

ORIGINAL



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November 24, 2003

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

COMMISSION
CLERK

NOV 24 PM 4:45

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Re: Docket No. 000121B-TP

Dear Ms. Bayó:

Enclosed is an original and 15 copies of Sprint's November 2003 Root Cause Analysis (RCA) reports 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 July 2003 through September 2003 as published in the August, September and October reports.

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

Sincerely,

Susan S. Masterton

- AUS _____
- CAF _____
- CMP _____
- COM 5
- CTR _____
- ECR _____
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- SEC 1
- OTH _____

Enclosure

cc: Lisa Harvey
Jerry Hallenstein
David Rich

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FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

11987 NOV 24 8

FPSC-COMMISSION CLERK

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 24th day of November, 2003.

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

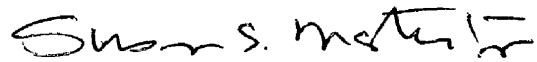
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Susan S. Masterton



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

Florida Public Service Commission

DOCUMENT NUMBER: 11987 NOV 24 8
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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 2.03.02: 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 large CLEC is converting from one product to another forcing a significant increase in resources dedicated to this project.	3Q 2003	2Q 2004	TBD		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. A new Resource Management Tool was installed in September 2003. With this tool, it is expected that cycle time can be improved.

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 large CLEC is converting from one product to another forcing a significant increase in resources dedicated to this project.	3Q 2003	2Q 2004	TBD		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. A new Resource Management Tool was installed in September 2003. With this tool, it is expected that cycle time can be improved.



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 large CLEC is converting from one product to another forcing a significant increase in resources dedicated to this project.	3Q 2003	2Q 2004	TBD		<p>Sprint has established a team to study rejects and supplemental requests. The focus will be on reducing rejects and supplements through training, process improvement and customer education.</p> <p>A new Resource Management Tool was installed in September 2003. With this tool, it is expected that cycle time can be improved.</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		<p>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.</p>



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		<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	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 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		<p>Specific examples were provided to center supervisors for coaching and corrective action.</p> <p>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.</p>



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 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 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. 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
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.
Inclement summer 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. This issue was not found to be impacting this submeasure in September 2003.



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	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.
Inclement summer 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. This issue was not found to be impacting this submeasure in September 2003.

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	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.
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. This issue was not found to be impacting this submeasure in September 2003.



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 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 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.
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		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. Results for future months 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	9/03	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.
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	1-10% 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.
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	20-30% 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 close the order if the relational error is present.
In some instances representatives failed to use the correct time zone conversion when manually completing orders.	3Q 2003	4Q 2003	20-30% of orders		A revised Methods and Procedures document was created and distributed to all representatives in October 2003. Results for future months will be analyzed to assess the impact of this enhancement.
The CLAS (Customer Loop Assignment System) sometimes picks up the incorrect assignment from the service order. When different assignments appear on the inward and outward order, they may flow through different servers. If the inward order processes prior to the outward order, the order fails completion.	3Q 2003	4Q 2003	20-30% of orders		Specific examples were provided to the CLAS Administrator for investigation and resolution.



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 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 are 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	9/03	This was an isolated incident and an improvement plans would add minimal value. An improvement plan will be initiated if these incidents recur.
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 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
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 19: Customer Trouble Report Rate					
Submeasure 19.16: LNP					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Proportionately more CLEC tickets were missed for a shorted station block with a riser cable on it which was replaced by the technician.	3Q 2003	4Q 2003	50-60% of trouble tickets	9/03	This was an isolated incident and an improvement plans would add minimal value. An improvement plan will be initiated if these incidents recur.
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	50-60% of trouble tickets		Sprint is 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 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.