

Voice | Data | Internet | Wireless | Entertainment



**EMBARQ™**

Embarq  
Mailstop: FLTLH00102  
1313 Blair Stone Rd  
Tallahassee, FL 32301  
embarq.com

November 24, 2008

Ms. Ann Cole  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RE: Docket No. 000121B-TP

Dear Ms. Cole:

Enclosed for filing on behalf of Embarq Florida, Inc. is Embarq's November 2008 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 Embarq, which shall then be published on a monthly basis. This report is for results for the period of July 2008 through September 2008 as published in the August, September and October reports.

Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

*Susan S. Masterton*  
seh Susan S. Masterton

Enclosures

cc: David Rich  
Jerry Hallenstein  
Lisa Harvey

Susan S. Masterton  
SENIOR COUNSEL  
Voice: (850) 599-1560  
Fax: (850) 878-0777  
susan.masterton@embarq.com

**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by electronic mail to all known parties of record this 24th day of November 2008.

**Adam Teitzman**  
**Florida Public Service Commission**  
**2540 Shumard Oak Blvd**  
**Tallahassee, FL 32399-0850**  
[ateitzman@psc.state.fl.us](mailto:ateitzman@psc.state.fl.us)

**AT&T (GA)**  
**Sonia Daniels**  
**1200 Peachtree St., #400**  
**Atlanta, GA 30309**  
[soniadaniels@att.com](mailto:soniadaniels@att.com)

**Florida Cable Telecommunications**  
**Assoc., Inc.**  
**David A. Konuch**  
**246 E. 6<sup>th</sup> Avenue, Suite 100**  
**Tallahassee, FL 32303**  
[dkonuch@fcta.com](mailto:dkonuch@fcta.com)

**Pennington Law Firm**  
**Peter Dunbar**  
**P.O. Box 10095**  
**Tallahassee, FL 32301**  
[pete@penningtonlawfirm.com](mailto:pete@penningtonlawfirm.com)

**Time Warner Telecom of Florida, L.P.**  
**Ms. Carolyn Ridley**  
**Time Warner Telecom**  
**233 Bramerton Court**  
**Franklin, TN 37069-4002**  
[carolyn.ridley@twtelecom.com](mailto:carolyn.ridley@twtelecom.com)

**AT&T Florida/TCG South Florida,**  
**Inc.**  
E. Edenfield/T. Hatch  
c/o Mr. Gregory Follensbee  
150 South Monroe Street, Suite 400  
Tallahassee, FL 32301-1561  
[greg.follensbee@att.com](mailto:greg.follensbee@att.com)

**Covad Communications Company**  
Mr. Gregory T. Diamond  
7901 Lowry Blvd.  
Denver, CO 80230-6906  
[gdiamond@covad.com](mailto:gdiamond@covad.com)



 **Susan S. Masterton**



# November 2008 Root Cause Analysis Report (reflects September 2008 data published October 2008)

## Florida Public Service Commission

### Background

If there is non-compliance at the aggregate level in three consecutive months for a given level of disaggregation, Embarq shall provide a report of root cause analysis on a monthly basis. Embarq'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 02.03.01 : Electronic/Manual Mix - Residential POTS						
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan	
Center did not provision within time limitations. Missed FOC interval - Orders Manually Provisioned.	3Q2008			Ongoing	Discussed with Center Manager. Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders.	

Measure 3: Average Reject Notice Interval Submeasure 03.03.02.01 : Electronic/Manual Mix - Content Errors (other edits) - Resale Orders						
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan	
Center did not provision within time limitations. Missed Reject interval - Orders Manually Provisioned.	3Q2008			Ongoing	Discussed with Center Manager. Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders.	

Measure 7: Average Completed Interval Submeasure 07.01.02 : Residential POTS - No Field Work						
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan	
The increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD) is causing non-compliance. The difference between the CLEC result and the Embarq result is .18.	1Q2008			Ongoing	This issue is being investigated to see if it is a CLEC training issue or a system/analyst problem which can be corrected with training. Once this is determined proper course of action will be taken. Embarq will continue to monitor this measure to ensure parity is maintained.	





**Measure 7: Average Completed Interval  
Submeasure 07.02.02 : Business POTS - No Field Work**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD) is causing non-compliance. The difference between the CLEC result and the Embarq result is 1.49.	2Q2008			Ongoing	This issue is being investigated to see if it is a CLEC training issue or a system/analyst problem which can be corrected with training. Once this is determined proper course of action will be taken. Embarq will continue to monitor this measure to ensure parity is maintained.

**Measure 7: Average Completed Interval  
Submeasure 07.101.01 : Residential POTS - UNE Loops xDSL Provisioned - Field Work**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the three orders non-compliant by 24hrs or more one had an error, one was delayed due to service provisioning, and one was delayed due to heavy workload.	3Q2008	NA	NA	ongoing	Embarq is conducting continuing education to technicians on UNE's behind remote's techniques. Embarq will continue to monitor this measure to ensure parity is maintained.

**Measure 7: Average Completed Interval  
Submeasure 07.11.01 : Residential POTS - UNE Loops Non-designed - Field Work**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the six orders non-compliant by 24hrs or more three were delayed due to service provisioning, two were delayed due to facilities availability and one was delayed waiting on the CIRAS order to be completed.	3Q2008	NA	NA	ongoing	Management is working to address provisioning issues and exhaust issues to allow for timelier processing of orders.

**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
Of the 13 orders non-compliant by 24hrs or more five were delayed due to workload, four were delayed due to service provisioning, two the /Ciras Comp fid was never added to the order, one was delayed due to facilities	2Q2008	NA	7%	ongoing	The dispatch management has been informed of the importance of dispatching to businesses during the customer's working hours. Additionally, business office management has been notified of the importance of providing correct information on orders and taking



availability and one was delayed waiting on an associated order to be completed.						action to prevent order errors.
--	--	--	--	--	--	---------------------------------

Measure 17A: Percentage of Troubles within 5 days for New Orders Submeasure 17A.01: Residential POTS						
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan	
Of the 29 tickets following orders 12 or 41% were cleared either to deteriorated buried cable or buried cable damaged by acts of nature, or they were cleared to customer caused damage to NIDs. These tickets were not directly related to any installations.	2Q2005	NA	3%	ongoing	Embarq is meeting with contractors on a weekly basis to ensure proper procedures are followed. We continue to emphasize completion testing on service orders and are replacing outside plant cables that contribute to trouble tickets. Embarq is also reaching out to CLEC's with high levels of troubles to further investigate the issue. Embarq's account management and analysis team are working with affected CLEC's to improve understanding and communication of repair issues.	

Measure 18: Average Completion Notification Interval Submeasure 18.01: All Electronic						
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan	
Of the 95 orders non-compliant by 24hrs or more 62 or 65% were because the /CIRAS COMP fid was either never added to the order or was added after the CIRAS order was actually completed.	3Q2007	NA	NA	ongoing	The \CIRAS COMP fid is not being added due to an issue which developed with the implementation of a new system which is adversely impacting SOE's ability to populate this fid. Meetings have been held on this issue and improvement steps are underway. I T is working on this issue.	

Measure 18: Average Completion Notification Interval Submeasure 18.03: Electronic/Manual Mix						
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan	
Of the 45 orders non-compliant by 24hrs or more 26 or 58% had R orders which were the last on the PON to close. Thirteen or 29% of the orders had closing dates which were sent from ARC but were never posted in IRES.	3Q2007	NA	NA	ongoing	The fact that R orders often are the last order on the PON to close and typically close after the due date continue to cause an out of compliant situation on this measure. The issue with closing dates not being received from ARC into IRES is being addressed by IT. Management responsible for clearing errors is coaching associates on error resolution process. The issue with closing dates not being received from ARC into IRES is being addressed by IT.	





<b>Measure 19: Customer Trouble Report Rate</b> <b>Submeasure 19.143: UNE DSI/ISDN PRI</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
43 trouble reports 10 defective cards – replaced 9 defective cable pairs – replaced 7 lightning-caused destroyed Oneac protectors – replaced 4 EMBARQ employee errors – corrected 3 broken jumpers – replaced 3 bad jacks - replaced 2 bad cable sections – replaced 2 cable pairs with foreign voltage – repaired 1 bad NIU – replaced 1 bad test point – repaired 1 temporary drop cut - repaired					None. All issues were repaired, no more than three tickets were part of any one outage. There was no pattern of trouble isolated to one wire center or one date. Issues were random in nature and location. Does not warrant improvement plan in any one area.  All defective/damaged equipment issues have been rectified with replacement equipment.

<b>Measure 19: Customer Trouble Report Rate</b> <b>Submeasure 19.147: ELLS</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
21 trouble reports 8 third-party cable or fiber cuts - repaired 3 defective cable pairs – replaced 2 defective cards – replaced 2 lightning-caused destroyed Oneac protectors – replaced 1 defective cable section – replaced 1 defective NIU – replaced 1 broken jumper – replaced 1 short on cable pair – repaired 1 defective CFA time slot – repaired 1 dirty jack - replaced					None. 10 of the issues (cable/fiber cuts and lightning strikes) were outside of Embarq's control. All other issues were repaired.  All defective/damaged equipment issues have been rectified with replacement equipment.