ORIGINAL

Sprint

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May 21, 2004

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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

RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's May 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 January 2004 through March 2004 as published in the February, March and April 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

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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 21st day of May, 2004.

Felicia Banks
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Susan S. Masterton

Sprint

May 2004 Root Cause Analysis Report (reflects March 2004 data published April 20)

Florida Public Service Commission

Background

If there is non-compliance 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.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint's ordering system processes the manual re-queuing of the order as an electronic order when it should be an electronic/manual mix order. For instance, if an order is received by Sprint's ordering center in error and the analyst corrects the error, the analyst resubmits (original date and time are not impacted) the order so that the system can systematically complete a firm order confirmation notice to the customer.	2Q 2004	TBD	TBD	TBD	A system enhancement request was submitted to appropriately include any order manually entered into the queue by an analyst in the electronic/manual mix submeasure. The request is in the level of effort stage; future updates will include the projected improvement dates and estimated impacts.

Measure 2: Average FOC Notice Interval
Submeasure 2.01.16: All Electronic – LNP

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint's ordering system processes the manual re-queuing of the order as an electronic order when it should be an electronic/manual mix order. For instance, if an order is received by Sprint's ordering center in error and the analyst corrects the error, the analyst resubmits (original date and time are not impacted) the order so that the system can systematically complete a firm order confirmation notice to the customer.	2Q 2004	TBD	TBD	TBD	A system enhancement request was submitted to appropriately include any order manually entered into the queue by an analyst in the electronic/manual mix submeasure. The request is in the level of effort stage; future updates will include the projected improvement dates and estimated impacts.

Sprint

Measure 2: Average FOC Notice Interval Submeasure 2.03.01: Electronic/Manual Mix – Residential POTS					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint is experiencing an increase in CLEC Project (see definition below) orders which require more manual intervention. For example, a large CLEC is converting from one product type to another. **Project Definition**: Service requests that exceed the line size and/or level of complexity that would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.	4Q 2003	3Q 2004	30-40%		Several initiatives have been implemented to balance the workload Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational by the end of third quarter 2004.

Measure 2: Average FOC Notice Interval ıess POTS					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint is experiencing an increase in CLEC Project (see definition below) orders which require more manual intervention. For example, a large CLEC is converting from one product type to another.	2Q 2004	3Q 2004	30-40%		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 completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate. Sprint added service center representatives to augment its staff to process CLEC orders The new group of representatives should be fully operational by the end of third quarter 2004.

Sprint

Measure 2: Average FOC Notice Interval Submeasure 2.03.11: Electronic/Manual Mix – UNE Loops – Non Designed					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**		
Sprint is experiencing an increase in CLEC project orders which require more manual intervention. For example, a large CLEC is converting from one product type to another.	4Q 2003	3Q 2004	30-40 %		Several initiatives have been implemented to balance the workload

Measure 2: Average FOC Notice Interval Submeasure 2.03.101: Electronic/Manual Mix - UNE					
Description of Issue	**Start Date**	**Projected Improvement**	**Impact**	**Date**	
Sprint is experiencing an increase in CLEC Project (see definition below) orders which require more manual intervention. For example, a large CLEC is converting from one product type to another. **Project Definition:** Service requests that exceed the line size and/or level of complexity that would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.	4Q 2003	3Q 2004	30-40 %		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.

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Measure 2: Average FOC Notice Interval Submeasure 2.03.131 Electronic/Manual Mix –					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint is experiencing an increase in CLEC Project (see definition below) orders which require more manual intervention. For example, a large CLEC is converting from one product type to another. **Project Definition:** Service requests that exceed the line size and/or level of complexity that would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.	2Q 2004	4Q 2004	30-40%		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational by the end of third quarter 2004.

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 project orders which require more manual intervention. For example, a large CLEC is converting from one product type to another. **Project Definition:** Service requests that exceed the line size and/or level of complexity that would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.	3Q 2003	3Q 2004	30-40 %		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 completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate. Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational by the end of third quarter 2004.

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Measure 3: Average Reject Notice Interval
Submeasure 3.03.02.02: Electronic/Manual Mix – Content Errors – UNE Loops and Ports

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC project orders which require more manual intervention. For example, a large CLEC is converting from one product type to another. **Project Definition:** Service requests that exceed the line size and/or level of complexity that would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.	4Q 2003	3Q 2004	30-40 %		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 completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate. Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational by the end of third quarter 2004.

Measure 6: Average Jeopardy Notice Interval

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Keying errors by service center representatives are causing an increase in the interval for ILEC jeopardized orders. Examples of keying errors include using incorrect dates, data entry, etc.	4Q 2003	3Q 2004	Less than 1% of jeopardized ILEC orders		Sprint analysts entering orders occasionally make interval date keying errors. For example, Sprint experienced several incidences in January where an analyst entered the incorrect year in the date field which created an interval of 250+ days. Sprint's system included this interval into the service measurement results which caused Sprint to be out of compliance. Sprint is providing individual coaching and counseling to correct these human errors.

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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		The lacks of "no physical work" orders for CLEC results are 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. A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals. Sprint is in the process of implementing a system change to exclude orders for feature only changes which pertain to access line/feature bundle services (no net gain of an access line). This change is expected to balance the CLEC and ILEC intervals.

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	2Q 2004	60-70% of days ~~40-50% of days~~		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. Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005.
An order had keying error in the year of the application date that created a 254-day interval.	1Q 2004	2Q 2004	50% of days	03-01-04	The error was sent to the appropriate supervisors for coaching and counseling purposes.

Measure 7: Average Completed Interval
Submeasure 7.101.01: UNE Loops xDSL 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.	1Q 2004	2Q 2004	60-70% of days ~~40-50% of days~~		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. Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005.

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
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		The lacks of "no physical work" orders for CLEC results are 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. A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals. Sprint is in the process of implementing a system change to exclude orders for feature only changes which pertain to access line/feature bundle services (no net gain of an access line). This change is expected to balance the CLEC and ILEC intervals.

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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	2Q 2004	20-30% of orders ~~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. Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005.
One technician group is unnecessarily referring some orders back for dispatch to a different technician team on the due date.	2Q 2004	2Q 2004	10-20% of orders		Sprint is standardizing the referral process to avoid unnecessary referrals.
Heavy workload caused orders to be carried over to the next day.	2Q 2004	2Q 2004	10-20% of orders		This is expected to be a temporary condition as Sprint is currently managing a large project order for a CLEC. This CLEC is transitioning their UNE-P circuits over to UNE-L. Thus, Sprint's centers are experiencing increased conversion orders as well as their current work load.

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 be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers.	2Q 2003	2Q 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. Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005.
An unexpected spike in the workload caused orders to be carried over.	1Q 2004	2Q 2004	10-20% of orders	03-01-04	This is expected to be a temporary condition. The results are improving for February 2004.

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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 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.	4Q 2003	4Q 2004	80-90% of trouble tickets ~~85-95% of trouble tickets~~		Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data is 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. Sprint implemented a process to automate ticket submission to technicians via a hand held device. However, some orders were not getting to the Central Office technicians via the hand held device. ARC (Automated Routing Completion) was inadvertently closing some orders. The non-worked orders caused Sprint to experience an increase in trouble activity. These orders were all sent via printers in the last week of April until the hand held devices could be fixed.

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	2Q 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. Sprint is doing additional analysis to target specific problem areas. Sprint implemented a process to automate ticket submission to technicians via a hand held device. However, some orders were not getting to the Central Office technicians via the hand held device. ARC (Automated Routing Completion) was inadvertently closing some orders. The non-worked orders caused Sprint to experience an increase in trouble activity. These orders were all sent via printers in the last week of April until the hand held devices could be fixed.

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 2004	2Q 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. Sprint is doing additional analysis to target specific problem areas. Sprint implemented a process to automate ticket submission to technicians via a hand held device. However, some orders were not getting to the Central Office technicians via the hand held device. ARC (Automated Routing Completion) was inadvertently closing some. The non-worked orders caused Sprint to experience an increase in trouble activity. These orders were all sent via printers in the last week of April until the hand held devices could be fixed.

Submeasure 19.11: UNE Loops Non-designed

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Various channel banks in the Winter Park and Winter Garden area experienced unrelated outages throughout the month.	2Q 2004	2Q 2004	30-40% of HLDCO orders	3-31-04	Loss levels (Electrical signals) were adjusted to correct the problems.
There were bad or missing jumpers discovered in Fort Meyers, Tallahassee, Winter Park, and Winter Garden Central Offices.	2Q 2004	2Q 2004	10-20% of HLDCO orders	3-31-04	This happens in the normal course of business. Service orders are auto completed then it's discovered the jumper has become disconnected or bad for an unknown reason.
Trouble tickets came clear while testing or there was no trouble found by the technician.	2Q 2004	2Q 2004	10-20% of HLDCO orders	3-31-04	There is no corrective action for this item.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
An unexpected spike in the workload caused orders to be carried over.	1Q 2004	2Q 2004	20-30% of orders		An enhancement to Sprint's scheduling system was implemented in mid-December 2003. Causal analysis performed in the month of February noted several entry errors and misunderstanding of enhancement functionality. This caused an overstatement of resources, which in turn, caused an overbooking of tasks. This should improve our performance and minimize instances of overbooking. Sprint plans to complete the audit and corrections by the end of March.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
CLECs forwarded incorrect function codes to Sprint. These errors caused the measure to be non-compliant.	2Q 2004	3Q 2004	TBD		Sprint is implementing a process that will automatically reject (echo-back) CLEC records when they contain improper function codes required by Sprint's database and/or master street address guide (MSAG) edits as determined by that county.