provide product cost and rate information to CLECs?

Answer: Rates are often contractual and are not discussed in CLEC training courses. Rates for products can be found in the tariff. As mentioned during the forum, Tariffs can be accessed on-line through the SBC corporate website: Instructions: <http://www.sbc.com> Click - Public Affairs, Click - Regulatory Documents, Click - Tariffs.

8. Question: Does SWBT provide technical forums for the CLEC's technicians to discuss technical matters with SWBT's technicians?

Answer: SWBT does not provide technical forums.

9. Regarding Grandfathered Products:

Question: What kind of support does a CLEC receive on Grandfathered products?

Answer: If a CLEC converts an end-user who has grandfathered service, no additions can be made to this service but Southwestern Bell will maintain the specific service in accordance with SWBT's normal maintenance of service, or in accordance with the terms and conditions as stated in the tariff.

Question: How is a CLEC notified that a product is grandfathered?

Answer: The CLEC is notified by Tariff and the Accessible Letter process.

Question: How is a CLEC notified of the type of support that will be provided on a given grandfathered product?

Answer: The CLEC should check the tariff to determine if the product is grandfathered. The terms and conditions under which the service is grandfathered are also provided in the tariff.

10. Question: Can CLECs "just show up" for training at the last minute or must they enroll in advance?

Answer: CLECs were asked to please not "just show up" for training for two primary reasons: First: The class or workshop may have been canceled if registrations have not been received in accordance with intervals as stated in the Customer Education section of the CLEC on-line website. Second: The class or workshop may be full. SWBT continues to try to accommodate CLECs whose registrations are somewhat late especially if a class or workshop already has students registered and it is not full.

11. Question: Does SWB have a source matrix that includes simple vs complex products?

Answer: The CLEC Handbook for Resale provides a Product and Services section. This section describes Simple Services, Complex Services and Basic Services. Simple Services are essentially "plain old telephone" types of telecommunication products. Complex Services are services that require design or special engineering such as Centrex, trunks and private lines. Basic Services are those products that provide additional line functionality (e.g., vertical features, blocking functions). In addition, the CLEC Handbook provides information on ordering process for these products/services.

During Segment 3: Facility Based Training Needs, CLECs requested a clearer definition of what constitutes UNE vs Local Interconnection and if the ASR is always used to order local interconnection.

Response: In the UNE section of the CLEC Handbook, UNE is defined and described in detail. Product descriptions and options are provided for unbundled loop, unbundled local switching and unbundled transport products along with how to order these products/services.

12. Question: PIC changes can be made with the LSC but, is a mechanized system available?

Answer: A Mechanized Order Generator (MOG) system is available. For additional information, please contact your Account Manager.

13. Question: What are SWBT's plans regarding offering Computer Based Training and Distance Learning Training to CLECs?

Status/Answer: SWBT is assessing the feasibility of providing computer-based training on non-OSS courses. Due to connectivity and expense requirements, it is not feasible to provide Distance Learning Training to CLECs.

14. Question: Does SWBT have a list of USOCs identified as simple vs complex that can be provided to CLECs?

Status: Research is being done to determine if a list of simple vs complex USOCs is accessible to CLECs.

Additional Status Reports on subjects mentioned in Segment 1:

- Videotape of training: As stated in the Customer Education Section of the CLEC handbook, audio or video taping of workshops and classes is prohibited. It is not feasible to produce a videotape of training provided in CLEC workshops and OSS classes.
- List of Vendors that perform custom work on OSS's: A list of vendors that perform custom work on OSS's is not available. This matter is currently under discussion.

The forum adjourned at 1:00 p.m.

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November 19, 1999
SBCCFL, 6301 Colwell Boulevard
Irving, Texas
9:00 a.m. - 12:00 noon

Attendee's List

Attendee	Company Name
Linda A. Lloyd	CHR Solutions
Loseann Kendall	MCI WorldCom
Ray Roberts	Birch Telecom
Brian Haynes	McLeod USA
Janet Scott	Millennium Telcom
Terri McMillon	MCI WorlCom
Chris Thornton	Gabriel Communications, Inc.
Mary Ann French	Faith Net
David Hughes	Faith Net
Chris Dance	Excel
Tricia Haughton	Millennium Telcom
Elizabeth Head	Great West Services
Chuck Salas	A-CBT
Mike Jandebeur	G2-Comm.
Lee Jandebeur	G2-Comm
Judy Lee	PB/SBC
Helen Watkins	SWBT/SBC
Loren Vandagriff	SBCCFL
Linda Edwards	SBCCFL
P. David Stephens	SBCCFL
Ed Reed	SWBT/SBC
Beverly Grogan	SWBT/SBC
Jeannie Nix	SWBT/SBC
Ronald Cate	Ameritech
Ezekiel Vaughn	SWBT

Marty Felan	SWBT
Jo Ann Gallardo	SWBT
Gina M. Porter	SWBT
Ruth Garcia	SWBT
Jackie Dayman	SWBT
Lance McNiel	SWBT
Abe Boukin	SWBT
Alex Cedillo	SWBT