

KTA - TTA TRAINING 2007
(@ 7/13/07)

The Kentucky Telephone Association and Tennessee Telecommunications Association are jointly offering training sessions in 2007. Both KTA and TTA will be the host of certain classes and will be responsible for their own course and meeting information, registration and billing for their own sessions.

TTA will host the accounting and engineering courses. KTA will host the customer service courses. Other industry wide classes may also be scheduled.

For course updates and additional information, visit the association web sites or contact their offices at:

KTA Office
www.ktaoffice.org
859/223-9001

TTA Office
www.tenntel.org
615/256-8005

ACCOUNTING SERIES

INTRODUCTION TO TELECOM ACCOUNTING

ACCT 1 *Apl 25-26, TTA Office, Nashville*

This 1.5 day training seminar is designed to assist accountants and auditors who work with independent commercial or cooperative telecom carriers. The course will cover such topics as: the history of telecommunications, basics of telephone networking, Part 32 accounting, overview of plant accounting, the revenue accounting cycle, and regulatory issues. In addition, the following topics will be covered in the course:

- *Components of the network using visual diagrams; Network terminology and definitions*
- *The rules of Part 32 and how to follow them*
- *An overview of plant accounting from construction through retirement; relationship between plant assets and revenues earned*
- *An overview of settlements and access; work with real forms and documents*
- *Regulation under: FCC; NECA; state commissions*
- *Attributes of cooperatives & commercial companies*
- *Industry reference materials, websites, periodicals*

TELEPHONE PLANT ACCOUNTING

ACCT 2 *Apl 27, TTA Office, Nashville*

This training provides a comprehensive overview of the plant accounting cycle. Individuals will gain an overview of the telephone network and how it works as well as various network structures. The impact of Plant 32 accounting requirements will be reviewed as they impact ratemaking and network structures. In addition, the following topics will be discussed: accounting for various plant construction items, plant depreciation and amortization, CPR's, as well as acquisition and capitalization rules. Additional topics to be covered include:

- *An overview of the telephone network and how it works; definition of terminology; discussion of various network structures*
- *Impact of Part 32 requirements on ratemaking and settlements*
- *Work order systems; purpose, types, components; work order cost accumulation; assigning costs of labor, materials and overheads; direct and indirect charges to plant construction*

- Allowance for funds used during construction; contributions in aid of construction; abandoned projects
- Components of plant in service; retirements and transfers; depreciation and amortization; continuing property records (CPRs)
- Accounting for acquisitions; capitalization rules

ADVANCED TELECOM ISSUES

ACCT 3 July 9-10, TTA Office, Nashville Cancelled

This 1.5 day course is directed toward participants that perform mid to upper lever accounting functions at telecoms and builds on Telecom 101. The course covers issues relating to revenues, inter-company/subsidiaries, non-regulated entities, and. In addition, participants will be exposed to industry issues such as billing, computer systems, regulatory filings, and an examination of internal controls. In response to comments by USAC, participants will gain insight into issues surrounding auditing of telecoms such as: how to document and test internal controls. Additional issues to be covered include:

- Overview of accounting and management analysis related to cost studies
- Status on intercarrier compensation reform: contrasting the current system with the proposed (or adopted) plans
- Analyzing your cost study and explaining year-to-year settlement variances
- Understanding the USF calculation
- Overview of accounting and management analysis related to cost studies
- Status on intercarrier compensation reform: contrasting the current system with the proposed
- Analyzing your cost study and explaining year-to-year settlement variances
- Affiliate transactions and non-regulated cost allocations
- Internal Controls
- Management reporting and data analysis
- Income tax overview
- Group discussion of common accounting problems
- The basics of commercial and cooperative income taxes

BUDGETING AND FINANCIAL ANALYSIS FOR TELECOMS

ACCT 4 July 11, TTA Office, Nashville Cancelled

This one-day course examines the budgeting process with the goal of providing participants with sufficient information to establish a company budget. Participants will learn how to begin the budgeting process, what to include in a budget, and the proper methods for presenting a budget. The course will also detail how to monitor results and analyze variances. Participants will discuss how to prepare, analyze, and understand financial ratios with an emphasis on customizing reports for management use.

THE NON-FINANCIAL MANAGER'S GUIDE TO TELECOM ACCOUNTING

ACCT 5 Sept 11, TTA Office, Nashville

This one day course is designed for middle and upper level managers as well as Board Members with little or no financial training or background. The course will present an overview of basic financial management practices for telecoms, development and administration of operating budgets, planning and financing capital investments, and various aspects of financial reporting.

CARRIER ACCESS BILLING SERIES

BASIC CABS

CABS 1 Sept 19, TTA Office, Nashville

This course will follow Originating and Terminating Local and Long Distance Calls through all of the Elements of the Local Telephone Network. We will define the Access Tariff Rate Elements and show where they apply within each segment of the Local Network. We will analyze each Network Configuration with respect to Host/Remote and Host/RLC when applying Local Transport Restructure (LTR) versus Local Transport (LT) methodology rules. We will locate within the Local Network the AMA Recording Points for each of the Direct and Tandem Originating and Terminating Calls. Then we will look at many levels of Usage Analysis ranging from Monthly Totals to Daily Traffic Type. We will end the discussion with Usage Balancing from the Switch Recorded AMA to the CABS Invoice.

- *The Local Telephone Network*
- *Switched Network Bypass*
- *Switched Access Usage Elements*
- *Switched Access Usage Factoring*
- *Switched Access Recording Points*
- *Switched Access Usage Analysis*
- *Switched Access Usage Balancing*

Course Objectives:

1. To provide the student with an overall picture of where access usage comes from beginning with the basic telephone network elements.
2. To learn the usage elements and understand what is being recorded by Feature Group and Traffic Type.
3. Gain an understanding of the importance of looking at your CABS usage on at least a monthly basis.
4. Be able to take this knowledge and apply it to their company's network and CABS usage.

ADVANCED CABS

CABS 2 Sept 20, TTA Office, Nashville

This course will start by taking us through all of the different Network Configurations that will apply to Dedicated Facilities. We will define the Access Tariff Rate Elements and show where they apply within each segment of the Local Network. We will analyze each Network Configuration with respect to Host/Remote and Host/RLC when applying Local Transport Restructure (LTR) versus Local Transport (LT) methodology rules. We will discuss the NC and NCI codes that reflect the Voice Grade, Digital Data and High Capacity Circuits that are the most commonly ordered. We will take a detailed look at a Switched Access Facility ASR where FGD Trunks are ordered and three Special Access Facility ASRs. We will then sharpen up on both sections of the NECA FCC 4 Wire Center Tariff, Calculate V&H Miles and look at different methodologies of calculating Billing Percentages (BPs). We will finish off with a couple of exercises that will reflect Invoices being prepared from nothing more than the ASR, NECA FCC 4 Information and what was learned during the presentation.

- *The Dedicated Facility Network*
- *The NC and NCI Codes*
- *The Access Service Request*
- *NECA FCC4 Billing Information*
- *Facility Invoice Recommendations*
- *The Special Access Ordering Process*
- *Invoices Preparation Exercises A & B*
- *Network Channel (NC) Code illustrations for Special Access (Voice Grade, Digital Data, High Capacity).*

Course Objectives:

1. To provide the student with an overall picture of network elements that provide for Dedicated Switched and Special Access Services.
 2. To become familiar with the NC and NCI Codes that provide the important CABS billing information and where this information can be obtained.
-

3. To become familiar with the reading of the Access Service Request (ASR) for both Switched and Special Access orders.
4. Be able to take this knowledge and apply it to their company's Facility ASRs and validate as to whether they are billing their current facility bills correctly.

CUSTOMER SERVICE SERIES

TELEPHONY 101: UNDERSTANDING BASIC TELEPHONE

CS 1 May 8, Holiday Inn University Plaza-Bowling Green

This one-day seminar is designed for the non-technical telecommunications professional that needs a broad based perspective of the technology, products, and services in the industry in which they work. The course is designed to provide participants with an understanding of the technical language of telecommunications and how the pieces fit together to provide customers with the service needed. Some of the key concepts discussed will involve:

- *How a telephone system works*
- *What are the different types of transmission media*
- *How does a digital switch work*
- *Learn about T-1 Basics and networks*
- *How fiber optics and Microwave are used*
- *How a Frame relay differs from circuit switched networks*
- *What is optical networking, switching, and multiplexing*
- *Learn about IP-VPN*
- *Mobile Wireless Networks*
- *Operations Support Systems (OSS)*
- *Future Trends in the industry*
- *And much more*

THE ABC'S OF EFFECTIVE CUSTOMER COMMUNICATIONS: HELPING TELECOM CUSTOMERS SELECT AND STAY WITH YOU

CS 2 June 26, Marriott Resort-Lexington

This course is designed as an introduction to the basic principles of effective customer communication and how customers evaluate service delivery. Class discussion along with small group exercises provides each participant with the basic tools necessary to interact effectively with customers in a variety of business-related situations. Emphasis is placed on dealing with customers in stressful circumstances. Topics covered include the following:

- *The ABC's Blueprint*
- *The Four Universal Customer Expectations*
- *The Five Basic Strategies for Handling Stressful Customer Situations*

CUSTOMER FOCUSED SELLING SKILLS: MAKING THE FIRST CONTACT COUNT

CS 3 June 27, Marriott Resort-Lexington

This course is designed to provide employees the basic skills for aiding customers in making purchase or participation choices. Unlike the typical "sales" training program, the emphasis here is customer-focused rather than being "commission" focused. Topics covered include the customer purchase choice process, the features/benefits relationship, and an introduction to using persuasive communication skills. Learning outcomes include:

- Learn to distinguish the 'two' categories of buyers
- Understand the PDM (Purchase Decision Making) process and how to use it effectively with your customers
- Learn to use the 5-Step customer focused selling model
- Understand how to create and use a 'features-benefits' checklist for selling products.
- Value/cost principle
- Effective ways to gain confidence

SERVING CUSTOMERS EFFECTIVELY BY PHONE: BUILDING PROFIT THROUGH POSITIVE CUSTOMER INTERACTION

CS 4 August 15, Holiday Inn University Plaza-Bowling Green

This one-day course is intended to provide participants with an understanding of how to achieve service excellence when conducting business transactions via telephone. Through class discussion and interactive exercises, participants will develop and enhance their phone skills for dealing with customers in scenarios such as product sales, service issues, technical supports, and billing concerns. The skills learned in this program serve to enhance the performance of all employees who interact with customers via phone with an end result of reduced stress, more efficient utilization of transaction time, and improved customer satisfaction. Schedule of topics covered:

- Understanding fundamental customer expectations
- The basics of business telephone etiquette
- Strategies and skills for effectively managing telephone traffic
- Learning how to responding appropriately to customers

MAKING DIFFICULT CUSTOMER CONTACT EASY: A SURE WAY TO PLEASE YOUR TELECOM CUSTOMERS!

CS 5 August 16, Holiday Inn University Plaza-Bowling Green

This course is designed for anyone who may find themselves on the receiving end of hostile, aggressive, or manipulative behavior from customers. The course is designed to help employees effectively manage intensely emotional customer interactions. Participants will gain insight into various patterns and dynamics of behavior. Additional topics covered include:

- An exploration of the dynamics of emotional behavior
- The various patterns of aggressive/assertive behavior
- How to use word-choice techniques to help defuse tension or hostility.

INDUSTRY TRAINING SERIES

TBD

MANAGEMENT TRAINING SERIES

TBD

TECHNICAL TRAINING SERIES

BASICS OF ELECTRICITY, ELECTRONICS AND DIGITAL THEORY

NTT 101 **April 16-20, Nashville State Community College** **Cancelled**

This 30 hour course is designed to teach technicians the basics of Electricity, Electronics and Digital theory. This knowledge is essential for the installation and maintenance of current technologies. Subjects covered are: Basic Electricity, Ohm's law, Electric Power, Series Circuits, Parallel Circuits, Semiconductors, Diodes, Transistors, Integrated Circuits, Cascade Circuits, Filter Circuits, Number Systems, Digital Circuits, Combined Circuits, and Timer Circuits.

TELEPHONY NETWORKING FUNDAMENTALS

NTT 102 **May 14-18, Nashville State Community College**

This 30 hour course is designed to instruct the technician in the details of circuit line and transmission theory. Subjects covered are: review of digital theory including multiplexing, transmission techniques, pulse code modulation, QAM, transmission line types, ISDN, "T" lines, line information packets, data line networking architectures, fiber optic transmission types and VOIP. Other topics include TCP/IP and IPTV. The prerequisite for this course is completion of NTT 101 or equivalent.

INTRODUCTION TO INTERCONNECTED NETWORK DEVICES

NTT 103 **June 4-8, Nashville State Community College**

This 30 hour course is on the basics of interconnected networks. The course will focus on the prevalent technologies used today in the corporate enterprise and in the service provider networking environments. The course reviews and enhances on the several of the topics from NTT 102 including TCP/IP, VOIP and IPTV. Also covered are configuring network devices, routing, switching, network administration and troubleshooting, managing IP services, WANs and network security. Upon completion, the student will be able to:

1. understand how packetized data is transferred within a TCP/IP network,
2. understand IP addressing and how it fits into the OSI layers,
3. understand the functions and actions of switches and routers,
4. understand commonly used "Best Practices" when implementing TCP/IP networks,
5. understand LAN and WAN technologies and how they interconnect,
6. understand basic VOIP technology and
7. understand the integration of VOIP technology into traditional TDM telephony infrastructure.

The prerequisite for this course is completion of NTT 102 or equivalent.

BASIC INSTALLATION TRAINING

BIT 101 **June 12-13, Nashville State Community College**

This two-day course is designed to improve the skills of telecommunications technicians and to serve as an update for those already working in the field. The class will cover, among other things, RUS installation standards, OSHA Safety measures for grounding, CFR 1751F-805 Electrical Protection at Customer Locations, CFR 1753F-153 (Form 515d) Specifications and Drawings for Service Installations, CFR 1753F-801 (PC5A) Standard for Service Installations and ladder safety. Course content includes: buried service entrance installation, aerial service entrance installation, mounting protectors, considerations for category 5 wiring, wiring requirements for FTTx – PON, installation guidelines for mobile homes, separations and clearances, cable entrances for aerial and buried, category 3 (voice/fax) versus category 5 (100M/1G) installation, electrical bonding and grounding at customer locations and DSL – filters, wiring, and POTS separation.