



PRACTICAL TRAINING FOR RURAL TELEPHONE COMPANIES

Rural telcos have a unique set of opportunities and challenges. Applied Learning Solutions (ALS) has created a specialized training curriculum and selected an experienced faculty specifically to help rural telco's provide better service, create new sources of revenue and protect their current customer base.

ALS courses are operations-focused with practical information for technicians, customer service reps, sales and marketing personnel who must master many skills in serving their customers.

We feature:

- *Expert instructors with broad telephone company experience*
- *Smaller class sizes*
- *Operational "how to" courses*
- *Key topics important to smaller telephone companies including the following:*

Data Tool Belt 101™: *Customizable for onsite presentation*

A course for "front line" employees who work with customers. The course provides the information customers expect I&R technicians and service representatives to know about data.

VoIP: *7 courses, public or customized onsite*

Voice over IP from basics to advanced, business to technical and focused on small and medium businesses

Wireless LANS for Rural Telco's: *4 courses; public or customized onsite*

WiFi and WLAN technologies as a business opportunity for smaller telco's. Applications include business Hot Spots and Hot Zones to hotel, education and airport systems.

Optical Networking: *9 courses; public or customized onsite*

Optical networking from the skills required in the manhole to meeting the needs of the boardroom. In other words, we offer everything from connectorization and fusion splicing to Return on Optical Investment and Total Cost of Fiber Ownership.

Telco Sales Training: *3 courses; public or customized onsite*

Solving customer business problems with Telco communications solutions. We teach salespeople how to sell the new voice, data and video services

Network and Homeland Security and Public Safety: *7 courses; public or customized*

Our security and public safety courses range from introductory to advanced topics such as firewalls, defense in depth, encryption, CALEA/CARNIVORE and Patriot Act compliance, 9-1-1, wireless location and hacker techniques and countermeasures.

Our specialty is tailoring a comprehensive curriculum to exactly meet the needs of your business. Call us to discuss your needs today.