

ORIGINAL



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July 21, 2003

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

RECEIVED FPSC
JUL 21 PM 4:33
COMMISSION
CLERK

Re: Docket No. 000121B-TP

Dear Mrs. Bayo:

Enclosed is an original and 15 copies of Sprint's first 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 March 2003 through May 2003 as published in the April, May and June 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

Enclosures

- AUS _____
- CAF _____
- CMP _____
- COM 5
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- SEC T
- OTH _____

cc: Lisa Harvey
Lynn Fisher

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MM
FPSC-BUREAU OF RECORDS

DOCUMENT NO.
06510-63
7/21/03

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by hand delivery (*) or U.S. mail to all known parties of record this 21th day of July, 2003.

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

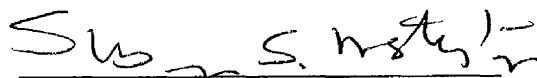
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Ms. Carolyn Marek
Time Warner Telecom
233 Bramerton Court
Franklin, TN 37069-4002


Susan S. Masterton



July 20, 2003 Root Cause Analysis Report (reflects May 2003 data published June 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 critical completion dates for implementation.

Measure 1: Average Response Time To Pre-Order Queries**Submeasure: 01.08.02: Loop Pre-Qualification**

Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
In some cases, Engineering Field Teams for loop pre-qualifications were not following established processes.	1Q 2003		3Q 2003	Analysis indicates that Engineering held loop pre-orders in error when the appropriate action should have been to send the order back to the customer. Sprint is following up with the specific groups to recommunicate the correct process for handling loop pre qualification queries and implementing additional training, where necessary. A cross functional team will be monitoring progress of this initiative.



Measure 18: Average Completion Notice Interval
Submeasure: 18.03: Electronic Manual Mix

Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
<p>Errors in CLAS (Customer Loop Assignment System) are causing a delay in completion for some orders. The specific error is associated with orders linked to plant (cable / pair) rearrangements.</p>	<p>1Q 2003</p>		<p>3Q 2003</p>	<p>A system enhancement to ARC (Automated Routing and Completion) will identify orders with this type of error and automatically fix them. Implementation is scheduled to occur in 3Q2003.</p>
<p>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 cannot be automatically completed in SOE.</p>	<p>1Q 2003</p>		<p>3Q 2003</p>	<p>A system enhancement to ARC (Automated Routing and Completion) will identify orders with this type of error and complete them. Implementation is scheduled to occur in 3Q2003.</p>