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Qwest

JOINT TASK FORCE TRAINING
2003 APR -8 P 2: 23

April 8, 2003

AZ CORP COMMISSION
DOCUMENT CONTROL

Mr. Patrick C. Williams
Manager, Compliance and Enforcement
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Arizona Corporation Commission
DOCKETED

T-010518-99-0105

APR 08 2003

Re: Compliance with Decision No. 63487

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Dear Pat:

Qwest and the CWA jointly submit the following updated information concerning the additional training authorized by the Commission in Decision No. 63487 ("the Decision"). The joint company/union board (the Board) established in compliance with the Decision approved the following 3 training programs during the past 12 months:

1 - **Network Technician Training - Phase I.** An overview of this training program was provided in the compliance report provided to the Commission on June 12, 2002. 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

During the past 12 months, Qwest has completed Phase I training for all of its network technicians throughout the state, 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 to date for this program total \$1,540,342.

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, which is marked as proprietary, has been included with this report. Each of the training laboratories listed for Phase I, above, will be upgraded to accommodate the additional material included in Phase II. The expenses for Phase II during the coming year should be comparable to those incurred in connection with Phase I. Phase II training began on April 1st, 2003 and is expected to be completed this year.

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

In addition to the above 3 training programs, the Board is currently investigating several other programs to satisfy the \$5.0 million additional training requirement authorized as part of Qwest's price cap plan. The Board takes pride in the success of the training program offered during the past year. Training of this magnitude requires taking up to 65 employees per week out of the workload on a regular basis. And yet despite that challenge, the Company, with the support of the CWA, has still been able to substantially improve its service quality results, as evidenced by the fact that it incurred no service quality penalties during 2002. The quality and success of this training program is by no means an isolated occurrence within the Company. Qwest's training programs were recently ranked by Training magazine as 31st out of 600 companies surveyed across a number of different industries. We believe that these are just a few of the indicators of the renewed "Spirit of Service" here at Qwest.

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)