

ORIGINAL



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October 21, 2003

Mrs. Blanca S. Bayó, Director
Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

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RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's October 2003 Root Cause Analysis (RCA) report as required by Order Number PSC-03-0176-CO-TP in Docket 000121B-TP. This order required that any failure in three consecutive months to meet any performance for a given level of disaggregation shall require a RCA by Sprint, which shall then be published on a monthly basis. This report is for results for the period of June 2003 through August 2003 as published in the July, August and September reports.

A copy of this letter is enclosed. Please stamp it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Susan S. Masterton

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Enclosures

cc: Lisa Harvey
Jerry Hallenstein
David Rich

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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by U.S. mail to all known parties of record this 21st day of October, 2003.

Felicia Banks
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

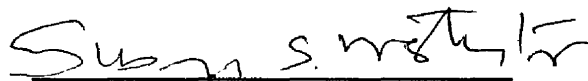
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Susan S. Masterton



October 2003 Root Cause Analysis Report (reflects August 2003 data published September 20)

Florida Public Service Commission

Background

If there is noncompliance at the aggregate level in three consecutive months for a given level of disaggregation, Sprint shall provide a report of root cause analysis on a monthly basis. Sprint's root-cause analysis shall include a plan for corrective action with key activities and anticipated completion dates for implementation.

Measure 6: Average Jeopardy Notice Interval					
Submeasure 6.01.01: Residential POTS – Assignment					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
In some cases, ILEC intervals are longer than CLEC intervals due to advance notice from customers of new construction e.g., new home, trailer, etc. This situation does not occur with the same frequency for CLEC customers, so it only impacts ILEC (Sprint retail) results, which can cause non-parity results. This is not a customer service issue; this is a recurring problem that is inherent to new construction.	2Q 2003	4Q 2003	85-95% of jeopardized orders		Investigation is being conducted to evaluate the proper method of handling extended prior notifications by ILEC customers. A proposed resolution to this issue may include a threshold for long intervals, or excluding new construction orders from this measurement. For example, Sprint would be willing to exclude any (ILEC or CLEC) jeopardy notice interval that exceeds 30 days.

Measure 7: Average Completed Interval					
Submeasure 7.01.02: Residential POTS – No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Cause analysis is ongoing. One cause that has already been identified as a contributor to shorter ILEC intervals is “no physical work” orders. These orders yield short (0 or 1-day) intervals. These appear in ILEC results but not CLEC results, which causes longer CLEC intervals.	3Q 2003	TBD	TBD		TBD. The lack of “no physical work” orders for CLEC results is inherent to the business. For example: a “no physical work” order is a “change of ownership” in which a Sprint retail customer calls Sprint and requests a change to the person billed for service (for example, when one roommate transfers the bill to another roommate’s name). If a CLEC customer called a CLEC with the same request, the CLEC would handle this internally and would not submit an order to Sprint on their customer’s behalf.

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Measure 7: Average Completed Interval					
Submeasure 7.02.02: Business POTS – No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
In some instances, CLEC complex orders requiring manual intervention were keyed with longer provisioning intervals.	3Q 2003	4Q 2003	40-50% of orders		The Sprint operation centers are reviewing several components of the manual intervention process in an attempt to find ways to close the gap between CLEC and ILEC intervals for complex orders; for example, the systems and the user process.

Measure 7: Average Completed Interval					
Submeasure 7.11.01: UNE Loops Non-Designed – Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers.	2Q 2003	4Q 2003	70-80% of orders		Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date.

Measure 7: Average Completed Interval					
Submeasure 7.131.02: UNE Platform – No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
In some instances representatives failed to clear relational errors prior to the due date. Relational errors occur when an installation order and disconnect order for the same customer have the same due date. A billing system restriction does not allow installation and disconnect orders to occur on the same day. Installation orders must be completed at least one day prior to the disconnect order. Therefore, a representative must back date the disconnect order so the installation order can complete and bill correctly.	3Q 2003	4Q 2003	60-70% of orders		Specific examples were provided to center supervisors for coaching and corrective action. An enhancement to the ARC system (Automated Routing and Completion) was implemented in August 2003 so the system will attempt to close the order if the relational error is present.



Measure 8: Percent Completed Within Standard Interval					
Submeasure 8.101: UNE Loops x-DSL Provisioned					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Due to bad weather conditions in June, July and August, trouble tickets were weighed higher and dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders.	3Q 2003	4Q 2003	50-60% of orders		Steps have been taken to change the default due time to 5:00 PM from 7:00 PM to increase parity for trouble ticket and service order dispatch. The earlier cut-off time allows more service orders to be scheduled for the day, decreasing the amount of service order carryovers for the day. Sprint will continue to monitor this change.

Measure 8: Percent Completed Within Standard Interval					
Submeasure 8.11: UNE Loops Non-Designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Due to bad weather conditions in June, July and August, trouble tickets were weighed higher and dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders.	3Q 2003	4Q 2003	10-20% of orders		Steps have been taken to change the default due time to 5:00 PM from 7:00 PM to increase parity for trouble ticket and service order dispatch. The earlier cut-off time allows more service orders to be scheduled for the day, decreasing the amount of service order carryovers for the day. Sprint will continue to monitor this change.
Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers.	2Q 2003	4Q 2003	50-60% of orders		Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date.



Measure 11: Percent of Due Dates Missed					
Submeasure 11.101.01: UNE Loops x-DSL Provisioned – Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Due to bad weather conditions in June, July and August, trouble tickets were weighed higher and dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders.	3Q 2003	4Q 2003	30-40% of orders		Steps have been taken to change the default due time to 5:00 PM from 7:00 PM to increase parity for trouble ticket and service order dispatch. The earlier cut-off time allows more service orders to be scheduled for the day, decreasing the amount of service order carryovers for the day. Sprint continues to monitor this change.
Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers.	2Q 2003	4Q 2003	20-30% of orders		Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.11.01: UNE Loops Non-Designed – Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Due to bad weather conditions in June, July and August, trouble tickets were weighed higher and dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders.	3Q 2003	4Q 2003	10-20% of orders		Steps have been taken to change the default due time to 5:00 PM from 7:00 PM to increase parity for trouble ticket and service order dispatch. The earlier cut-off time allows more service orders to be scheduled for the day, decreasing the amount of service order carryovers for the day. Sprint continues to monitor this change.
Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers.	2Q 2003	4Q 2003	50-60% of orders		Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date.



Measure 11: Percent of Due Dates Missed					
Submeasure 11.131.02: UNE Platform – No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
In some instances representatives failed to clear relational errors prior to the due date. Relational errors occur when an installation order and disconnect order for the same customer have the same due date. A billing system restriction does not allow installation and disconnect orders to occur on the same day. Systematically, installation orders must be complete at least on day before the disconnect order. It is required that a representative back date the disconnect order so that the installation order can complete and bill correctly.	3Q 2003	4Q 2003	60-70% of orders		Specific examples were provided to center supervisors for coaching and corrective action. An enhancement to the ARC system (Automated Routing and Completion) was implemented in August 2003 so the system will attempt to close the order if the relational error is present.

Measure 17a: Percentage Troubles in 5 Days for New Orders					
Submeasure 17a.01: Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Troubles are being reported on some non-dispatched orders. Non-dispatchable orders flow through provisioning systems automatically and are completed with no indication of any trouble condition until a customer calls. For example, there may be a disconnected jumper at the site. In these situations, the CLEC will contact Sprint to report a trouble.	2Q 2003	4Q 2003	70-80% of troubles		Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data is being accumulated to identify actionable causes for troubles. Corrective actions will be implemented as appropriate. Sprint is also investigating potential ideas for ameliorating the impact of small CLEC volumes in cases where low CLEC ticket volume may decrease the effectiveness of the statistical parity comparisons.

Measure 17a: Percentage Troubles in 5 Days for New Orders					
Submeasure 17a.131: UNE Platform					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Troubles are being reported on some non-dispatched orders. Non-dispatchable orders flow through provisioning systems automatically and are completed with no indication of any trouble condition until a customer calls. For example, there may be a disconnected jumper at the site. In these situations, the CLEC will contact Sprint to report a trouble.	2Q 2003	4Q 2003	70-80% of troubles		Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data are being accumulated to identify actionable causes for troubles. Corrective actions will be implemented as appropriate. Sprint is also investigating potential ideas for ameliorating the impact of small CLEC volumes in cases where low CLEC ticket volume may decrease the effectiveness of the statistical parity comparisons.



Measure 18: Average Completion Notice Interval					
Submeasure 18.01: All Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Some Sprint technicians have delayed uploading tasks into their handheld device after completion. This does not delay order completion but it does delay the completion notification	3Q 2003	4Q 2003	20-30% of orders		Specific examples have been sent to the field management team for corrective action. A report is also being developed that will capture information daily so that any issues can be addressed with the technicians in a more timely basis. Estimated completion of this report is expected next month
Multiple system outages caused delays in order completion.	3Q 2003	4Q 2003	80-90% of orders		System owners analyzed outages to determine root causes and are developing improvement plans to prevent future system outages.
SOE (Service Order Entry) orders associated with NIBS (National Integrated Business Services) orders are not getting completed the same time as NIBS orders.	3Q 2003	4Q 2003	1-10% of orders		A system enhancement was implemented August 2003 in ARC (Automated Routing and Completion) to automate the closing of SOE orders associated with NIBS orders. September results will be analyzed to assess the impact of this enhancement.



Measure 18: Average Completion Notice Interval					
Submeasure 18.03: Electronic-Manual Mix					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Errors in CLAS (Customer Loop Assignment System) are causing orders to fail completion. The specific error is associated with orders linked to plant (cable / pair) rearrangements.	1Q 2003	4Q 2003	1-10% of orders		A system enhancement implemented in September 2003 in the ARC (Automated Routing and Completion) system identifies orders with this type of error and completes them. October results will be analyzed to assess the impact of this enhancement.
ARC (Automated Routing Completion) is sending completion notification for inward orders to SOE (Service Order Entry) faster than SOE can register the related outward order as completed. This causes an error and the inward orders can not be completed in SOE.	1Q 2003	4Q 2003	1-10% of orders	9/03	A system enhancement to ARC was made in July 2003. This enhancement identifies orders with this type of error and completes them. August results were analyzed to assess the impact of this enhancement and findings indicate this issue has been resolved.
Some Sprint technicians have delayed uploading tasks into their handheld device after completion. This does not delay order completion but it does delay the completion notification.	3Q 2003	4Q 2003	20-30% of orders		Specific examples have been sent to the field management team for corrective action. A report is also being developed that will capture information daily so that any issues can be addressed with the technicians in a more timely basis. Estimated completion of this report is expected next month.
Multiple system outages caused delays in order completion.	3Q 2003	4Q 2003	80-90% of orders		System owners analyzed outages to determine root causes and are developing improvement plans to prevent future system outages.
SOE orders with an associated plant rearrangement order failed completion due to a CLAS error. The completion of the plant rearrangement order is a prerequisite to the completion of the primary SOE order.	2Q 2003	3Q 2003	1-10% of orders	9/03	A fix was installed in ARC to remedy this problem the first week of September, 2003. A cross-functional team will analyze September results for expected improvement.
In some instances representatives failed to clear relational errors prior to the due date. Relational errors occur when an inward order and outward order (disconnect) for the same customer have the same due date. A billing system restriction does not allow this to occur. It is required that a representative back date the outward order so that the inward order can complete and bill correctly.	3Q 2003	4Q 2003	1-10% of orders		Specific examples were provided to center supervisors for coaching and corrective action. An ARC (Automated Routing and Completion) system enhancement was implemented in August 2003 so the system will attempt to end the order if the relational error is present.



Measure 19: Customer Trouble Report Rate					
Submeasure 19.01: Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Troubles are being reported on some non-dispatched orders. Non-dispatchable orders flow through provisioning systems automatically and are completed with no indication of any trouble condition until a customer calls. For example there may be a disconnected jumper at the site. In these situations the CLEC will contact Sprint to report a trouble.	2Q 2003	4Q 2003	70-80% of trouble tickets		Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data is being accumulated to identify actionable causes for troubles. Corrective actions will be implemented as appropriate.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.04: Centrex					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Proportionately more CLEC tickets were impacted by a major outage compared to ILEC tickets.	3Q 2003	4Q 2003	40-50% of trouble tickets		Sprint will monitor this category for improvement next month. Sprint is also investigating potential ideas for ameliorating the impact of small CLEC volumes in cases where low CLEC ticket volume may decrease the effectiveness of the statistical parity comparisons.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Miscellaneous maintenance issues. Issues include cable cuts, defective Central Office equipment, and damaged cable pairs.	3Q 2003	4Q 2004	50-60% of trouble tickets		None of the trouble reports are exclusive to product type. Sprint continues to investigate maintenance issues and resolve them as they occur.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.16: LNP					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Five CLEC tickets were compared to 3 ILEC tickets. Four of the CLEC tickets were missed for a shorted station block with a riser cable on it which was replaced by the technician; one was missed for incorrect records.	3Q 2003	4Q 2003	50-60% of trouble tickets		Sprint will monitor this category for improvement next month. Sprint is also investigating potential ideas for ameliorating the impact of small CLEC volumes in cases where low CLEC ticket volume may decrease the effectiveness of the statistical parity comparisons.
A lawn maintenance company accidentally damaged a buried telephone line while digging. This produced multiple trouble tickets.	3Q 2003	3Q 2003	20-30% of trouble tickets	9/03	This was an isolated incident without an improvement plan. The issue has been resolved.



Measure 20: Percentage of Customer Trouble Not Resolved Within Estimated Time					
Submeasure 20.02.01: Business POTS – Dispatched					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Unusually high workload related to weather caused some troubles to be carried over past the original commitment time. This had a greater impact on CLEC results than on ILEC results.	2Q 2003	4Q 2003	70-80% of trouble tickets		Changes to systems, processes and procedures to reduce carrying over CLEC tasks are being investigated and corrective actions will be implemented as appropriate

Measure 20: Percentage of Customer Trouble Not Resolved Within Estimated Time					
Measure 20.101.01: Percentage of Customer Trouble not Resolved within Estimated Time – UNE Loops x-DSL Provisioned - Dispatched					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Unusually high workload related to weather caused some troubles to be carried over past the original commitment time. This had a greater impact on CLEC results than on ILEC results.	2Q 2003	4Q 2003	70-80% of trouble tickets		Changes to systems, processes and procedures to reduce carrying over CLEC tasks are being investigated and corrective actions will be implemented as appropriate.

Measure 20: Percentage of Customer Trouble Not Resolved Within Estimated Time					
Submeasure 20.11.01: UNE Loops Non-Designed - Dispatched					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Unusually high workload related to weather caused some troubles to be carried over past the original commitment time. This had a greater impact on CLEC results than on ILEC results.	2Q 2003	4Q 2003	70-80% of trouble tickets		Changes to systems, processes and procedures to reduce carrying over CLEC tasks are being investigated and corrective actions will be implemented as appropriate

Measure 44: Center Responsiveness					
Submeasure 44.03: Repair Center Non Designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
June and July are the peak call periods for the Sprint repair center. Nationwide in August there was increased call volume due to storms and outages across all Sprint states. Actual call volume exceeded the forecasted volume used in scheduling agents due to an unusually active summer storm season.	3Q 2003	3Q 2003	N/A	9/03	As the repair center moved through the summer storm season, reduced call volume resulted in increased service levels. The Sprint repair center continues to manage their increased call volume in the most efficient manner with their available resources. This submeasure is compliant for September 2003.