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JOINT TASK FORCE TRAINING

April 15, 2004

Arizona Corporation Commission
DOCKETED

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Mr. Brian Bozzo
Manager, Compliance and Enforcement
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

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Re: Compliance with Decision No. 63487

T-01051B-99-0105

Dear Mr. Bozzo:

Qwest and the CWA jointly submit the following updated information concerning the additional training authorized by the Commission in Decision No. 63487 ("the Decision"). Since its inception, the joint company/union board (the Board) established in compliance with the Decision has provided the following training programs:

1 - **Network Technician Training - Phase I.** An overview of this training program was provided in prior compliance reports provided to the Commission. This 5-day class consists of the following components:

- Basic AC/DC theory as it is applied to telephone service 1 day
- Meter fundamentals for Tempo Sidekick T&N and 7B 1 day
- Meter fundamentals for 3M 965 TD and DSP 3 days

Qwest completed Phase I training for all of its network technicians throughout the state during 2002 and early 2003, while still meeting the needs of the business. The training facilitators for this course were selected directly by the CWA. These facilitators had substantial input to the course development and content, and also implemented additional improvements suggested by technicians during the course of the training. The company's network technicians were also used to construct training laboratories in Tucson, Yuma, Flagstaff and at 2 locations in Phoenix to facilitate the training. Expenditures for this program total \$1,541,659.

2 - **Network Technician Training - Phase II.** During the course of the Phase I training program numerous suggestions were received on additional areas of training that would further enhance the skills of the Company's network technicians. Based on these suggestions, a recommendation was made to the Board to develop a Phase II training program for network technicians encompassing the following areas:

- Testing tools - 5 point test, MLT, DATU, FAST, Cable Print Fundamentals 1 day
- Carrier Fundamentals - Pair Gain, SLC, IPG/LPG, PGL, UDC, SLC/UDC, XDSL 3 days
- Miscellaneous - Structured Wiring, LNP, LST, OCTEL, WAFADO, Product Awareness 1 day

As with Phase I, the course content for Phase II was developed based on input from the network technicians. A copy of the course curriculum for Phase II was provided in last year's compliance report. The expenses for Phase II during the past year were \$1,929,687, with 521 network technicians receiving this training.

3 - **Central Office Technician Training.** The Board also approved training for 36 Central Office Technicians (COTs) to become certified for either the DMS 100 or ESS switch, depending on their job

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assignment. This training is beyond the normal training received by COTs and enhances not only their qualifications to work on these switches, but also their credentials for future job considerations. All 36 COTs that were initially approved have been trained. Expenses associated with this training during the past year totaled \$350,000. The Board has since authorized an additional 17 COTs for this training.

4- **Network Technician Training – Revised Phase II.** The Phase II training class was revised in early 2004 to add a module for the TechTAD meter for the Phoenix technicians and to eliminate several lesser needed modules in order to make more lab time available. The Tech-Tad module was not included in the training for the Tucson and Out-state technicians because they do not currently use this type of equipment. The revised one week training class now addresses AC/DC Theory, Ohms Law, Meter Fundamentals for Tempo Sidekick and Harris TechTAD (Phoenix only), 5 Point Test, Line Station Transfer, Local Number Portability, Pair Gain Systems, UDC, DSL, VDSL, FAST-MLT, DATU/DATU EXP, Smart Pro, Cable Prints, and Technician Resources. In addition, the labs for this training have been upgraded and now have the ability to simulate multiple simultaneous troubles and are able to adapt to a particular technician's abilities. A copy of the manual for this training program, which has been marked as proprietary, has been attached.

The Board continues to investigate other programs that could be offered to satisfy the requirement to spend an additional \$5.0 million for employee training and takes pride in the success of the training programs it has offered to date. As was stated in last year's report, training of this magnitude requires regularly taking up to 65 employees out of the work load. Notwithstanding this challenge, the Company, with the support of the CWA, has been able to provide this training and simultaneously make significant improvements to its service quality results over the past 2 years, as compared to what it was experiencing in prior years. To date, the company has spent \$3.82 million for the above programs. Both the CWA and the Company realize that it was originally contemplated that the \$5.0 million would be spent by April 1, 2004. However, workload requirements during the past year were such that not as many employees as initially planned were able to participate in the training. The Board is committed to spending the remaining \$1.2 million to complete this requirement by April 1, 2005.

Please let me know if you wish to discuss this information, or if you have any further questions.

Sincerely,



For the Board

Attachment

cc: Docket Control (letter only)