

EXHIBIT OSS – 38

Course Catalog for Web-based Training

Course Catalog for the Training for Success University

Course Title: CLEC Basics Course
Version: 4.0
Avg. Completion Time: 4 Hours
Total Cost: \$150.00 ...Only for a *Limited time!*

Summary:

CLEC Basic is designed to meet the needs of anyone requiring fundamental knowledge of the BellSouth/CLEC relationship. Designed for CLECs who have an established "Q" account status this course also addresses pre-ordering, ordering, provisioning, billing and maintenance of BellSouth products and services. The role of account teams and the provisioning process for resale services is also addressed. As the first course in the CLEC training curriculum, CLEC Basic provides critical skills and knowledge as prerequisites to success in the more advanced courses in the curriculum.

Once you have purchased this course, you will have 5 Days to complete it.

To take this course, click on Classroom to your left.

Course Title: Resale LENS Course
Version: 7.0
Avg. Completion Time: 5 hours
Total Cost: \$50.00 ...Only for a *Limited time!*

Summary:

BellSouth's Resale Local Exchange Navigation System (LENS) is a Web-based system that CLECs can use to place firm and bulk orders, perform queries, and perform a number of administrative tasks. This Resale LENS course is designed to introduce the features of the system. Each LENS Main Menu item is presented in detail using a procedural approach. CLEC Basic is a prerequisite to this course.

Once you have purchased this course, you will have 3 Days to complete it.

To take this course, click on Classroom to your left.

Course Title: TAFI Course
Version: 1.0
Avg. Completion Time: 2.5 Hours
Total Cost: \$35.00 ...Only for a *Limited time!*

Summary:

TAFI training provides students with an understanding of BellSouth's rules-based computer system for automated trouble receipt and screening of residence and business customer service problems with non-complex and Plain Old Telephone Service (POTS).

Once you have purchased this course, you will have 5 Days to complete it.

To take this course, click on Classroom to your left.