

ORIGINAL



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January 21, 2004

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

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RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's January 2004 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 September 2003 through November 2003 as published in the October, November and December 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

cc: Lisa Harvey  
Jerry Hallenstein  
David Rich

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
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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 21<sup>st</sup> day of January, 2004.**

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

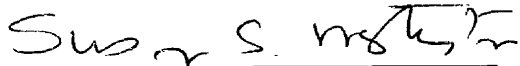
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Susan S. Masterton  
Susan S. Masterton



**January 2004 Root Cause Analysis Report (reflects November 2003 data published December 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.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 2.03.01: 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>
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		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. Currently historical data is being analyzed to determine scheduling needs and constraints. This information will enable application of the Resource Management Tool.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 2.03.02: 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>
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		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. Currently historical data is being analyzed to determine scheduling needs and constraints. This information will enable application of the Resource Management Tool.

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<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 2.03.101: Electronic/Manual Mix – UNE Loops – xDSL Provisioned</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>
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<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 2.03.11: Electronic/Manual Mix – 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>
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>

<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 3.03.02.01: Electronic/Manual Mix – Content Errors – 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>
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>



<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 3.03.02.02: Electronic/Manual Mix – Content Errors – 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>
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>

<b>Measure 6: Average Jeopardy Notice Interval</b>					
<b>Submeasure 6.01.01: Residential POTS – Assignment</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>
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	1Q 2004	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>

<b>Measure 6: Average Jeopardy Notice Interval</b>					
<b>Submeasure 6.01.02: Residential POTS – Installation</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>
A representative keying error using the wrong year caused a 251-day interval, increasing the interval for ILEC jeopardized orders.	4Q 2003	1Q 2004	Less than 1% of jeopardized ILEC orders		The error was sent to the appropriate Supervisor for representative coaching purposes.



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 ILEC 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> <p>A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals.</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	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> <p>A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals.</p>



<b>Measure 7: Average Completed Interval</b>					
<b>Submeasure 7.11.01: UNE Loops Non-Designed – Field Work</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>
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.

<b>Measure 7: Average Completed Interval</b>					
<b>Submeasure 7.131.02: UNE Platform – No Field Work</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>
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 ILEC 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> <p>A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals.</p>

<b>Measure 8: Percent Completed Within Standard Interval</b>					
<b>Submeasure 8.101: UNE Loops x-DSL Provisioned</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>
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	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.



Due to inclement 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	1Q 2004	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.
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**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	100% 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	1Q 2004	10-15% of orders	11/03	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 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	1Q 2004	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 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	1Q 2004	20-30% 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 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	1Q 2004	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.



**Measure 18: Average Completion Notice Interval**  
**Submeasure 18.01: All Electronic**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
A communication issue between ARC (Automatic Routing System) and SOE (Service Order Entry) caused orders to fail completion.	4Q 2003	1Q 2004	20-30% of orders		A code change is planned for ARC in January, 2004 to attempt completion more than once.
When a remark in the assignment section of the order mirrors a keyword also found in CLAS (Customer Loop Assignment System) orders fail to complete.	4Q 2003	4Q 2003	10-20% of orders	11/03	A table change was made to ARC that will allow remarks to be populated by Engineers or Line Assigners when there is a need to change a remark that mirrors a CLAS keyword.
A representative was using an incorrect time zone when manually completing orders.	4Q 2003	4Q 2003	10-20% of orders	11/03	Examples were provided to the Supervisor and coaching and counseling were conducted with the representative.
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	5-10% 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.
ARC (Automatic Routing System) had been receiving a specific error message that prevented automatic completion notification.	4Q 2003	1Q 2004	1-10% of orders	11/03	A code change was made to ARC to keep attempting to complete these orders until successful.
Multiple system outages caused delays in order completion.	3Q 2003	4Q 2003	10-20% 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.
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.



<b>Measure 19: Customer Trouble Report Rate</b>					
<b>Submeasure 19.01: 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>
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	1Q 2004	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.

<b>Measure 19: Customer Trouble Report Rate</b>					
<b>Submeasure 19.04: Centrex</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>
A significantly low percentage of the total tickets were CLEC tickets. The disproportionately low CLEC volumes may have impacted parity comparisons.	3Q 2003	1Q 2004	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.

<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>
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.

<b>Measure 20: Percentage of Customer Trouble Not Resolved Within Estimated Time</b>					
<b>Submeasure 20.11.01: UNE Loops Non-Designed - Dispatched</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>
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	1Q 2004	85-95% 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.