

EXHIBIT OSS – 32

Training Class Agenda for Local Exchange Navigation System (LENS)

Products & Services
CLEC Training
Network Information
**Local Exchange Navigation System (LENS) -
3-Day Course**
Notifications
**Resale and 2-Wire Voice Grade Switched
Port/Loop Combinations**
News & Events
Markets
Training

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 3-day course is designed to acquaint attendees with LENS (Local Exchange Navigation System) and enable them to successfully demonstrate use of LENS in a live production environment. The LENS User Guide and the Local Exchange Ordering Guide Volume II are used as reference tools throughout the course.

Functions covered during the class include Inquiry, Firm Order, Supplement Existing Request, Bulk Orders and View LSR/Order Information. The class is designed to allow students the opportunity to follow along with the instructor as LENS functions are demonstrated. A series of exercises help attendees develop navigation skills to effectively master each function covered.

Target Population:

- Personnel responsible for placing orders for resale and 2-wire voice grade port/loop combinations
- Customer Appointed Trainers

Prerequisites:

- CLEC Basic (CLEC 100), CLEC Basic Service Order (CLEC 101) or a current working knowledge of how to issue LSRs in a CLEC provisioning environment.

- Typical PC skills

Performance Objectives

Upon completion of the training, attendees will successfully:

Understand the purpose of LENS within the BellSouth—CLEC relationship

Access the LENS Application

*Use the **LENS User Guide** and **Local Exchange Ordering Guide Volume II***

Perform the following Pre Ordering functions:

- Address Validation
- View Features and Services
- Reserve Telephone Numbers
- Reserve Miscellaneous Account Numbers
- View Installation Calendar
- View Customer Service Records
- Link To Firm Order Mode for Estimating Due Dates
- View PIC/LPIC of Carriers
- View All

Submit Local Service Requests:

- New Installation
- Conversion As Is
- Conversion New
- Disconnect
- Change
- Suspend Full Account
- Restore Full or Restore Denied Account
- Deny
- Partial Migration - Initial
- Partial Migration - Subsequent
- Port/Loop Combinations
- Bulk Orders

View LSR/Order Information:

- Firm Order Confirmation
- Completion Notice
- Errors/Clarifications
- Status
- Missed Appointments/Pending Facilities

Supplement Existing Request:

- Cancel and Existing LSR
- Change the Requested Due Date

- All Other Changes

Course Agenda

Day 1:

Introduction and Course Objectives
Discovery Alignment Exercise
LENS Overview Presentation
Access LENS Application
Login to LENS Production Mode
Demonstration of Inquiry Functions
Student Exercise
Coverage on Local Exchange Ordering Guide Volume II

Day 2:

Demonstration of Firm Order New Installation LSRs
Student Exercise
Demonstration of Firm Order Types
Supplement Existing Request
Student Exercise

Day 3:

Demonstration of Firm Order Types
Student Exercise
Bulk Ordering Process
View LSR/Order Information
Student Exercise
Cancel Student LSRs
Post Alignment Exercise
Course Feedback

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