

ORIGINAL



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December 19, 2003

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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

RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's December 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 August 2003 through October 2003 as published in the September, October and November 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

Susan S. Masterton

Enclosures

cc: Lisa Harvey
Jerry Hallenstein
David Rich

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[Signature]
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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 19th day of December, 2003.

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

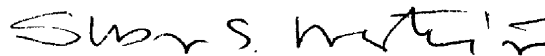
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Susan S. Masterton



December 2003 Root Cause Analysis Report (reflects October 2003 data published November 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 2: Average FOC Notice Interval					
Submeasure 2.03.01: Electronic/Manual Mix – Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC projects which require more manual handling of orders and causes an imbalance in workload. For example, one project involved a large CLEC converting from one product to another forcing a significant increase in resources dedicated to this project.	4Q 2003	2Q 2004	TBD		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>A new Resource Management Tool was installed in September 2003. With this tool, it is expected that cycle time can be improved. Currently historical data is being analyzed to determine scheduling needs and constraints. This information will enable application of the Resource Management Tool.</p>

Measure 2: Average FOC Notice Interval					
Submeasure 2.03.02: Electronic/Manual Mix – Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC projects which require more manual handling of orders and causes an imbalance in workload. For example, one project involved a large CLEC converting from one product to another forcing a significant increase in resources dedicated to this project.	3Q 2003	2Q 2004	TBD		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>A new Resource Management Tool was installed in September 2003. With this tool, it is expected that cycle time can be improved. Currently historical data is being analyzed to determine scheduling needs and constraints. This information will enable application of the Resource Management Tool.</p>

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Measure 2: Average FOC Notice Interval					
Submeasure 2.03.101: Electronic/Manual Mix – UNE Loops – xDSL Provisioned					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC projects which require more manual handling of orders and causes an imbalance in workload. For example, one project involved a large CLEC converting from one product to another forcing a significant increase in resources dedicated to this project.	3Q 2003	2Q 2004	TBD		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>A new Resource Management Tool was installed in September 2003. With this tool, it is expected that cycle time can be improved. Currently historical data is being analyzed to determine scheduling needs and constraints. This information will enable application of the Resource Management Tool.</p>

Measure 2: Average FOC Notice Interval					
Submeasure 2.03.11: Electronic/Manual Mix – UNE Loops – Non Designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC projects which require more manual handling of orders and causes an imbalance in workload. For example, one project involved a large CLEC converting from one product to another forcing a significant increase in resources dedicated to this project.	4Q 2003	2Q 2004	TBD		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>A new Resource Management Tool was installed in September 2003. With this tool, it is expected that cycle time can be improved. Currently historical data is being analyzed to determine scheduling needs and constraints. This information will enable application of the Resource Management Tool.</p>

Measure 3: Average Reject Notice Interval					
Submeasure 3.03.02.01: Electronic/Manual Mix – Content Errors – Resale Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC projects which require more manual handling of orders and causes an imbalance in workload. For example, one project involved a large CLEC converting from one product to another forcing a significant increase in resources dedicated to this project.	3Q 2003	2Q 2004	TBD		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>A new Resource Management Tool was installed in September 2003. With this tool, it is expected that cycle time can be improved. Currently historical data is being analyzed to determine scheduling needs and constraints. This information will enable application of the Resource Management Tool.</p>



Measure 3: Average Reject Notice Interval					
Submeasure 3.03.02.02: Electronic/Manual Mix – Content Errors – UNE Loops and Ports					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC projects which require more manual handling of orders and causes an imbalance in workload. For example, one project involved a large CLEC converting from one product to another forcing a significant increase in resources dedicated to this project.	4Q 2003	2Q 2004	TBD		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>A new Resource Management Tool was installed in September 2003. With this tool, it is expected that cycle time can be improved. Currently historical data is being analyzed to determine scheduling needs and constraints. This information will enable application of the Resource Management Tool.</p>

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		<p>Investigation is being conducted to evaluate the appropriate method of handling extended prior notifications by ILEC customers.</p> <p>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.</p>

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.



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	1Q 2004	TBD		<p>Sprint is 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.</p> <p>New Methods and Procedures and flowcharts on how complex due dates should be handled were developed in September 2003 and distributed to all Operation Center employees. Results for future months will be analyzed to assess the impact of these revisions.</p>

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	1Q 2004	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
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.



In some instances representatives failed to clear relational errors prior to the due date. Relational errors occur when an inward order (installation) 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	60-70% of orders	10/03	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 close the order if the relational error is present.
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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
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.	4Q 2003	1Q 2004	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.
Due to inclement summer weather conditions, 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.

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
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	1Q 2004	85-95% 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.
Inclement weather conditions increased the volume of trouble tickets worked each month. Trouble tickets are weighed higher and dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders.	3Q 2003	4Q 2003	10-15% 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. There was an impact for the month of October due to inclement weather in Southern Florida.



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
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	1Q 2004	30-40% 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.
Inclement weather conditions increased the volume of trouble tickets worked each month. Trouble tickets are 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. Although this issue was not found to be impacting this submeasure in September, there was impact for the month of October due to inclement weather in Southern Florida.

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
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	1Q 2004	60-70% 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.
Inclement weather conditions in the summer increased the volume of trouble tickets worked each month. Trouble tickets are 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. Although this issue was not found to be impacting this submeasure in September, there was impact for the month of October due to inclement weather in Southern Florida.

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
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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	85-95% 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.
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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.
Multiple system outages caused delays in order completion.	3Q 2003	4Q 2003	20-30% of orders		System owners analyzed outages to determine root causes and developed improvement plans to prevent future system outages. Root cause analysis indicates a significant improvement since the development of these plans.
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	10/03	A system enhancement was implemented in August 2003 in ARC (Automated Routing and Completion) to automate the closing of SOE orders associated with NIBS orders.
When CIRAS (Circuit Administration System) orders are completed beyond the due date, SOE (Service Order Entry) due dates are not being revised to match the completion date of CIRAS orders.	4Q 2003	1Q 2004	20-25% of orders		A new process will be implemented in 1Q 2004 to revise due dates for SOE orders when CIRAS orders are completed beyond the due date.
A representative was using an incorrect time zone when manually completing orders.	4Q 2003	4Q 2003	1-10% of orders		Examples were provided to the Supervisor and coaching and counseling were conducted with the representative.
ARC (Automatic Routing System) had been receiving a specific error message that prevented automatic completion notification.	4Q 2003	1Q 2004	1-10% of orders		ARC has made a coding change so the system will attempt to keep trying to complete these orders until successful.

Measure 19: Customer Trouble Report Rate
Submeasure 19.01: Residential POTS

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
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Troubles are being reported on some non-dispatched orders. Non-dispatchable orders automatically flow through provisioning systems 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 was accumulated to identify causes for troubles and provided to the field teams for appropriate corrective action plans.
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Measure 19: Customer Trouble Report Rate
Submeasure 19.04: Centrex

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
A significantly low percentage of the total tickets were CLEC tickets. The disproportionately low CLEC volumes may have impacted parity comparisons.	3Q 2003	4Q 2003	85%-95% of trouble tickets		Sprint is investigating potential solutions 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
Lines were impacted by miscellaneous maintenance issues related to High-Bit-Rate Digital Subscriber Line (HDSL) equipment failure and ONEAC (brand name of lightning protector device) protectors on Central Offices for lightning.	3Q 2003	4Q 2004	50-60% of trouble tickets		There is currently a process in place to replace all HDSL units when there is an outage affecting one. The same applies to ONEAC protectors on Central Offices for lightning protection. They are being replaced as the old protectors fail. Sprint continues to investigate maintenance issues and resolve them as they occur.



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					
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 31: Usage Completeness					
Submeasure 31.04: Facilities/Interconnection					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Resolution of issues in a billing system error file required a higher workload than expected.	4Q 2003	4Q 2003	TBD	11/03	A team has been established and is working to decrease the large volume of backlog usage.