EXHIBIT OSS – 36

Training Class Agenda for TAFI

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CLEC Training — | Trouble Analysis
Course Information: | Facilitation Interface
 | (TAFI)
 | 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
Trouble Analysis Facilitation Interface (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, Plain Old Telephone Service (POTS).

This 2-day training class provides students with a high level of simulation and hands-on interaction with the TAFI training database. The lectures and hands-on exercises prepare students to effectively use TAFI for processing trouble reports and routing them for restoration. Upon completion of the course, CLEC students are expected to be able to effectively handle initial and subsequent trouble reports.

Significant sections of the CLEC TAFI End-User Guide are covered with students during the class to facilitate use of the document as a training text and operational reference. The course is designed to enable CLEC employees to return to their respective companies and facilitate TAFI training or use the TAFI system effectively to handle non-complex service repair calls from end-user customers.

Target Population:

- CLEC maintenance administrators
- CLEC appointed trainers, supervisors or managers

Prerequisites:

- Completion of CLEC Basic (CLEC 100) or CLEC Basic

Service Order (CLEC 101) or experience in either provisioning or maintenance of local exchange service
- Commitment from sending company that trained resource will utilize acquired skills and knowledge immediately

Performance Objectives
Upon successful completion of this course, attendees will understand how to:

- Log on/off TAFI and complete entries on Initial Trouble Entry Window
- Use Master Help Menu
- Use Function Keys effectively
- Locate and explain trouble categories and use Query Windows to direct trouble flow
- Interpret Message Windows and use appropriate Sub Menu selections
- Input data correctly to access commitment window
- Follow guidelines for making commitments
- Input and modify data on Trouble Report Screen as well as enter Initial Trouble Reports, and initiate Front End Close Out Reports
- Use the Narrative Field
- Use Override Options to redirect TAFI recommendations
- Place reports in queue and retrieve them for handling
- Access additional data windows
- Handle Subsequent Trouble Reports
- Sub Override Menus and Limited Sub Override Menus as well as Supervisory Functions
- Locate guidelines for configuration and connectivity

Course Agenda
Day 1:
TAFI overview
Discovery Alignment
System navigation/Function key use
Training database highlights
Training database access: Dial-up and LAN-to-LAN
Password management
On-line job aids
TAFI windows/screens: Initial trouble entry windows, main menus, sub menus, access and commitment, query windows, message windows, report summary screen

Local Exchange Overview
Local exchange overlay
Explain trouble categories

Day 2:
Taking Initial Trouble Reports
Objectives

Trouble categories: Dial tone, Outgoing call, Incoming call,
Transmission, Memory service, MemoryCall, Calling
plans/billing
Long distance
Physical troubles
Data problems
Categories of reports
Making commitments
Negotiating commitments
Multiple trouble reports
Determining access Front end close outs
TAFI user queue
Additional data
Override function

Taking Subsequent Trouble Reports
Original report information window
Pending trouble report procedures
Subsequent report flow
Missed appointments
Cancel report
Change trouble description
Override options

Supervisory Functions
Managing TAFI queues
Reassigning queued reports

Setting up DIALS
Connectivity
Keyboard mapping
Connecting to the Encore DIALS pool
User ID's, PAP codes, DIALS cards and PIN numbers
TAFI training IDs vs. production IDs
Summary Alignment
Close