

ORIGINAL



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June 18, 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

COMMISSION
CLERK

JUN 18 PM 4:34

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RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

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

- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- RCA _____
- SCR _____
- SEC 1
- OTH _____

Susan S. Masterton

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Enclosures

cc: Lisa Harvey
Jerry Hallenstein
David Rich

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th
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

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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 18th day of June, 2004.

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

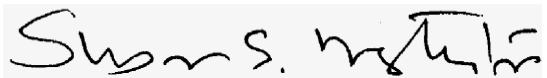
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Tallahassee, FL 32301**

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233 Bramerton Court
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Susan S. Masterton



June 2004 Root Cause Analysis Report (reflects April 2004 data published May 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.

Measure 2: Average FOC Notice Interval					
Submeasure 2.01.02: All Electronic - Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.</p> <p>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.</p>	4Q 2003	3Q 2004	30-40% of orders		<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 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.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.</p> <p>Sprint established a group of dedicated employees to handle complex orders.</p>

Measure 2: Average FOC Notice Interval					
Submeasure 2.01.131: All Electronic - UNE-P					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>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.</p>	2Q 2004	4Q 2004	TBD	TBD	<p>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.</p>

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 PUBLIC COMMISSION OF FLORIDA



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	4Q 2004	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 2.03.01: Electronic/Manual Mix – Residential POTS

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.</p> <p>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,</p>	4Q 2003	3Q 2004	30-40% of orders		<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 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.</p> <p>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.</p> <p>Sprint established a group of dedicated employees to handle complex orders.</p>

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 project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders	2Q 2004	3Q 2004	30-40% of orders		<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 completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed,</p>



<p>must be completed manually.</p> <p>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.</p>					<p>Sprint will make changes to improve cycle time as appropriate.</p> <p>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.</p> <p>Sprint established a group of dedicated employees to handle complex orders.</p>
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Measure 2: Average FOC Notice Interval					
Submeasure 2.03.101: Electronic/Manual Mix - UNE I					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.</p> <p>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.</p>	4Q 2003	3Q 2004	30-40% of orders		<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 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.</p> <p>Sprint established a group of dedicated employees to handle complex orders.</p>

Measure 2: Average FOC Notice Interval					
n Designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.</p> <p>Project Definition: Service requests that exceed the line size and/or level of complexity that would allow for the</p>	4Q 2003	3Q 2004	30-40% of orders		<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 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.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be</p>



<p>Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.</p>				<p>Sprint established a group of dedicated employees to handle complex orders.</p>
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Measure 2: Average FOC Notice Interval

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.</p> <p>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.</p>	2Q 2004	4Q 2004	30-40% of orders		<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 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.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.</p> <p>Sprint established a group of dedicated employees to handle complex orders.</p>

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.</p> <p>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.</p>	3Q 2003	3Q 2004	30-40% of orders		<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 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.</p> <p>Sprint established a group of dedicated employees to handle complex orders.</p>



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
<p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.</p> <p>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.</p>	4Q 2003	2Q 2004	30-40% of orders	
				<p>Improvement Plan</p> <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 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.</p> <p>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.</p> <p>Sprint established a group of dedicated employees to handle complex orders.</p>

Measure 6: Average Jeopardy Notice Interval Submeasure 6.01.02: Residential POTS – Installation				
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date
<p>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.</p> <p>An ILEC order had a keying error (Jeopardy Notice Installation date) that created a 252-day interval. This caused the ILEC interval to appear much longer when compared to the CLEC interval.</p> <p>In February, an ILEC order had a keying error (Jeopardy Notice Installation date) that created a 756-day interval. This caused the ILEC interval to appear much longer when compared to the CLEC interval.</p>	4Q 2003	3Q 2004	Less than 1% of jeopardized ILEC orders	4-1-04
				<p>Improvement Plan</p> <p>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.</p>

Measure 7: Average Completed Interval Submeasure 7.01.02: Residential POTS – No Field Work				



Description of Issue	Start Date	Projected Improvement	Estimated Impact	Date
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	2Q 2004	TBD	<p>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.</p> <p>A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals.</p> <p>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.</p>

**Measure 7: Average Completed Interval
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Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Two orders were keyed late by the NEAC (National Exchange Access Center) analysts.	2Q 2004	2Q 2004	10-20% of days		<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 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.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.</p>
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		<p>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.</p> <p>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.</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	2Q 2004	10-20% of days 60-70% 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.
Twenty-eight orders were keyed late by analysts who created 461 days interval.	2Q 2004	2Q 2004	70-80% of days		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 within six months.

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	30-40% of orders 10-20% of days		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	4-01-04	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.

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	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.

Measure 17a: Percentage Troubles in 5 Days for New Orders



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	70-80% of trouble tickets 80-90% of trouble tickets 85-95% of trouble tickets		<p>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.</p> <p>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.</p> <p>Sprint is in the process of identifying wire centers where chronic non-compliance exists. Once a wire center is deemed 'chronic', which includes per 100 and repeats (mostly cleared to outside plant or high level disposition for facilities), Sprint plans to upgrade those facilities.</p> <p>Sprint is also performing refresher training in the districts to improve accuracy of closing troubles related to defective/deteriorated cable.</p>

Measure 19: Customer Trouble Report Rate					
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		<p>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.</p> <p>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</p>



				<p>the last week of April until the hand held devices could be fixed.</p> <p>Sprint is in the process of identifying wire centers where chronic non-compliance exists. Once a wire center is deemed 'chronic', which includes per 100 and repeats (mostly cleared to outside plant or high level disposition for facilities), Sprint plans to upgrade those facilities.</p> <p>Sprint is also performing refresher training in the districts to improve accuracy of closing troubles related to defective/deteriorated cable.</p>
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Measure 19: Customer Trouble Report Rate
Submeasure 19.11: UNE Loops Non-designed

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>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.</p>	2Q 2004	3Q 2004	50-60% of trouble tickets		<p>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.</p> <p>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.</p> <p>Sprint is in the process of identifying chronic wire centers. Once a wire center is deemed 'chronic', which includes per 100 and repeats (mostly cleared to outside plant or high level disposition for facilities), Sprint plans to upgrade those facilities.</p> <p>Sprint is also performing refresher training in the districts to improve accuracy of closing troubles related to defective/deteriorated cable.</p>
<p>A cable outage in Kissimmee resulted in 25 tickets for April 2004.</p>	2Q 2004	2Q 2004	30-40% trouble tickets	4-01-04	<p>The cable was repaired April 20, 2004.</p>



Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>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</p>	2Q 2004	2Q 2004	<p>30-40% of trouble tickets 70-80% of trouble tickets</p>		<p>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.</p> <p>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.</p> <p>Sprint is in the process of identifying wire centers where chronic non-compliance exists. Once a wire center is deemed 'chronic', which includes per 100 and repeats (mostly cleared to outside plant or high level disposition for facilities), Sprint plans to upgrade those facilities.</p> <p>Sprint is also performing refresher training in the districts to improve accuracy of closing troubles related to defective/deteriorated cable.</p>

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>CLECs forwarded incorrect database function codes to Sprint. These errors caused the measure to be non-compliant.</p>	2Q 2004	3Q 2004	<p>90-95% of record updates</p>		<p>Sprint is implementing a process that will automatically reject and return (echo-back) the CLEC records when they contain improper function codes and/or fail master street address guide (MSAG) edits as determined by that county.</p>