

EXHIBIT OSS – 31

Training Class Agenda for CLEC Basic Service Ordering

Products & Services**Network Information****Notifications****News & Events****Markets****Training****CLEC Training — Course Information: CLEC
Basic Service Ordering - 2-Day Course**

Technical, legal and regulatory changes may affect information provided in this course. Changes made subsequent to the publications of this are not reflected in this course material.

**Performance Objectives
Course Agenda****Course Description**

This 2-day course is a condensed version of the 5-day CLEC Basic course. In this course attendees are provided a very broad overview of BellSouth business procedures. The class focuses on how to read a Customer Service Record (CSR) and how to complete Local Service Request (LSR) Forms. In addition, the course also provides guidance on using BellSouth databases, reading BellSouth's tariffs, and navigation several user guides.

Completion of either this course or CLEC Basic is required before attending the following courses:

- Local Exchange Navigation System (LENS)
- Customer Service Records (CSR)
- Complex Products Service Ordering Listings

Target Population:

- Customer Service Representatives who will conduct order input activities.
- Management or others who manage order processing

Performance Objectives

Upon successful completion of CLEC Basic, attendees will:
Have a general understanding of —

- BellSouth—CLEC relationships and responsibilities and key terminology (a glossary of terms is provided)
- Key aspects of Account Team responsibilities in the provisioning process for resale services
- Business procedures including maintenance policies and

procedures

- The basic arrangement of the Local Service Network
- Due date assignments, change and cancellation policies

Identify and interpret —

- Pre order information requirements
- Customer Service Record (CSR) for typical noncomplex voice products

Utilize —

- Key information enabling them to interface with BellSouth for ordering and provisioning of resold local exchange service
- The CLEC Ordering Guide and BellSouth databases to order typical noncomplex voice products

Complete -

- Ordering documents for typical non-complex products and order types

Course Agenda

Day 1:

Welcome/Introductions/Administrative Issues

Course Objectives and Schedule

Discovery Alignment

BellSouth Overview

BellSouth Acronyms

LCSC/CLEC Roles and Responsibilities

Overview of the Local Service Network

Tariffs

USOC (Uniform Service Order Codes)

Customer Service Records

Pre-Ordering Functions and Interfaces

- Address Validation

- Service and Feature Availability

- Telephone Number Assignment

- Due Date Offerings

- CSRs

Completion of Ordering Forms: Local Service Request (LSR), End User Information (EU), Resale Service (RS), and Directory Listing Request (DLR)

Day 2:

Completion of Ordering Forms: Local Service Request (LSR),

End User Information

(EU), Resale Service (RS), and Directory Listing Request (DLR)

Clarification Process

Conversion Examples

Practice Case Problems

Cover Solutions to Case Problems
Follow up questions and Review
Post Alignment
Conclusion and Dismissal

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