EXHIBIT OSS – 37

Composite Exhibit of Agendas for Various Courses Offered to CLECs

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Customer Service Record Understanding
2-Day Course

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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.

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Performance Objectives
Course Agenda

Course Description

This 2-day course provides customer service record information on BellSouth's voice and data communications products and services targeted at the Business market. Coverage of each product includes the service description, tariff reference,and USOC/FID codes. A CSR example and work-aid for each product will be reviewed.

Voice Products included are BellSouth's MultiServ/MultiServ PLus Service, ESSX, Centrex , PBX Trunks, Hunting and DID Service.

Data Services reviewed are BellSouth's Synchronet, MegaLink, MegaLink Channel Service, Integrated Services Digital Network Services (ISDN - Basic Rate Interface and Primary Rate Interface),and Frame Relay Service.

Target Population:

- Customer Service Ordering personnel
- CLEC Administrators

Prerequisites for Students:

- CLEC Basic or CLEC Basic Service Ordering

Performance Objectives

Upon successful completion of this course, attendees will:

- Understand the customer service record format and

product specific fields and USOC codes.

CLEC 000: Customer Service Records

Course Agenda
Day 1:

Welcome/Introduction
Course Objectives
Internet Information
BellSouth Tariffs
USOC/FID Overview
CSR Description
Business Line
Hunting Service
PBX Trunks
DID Service
Centrex Service
BellSouth® ESSX® service
BellSouth® MultiServ® service/BellSouth MultiServ Plus

Day 2:

Data Communications Overview
BellSouth® Synchronet® service
BellSouth® MegaLink® services
Basic Rate ISDN
Primary Rate ISDN
Fast Packet Services (Frame Relay)
Review Data Products

Dismissal

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Complex Products Service Ordering
3- 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 3-day course provides information on BellSouth's voice and data communications products and services targeted at the Business market. Coverage of each product includes the service description, tariff reference, technical functionality, features, and service order procedures (including appropriate service order forms and an example of each complex order type).

Voice Products included are BellSouth's MultiServ/MultiServ PLus Service, Centrex , PBX Trunks, DID Service and Private Line Services.

Data Services reviewed are BellSouth's Synchronet, MegaLink, MegaLink Channel Service, Integrated Services Digital Network Services (ISDN - Basic Rate Interface and Primary Rate Interface),and Frame Relay Service.

Target Population:

- Customer Service Ordering personnel
- CLEC Administrators

Prerequisites for Students:
CLEC Basic or CLEC Basic Service Ordering

Performance Objectives

- Upon successful completion of this course, attendees will:
- Understand the service order procedures, forms and

responsibilities of CLEC and BellSouth personnel

CLEC 000:Complex Products Service Ordering Course Agenda

Day 1:
Welcome/Introduction
Course Objectives
Internet Information
BellSouth Tariffs
Hunting Service
PBX Trunks
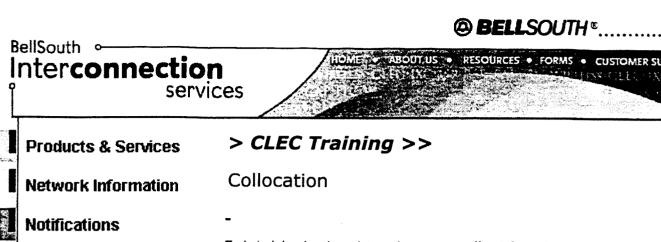DID Service
Off Premise Extensions/Tie Lines

Day 2:
Centrex Service
BellSouth® ESSX® service
BellSouth® MultiServ® service/BellSouth MultiServ Plus
Review Voice Products
Data Communications Overview
BellSouth® Synchronet® service

Day 3:
BellSouth® MegaLink® services
Basic Rate ISDN
Primary Rate ISDN
Fast Packet Services (Frame Relay)
Review Data Products

Dismissal

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Collocation

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Course Description

This 2-day course introduces the concept of both Physical and Virtual Collocation in BellSouth. General descriptions of the collocation processes are provided with instructions for completing the applications, as well as a brief description of the billing elements involved. The areas of central office access, maintenance and repair are also covered in the course.

Target Population:

- Personnel responsible for completing collocation applications
- Personnel involved in network planning, design, provisioning, and maintenance, and their managers

Prerequisites:

- None

Performance Objectives

Upon successful completion of Collocation Overview, attendees will:

Have a general understanding of requirements for both physical and virtual collocation-

Know how to correctly prepare the applications for both physical and virtual collocation.

Be knowledgeable about which billing elements are applicable for collocation.

Course Agenda Day 1:

- Introduction and Course Objectives

- Discovery Alignment Exercise
- Overview of the Collocation Process
- References/Contacts
- Inquiry Process/Firm Order Process
- Technical Requirements/Certified Vendors
- Equipment/Power/Space Acceptance
- Implementation Process
- Design Layout Records

Day 2:

- CO Access/Maintenance/Repair
- Completing an Application
- Case Problem
- Post Alignment Exercise
- Course Feedback

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Data Unbundled Network Elements (UNE)

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.

This course material is based on the provisions of BellSouth's fourth quarter, 1999 Standard Interconnection Agreement. Technical, legal, regulatory, and contract changes may affect information provided in this course. Changes made subsequent to the publication of this course are not reflected in this course material.

Performance Objectives
Course Agenda

Course Description
This 3-day course introduces the concept of Unbundled Network Elements (UNE) in BellSouth focused on Data CLECs (DLECs). General descriptions of the UNES related to DLECs are provided with instructions for ordering these services, both manually and electronically, as well as a brief description of the billing elements involved. The area of maintenance/repair is also covered in the course.

Target Population:

- Personnel responsible for placing orders for UNEs
- Personnel involved in network planning, design, provisioning, and maintenance, and their managers

Prerequisites:
CLEC Basic (CLEC 100) or CLEC Basic Service Order (CLEC 101), Customer Service Order Reading

Performance Objectives
Upon successful completion of CLEC Unbundled Network Elements Overview, attendees will:
Have a general understanding of —

- Loop Makeup
- Unbundled Loop Modifications
- Unbundled ADSL
- Unbundled HDSL

- Unbundled Copper Loops
- Line Sharing
- Extended Enhanced Links
- Collocation

Know how to correctly prepare the following ordering forms —

- Local Service Request (LSR)
- End User Information (EU)
- Loop Service (LS)

Know how to successfully use LENS for pre-order and order of-

- Loop Makeup
- Unbundled Loop Modifications
- Unbundled ADSL
- Unbundled HDSL
- Unbundled Copper Loops
- Line Sharing

Be knowledgeable about which billing elements are applicable to each of the UNEs

Be aware of the steps involved to correctly processing trouble reports on the UNE services

Course Agenda
Day 1:

- Introduction and Course Objectives
- Discovery Alignment Exercise
- Overview of the Local Loop
- Collocation
- Loop Makeup
- Unbundled Loop Modification
- Unbundled ADSL
- Unbundled HDSL
- Unbundled Copper Loops
- Line Sharing
- Enhanced Extended Links

Day 2:

- Manual Ordering Requirements
- Case Problems
- Maintenance and Repair
- LENS Overview

Day 3:

- Login to LENS Production Mode

- Demonstration of Inquiry Functions
- Case Problem
- Demonstration of Firm Order Types
- Case Problem
- Post Alignment Exercise
- Course Feedback

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Basic Unbundled Network Elements (UNE) Overview

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Performance Objectives
Course Agenda

Course Description

This 3-day course introduces the concept of Unbundled Network Elements (UNE) in BellSouth. General descriptions of some of the more common UNEs are provided with instructions for ordering these services (manually and in LENS), as well as a brief description of the billing elements involved. The area of maintenance/repair is also covered in this course.

Target Population:

- Personnel responsible for placing orders for UNEs
- Personnel involved in network planning, design, provisioning, and maintenance, and their managers

Performance Objectives:

Upon successful completions of Basic Unbundled Network Elements Overview, attendees will:
Have a general understanding of -

- Collocation
- Number Portability
- Unbundled Loops (Voice, Data, and Copper Loops)
- Unbundled Local Switching
- Unbundled Tandem Switching
- Interoffice Transport
- Switched Combinations
- Enhanced Extended Links (EELs)
- Non-Switched Combinations
- Unbundled Sub-Loops

- Unbundled Network Terminating Wire

Know how to correctly prepare the following ordering forms -

- Local Service Request (LSR)
- End User Information (EU)
- Port Service (PS)
- Number Portability (NP)
- Loop Service (LS)
- Loop Service with Number Portability (LSNP)

Know how to successfully use LENS for pre-order and order of -

- Unbundled Voice Loops (Designed and Non-designed)

Be knowledgeable about which billing elements are applicable to each of the UNEs
Be aware of the steps involved to correctly process trouble reports on the UNE services

Course Agenda
Day 1:

- Introduction and course objectives
- Discovery Alignment exercise
- Overview of UNEs in the Local Loop
- Collocation Overview
- Number Portability
- Unbundled Loops (Voice, Digital, and Copper)
- Unbundled Local Switching
- Switched Combinations
- Manual Ordering Requirements (Form Preparation)

Day 2:

- Manual Ordering Requirements (Continued)
- Case Exercise
- Case Exercise Solution
- Enhanced Extended Links (EELs)
- Non-Switched Combinations
- Unbundled Tandem Switching
- Unbundled Interoffice Transport
- Unbundled Sub-Loops
- Unbundled Network Terminating Wire

Day 3:

- Maintenance and Repair
- LENS Overview
- LENS Demonstration of Inquiry Functions
- Case Exercise

- LENS Demonstration of Firm Order Types
- Case Exercise
- Post Alignment Exercise
- Review and course conclusion

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Directory Listings Forms Course

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Performance Objectives
Course Agenda

Course Description

Directory Listings is a 1-day course, which instructs participants on how to complete Directory Listings Forms and Caption Request Forms correctly.

Directory Listings provides:

- Understanding of basic listing terminology to include non-listed, non-published, caption, headers, sequence, etc.
- Introduction to Yellow Page Headings (YPH)
- Understanding of which forms are necessary for specific listing requests
- Knowledge of which fields are required for various listing types and how to correctly fill them out
- Knowledge of which fields on the forms are not applicable to BellSouth

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Switched Port Loop Combination

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Performance Objectives
Course Agenda

Description:
This 2-day course introduces the concept of Switched Port/Loop Combinations in BellSouth. General descriptions of the products are provided with instructions for ordering these services, as well as a brief description of the billing elements involved. The area of maintenance/repair is also covered in the course.

Products included are:

- 2 Wire Analog Port and Voice Grade Loop for Residence, Business and PBX
- DID 2-Wire Trunk Port and Voice Loop
- 2-Wire ISDN/BRI Digital Loop & Port
- 4-Wire ISDN/PRI Digital Loop & Port
- Digital Direct Integration Termination Service - 4-Wire Digital Loop & Trunk Port

Target Population:

- Personnel responsible for placing orders for switched combinations
- Personnel involved in network planning, design, provisioning, and maintenance, and their managers

Prerequisites:

CLEC Basic (CLEC 100) or CLEC Basic Service Order (CLEC 101) and Customer Service Order Reading or Complex Products (which includes the product architecture)

Performance Objectives:

Upon successful completion of this course, attendees will:
Have a general understanding of-

- 2 Wire Analog Port and Voice Grade Loop for Residence, Business and PBX
- DID 2-Wire Trunk Port and Voice Loop
- 2-Wire ISDN/BRI Digital Loop & Port
- 4-Wire ISDN/PRI Digital Loop & Port
- Digital Direct Integration Termination Service - 4-Wire Digital Loop & Trunk Port

Know how to correctly prepare the following ordering forms-

- Local Service Request (LSR)
- End User Information (EU)
- Port Service (PS)

Be knowledgeable about which billing elements are applicable to each of the Switched Combinations.

Be aware of the steps involved to correctly process trouble reports on the Switched Combination services.
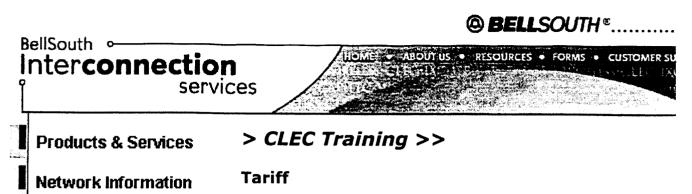

Course Agenda
Day1:

Introduction and Course Objectives
Discovery Alignment Exercise
Overview of the Switched Combinations
2 Wire Analog Port and Voice Grade Loop for Residence, Business and PBX
DID 2-Wire Trunk Port and Voice Loop
2-Wire ISDN/BRI Digital Loop & Port
4-Wire ISDN/PRI Digital Loop & Port
Digital Direct Integration Termination Service - 4-Wire Digital Loop & Trunk Port

Day2:

Manual Ordering Requirements
Case Problems
Maintenance and Repair
Post Alignment Exercise
Course Feedback

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Tariff

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Performance Objectives
Course Agenda

Course Description
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. This two-day course familiarizes students with the four tariffs used by BellSouth in today's telecommunications environment. The course encompasses overviews of the concepts and structure of the following tariffs:

- General Subscriber Services Tariffs (A Tariffs)
- State Private Line Tariffs (B Tariffs)
- State Access Tariffs
- Federal Communications Commission Tariffs (FCC No. 1)
- National Exchange Carrier Association No. 4

Attendees will be introduced to the various types of products and services contained in the tariffs. They will also gain awareness of the jurisdictional differences of the uses of the tariffs and the products and services contained within the tariffs.

Target Population:

- Employees of resellers responsible for ordering switched and private line services

Prerequisites:

- None

Performance Objectives
Upon completion of this course the student will be able to:

- Understand tariff concepts
- Have an awareness of the different BellSouth tariffs
- Have the ability to read the different BellSouth tariffs
- Relate the specific tariffs to specific products and services
- Be able to locate the rates and regulations for specific products and services in the correct tariff
- Successfully complete pricing examples of selected products and services

Course Agenda
Day 1:

- Discovery alignment
  Tariff Basics
  Descriptions
  Jurisdiction
  Service Types
  BellSouth's Tariffs
  Charges
  Payments and Pricing

- Overview GSST
  Products and Services
  Charges
  Payments and Pricing
  Locating Information
  Tariff Exercise

- Overview NECA No. 4
  Locating information
  Determining Mileage

- Overview State Private Line Tariffs
  Products and Services
  Charges
  Payments and Pricing
  Locating Information
  Tariff Exercise

Day 2:

- Overview FCC No.
  Products and Services
  Charges
  Payments and Pricing
  Locating Information
  Tariff Exercise

- Overview State Access Tariffs

Products and Services
Charges
Payments and Pricing
Locating Information
Tariff Exercise

- Review

- Post Alignment Exercise

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