

**Matilda Sanders**

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**From:** Kelly, Tamela D [Tamela.Kelly@centurylink.com]  
**Sent:** Friday, January 18, 2013 3:11 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - December 2012  
**Attachments:** 000121B-TP, CenturyLink's RCA Rpt-Dec. 2012.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - December 2012

Filed on behalf of: Embarq Florida, Inc. d/b/a CenturyLink

Number Pages: 6 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - December 2012

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DOCUMENT NUMBER - DATE

00373 JAN 18 2013

FPSC-COMMISSION CLERK



January 18 2013

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. d/b/a CenturyLink is CenturyLink's December 2012 Root Cause Analysis (RCA) report. This report is being provided 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 CenturyLink, which shall then be published on a monthly basis. This report is for results for the period of August 2012 through October 2012 as published in the September, October and November 2012 reports.

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

Sincerely,

/s/ Susan S. Masterton

Susan S. Masterton

Enclosures

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FPSC-COMMISSION CLERK K

**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 18th day of December, 2012.

**Adam Teitzman**  
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**/s/ Susan S. Masterton**  
Susan S. Masterton  
Senior Counsel

\*\* Requested RCA report not be sent via email.  
ATT will access from FPSC website if needed.



Dec 2012 Root Cause Analysis Report (reflects Oct 2012 data, published Nov 20, 2012)

## Florida Public Service Commission

### Background

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

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.01: All Electronic - Residential POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next PMP/PIP filing.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.02: All Electronic - Business POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next PMP/PIP filing.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.11: All Electronic - UNE Loops Non-designed</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next PMP/PIP filing.



<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.16: All Electronic - LNP</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next PMP/PIP filing.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.03.01: Electronic/Manual Mix - Residential POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next PMP/PIP filing.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.03.02: Electronic/Manual Mix - Business POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next PMP/PIP filing.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.03.16: Electronic/Manual Mix - LNP</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next PMP/PIP filing.



<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not provide within time limitations a rejected notice. This is because of the way EASE handles orders as compared to IRES benchmarks. There is a number of reporting related issues that are effecting reporting but not customer service.	2Q2010			Ongoing	The reporting team is in the process of redesigning measure 3 to accommodate EASE as part of the next PMP/PIP filing.

<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 03.03.02.02: Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not provide within time limitations a rejected notice. This is because of the way EASE handles orders as compared to IRES benchmarks. There is a number of reporting related issues that are effecting reporting but not customer service.	2Q2010			Ongoing	The reporting team is in the process of redesigning measure 3 to accommodate EASE as part of the next PMP/PIP filing.

<b>Measure 18: Average Completion Notice Interval</b>					
<b>Submeasure 18.03: Electronic/Manual Mix</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not provide within time limitations a completion notice. This is because of the way EASE handles orders as compared to IRES benchmarks. There is a number of reporting related issues effecting reporting but not customer service.	3Q2011			Ongoing	Management has identified the reporting issues with this measurement and we are working towards implementation of a data fix.



<b>Measure 19: Customer Trouble Report Rate</b>					
<b>Submeasure 19.147 EELS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
10 Troubles 1 - Broken Jumper at Cross Box, repaired 1 - Defective HRU Card, replaced 1 - Defective slot on NIU Housing, repaired 1 - Open Cable, repaired 1 - Commercial power failure (lightning), restored 1 - Defective MUX card, replaced 2 - Pairs crossed, changed pairs 2 - Defective DS3 card, replaced	3Q2012			Ongoing	All troubles have been repaired.