



Creative Support Solutions

2011 JSI ASR/CABS Seminar

March 23-24, 2011 - Minneapolis

Presented by Creative Support Solutions

The industry is transitioning to broadband and the IP-based network. The FCC's National Broadband Plan proposes drastic changes in traditional ILEC revenue and support mechanisms. Many predict the imminent demise of the access environment - *any day*, cynics wail. But, to paraphrase one distinguished American, rumors of the death of access billing "may be greatly exaggerated." Like Mark Twain, we could comment on this until the cows come home, but that's for another day. For now, let's simply concede that carriers continue to add, remove, and modify their facilities, and providers continue to bill for such activity. Whether the facilities are voice-grade, data, or high-capacity trunks, order initiators need to know how to correctly write, and providers need to know how to properly implement access service requests (ASRs), and to do that, they need to know what is being ordered and who is to be billed for the facility. And, as we all are well aware, carrier access billing (CABS) remains a mystifying, often frustrating, process for many rural ILECs.

This year, JSI and Creative Support Solutions return the popular ASR/CABS seminar to our educational schedule. The session will focus on the successful implementation of ASRs, review the required fields that must be populated, and promote ILEC understanding and assurance that the fields have been populated correctly. Incorrect information, such as an invalid route, can cause billing nightmares and frequent disputes; it may mean that you've installed a facility that you cannot bill for. ILECs must be able to perform due diligence, and understanding the guidelines goes a long way in deciphering the myriad of fields on the ASR. The seminar also will feature an insightful overview of the many new - and broadband-based - issues confronting JSI and CSS clients. To avoid potential pitfalls, ILECs must have procedures in place to properly manage orders from receipt to implementation to billing, and this can only be accomplished through an efficient and effective order management process.

Presenter:

Marnell Robertson, President
Creative Support Solutions

Seminar Agenda:

Day 1

Order Process

Discussion of access order processing, including the relationship between access orders and engineering/Word document orders, information on the OBF that establishes the forms and procedures, the relationship between technical personnel and billing personnel, as orders are processed and billed.

Form and Field Information

The following forms will be reviewed in detail:

- a. ASR
- b. Transport
- c. Multi EC
- d. Service Address Location Information
- e. Trunking
- f. Translation Questionnaire

Day 2

Discussion of the remaining forms in the Access Service Order Guidelines that are used sparingly

Order verification prior to implementation

Converting an order to a bill

Program learning objectives:

This course is designed to make staff responsible for ASR processing and CABS more knowledgeable about the access order process, the various tariff applications, and special access issues, specifically:

Access Orders

- Dedicated Services Introduction
- Order Validation
- Circuit Implementation
- Accurate Carrier Response
- Staff Knowledge of Relationship between Engineering Order and Carrier Order

Tariff Applications

- Circuit Definitions
- Order Application
- Rate Element Requirements

Special Access

- Order Management
- Jurisdictional Rules

Hotel Information

Minneapolis Airport Marriott, Bloomington, MN
952-854-7441 or 800-228-9290

JSI has reserved a block of rooms at the Marriott. Be sure to tell the hotel that you are making reservations for the JSI seminar. You should make your reservations as early as possible.

Block Room Rate: \$129 (before cut-off date); \$149 (after cut-off date)

Cut off date: March 1, 2011

Registration Fees

\$550/first company registrant; \$500/each additional registrant

(Includes registration, seminar materials, lunch the first day, and refreshment breaks)

Register online at www.jsi.com. Select ASR/CABS Seminar or 2011 Management Seminars under the "this just in" heading.

Attendees will receive a comprehensive seminar manual. The seminar features lecture, discussion, and information about basic and complex access billing functions. Everyone is encouraged to participate.

This group-live seminar will begin at 8:30 a.m. and will conclude at 5:00 p.m. on Day 1. Lunch will be provided, as well as refreshments. The seminar will conclude at noon the following day.

Who Should Attend:

This is a basic level course for staff responsible for CABS, as well as central office, data processing, and financial personnel involved in the access billing process. There are no prerequisites or advance preparation required for this course.

CPE Credit & Sponsorship:

This course provides eight hours of CPE credit. John Staurulakis, Inc. is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education of the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37129-2417 or by visiting the web site: www.nasba.org.