

ORIGINAL



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July 20, 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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ON JUL 20 PM 4: 34  
COMMISSION  
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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 March 2004 through May 2004 as published in the April, May and June reports.

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

Sincerely,

CMP \_\_\_\_\_  
COM \_\_\_\_\_ *Susan S. Masterton*

CTR \_\_\_\_\_ Susan S. Masterton

ECR \_\_\_\_\_ Enclosures

GCL \_\_\_\_\_  
OPC \_\_\_\_\_ cc: Lisa Harvey  
MMS \_\_\_\_\_ Jerry Hallenstein  
David Rich

RCA \_\_\_\_\_

SCR \_\_\_\_\_

SEC  RECEIVED & FILED

OTH \_\_\_\_\_ *R. v. N.*

FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

07910 JUL 20 03

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 20<sup>th</sup> day of July, 2004.**

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

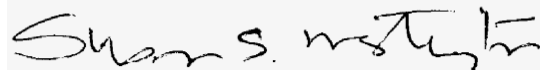
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**Susan S. Masterton**



## July 2004 Root Cause Analysis Report (reflects May 2004 data published June 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><b>Project Definition:</b> 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>Sprint established a group of dedicated employees to handle complex orders.</p> <p>Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention of orders.</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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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><b>Project Definition:</b> 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>Sprint established a group of dedicated employees to handle complex orders.</p> <p>Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention of 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
<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><b>Project Definition:</b> 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	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>Sprint established a group of dedicated employees to handle complex orders.</p> <p>Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention of orders.</p>



Measure 2: Average FOC Notice Interval					
Submeasure 2.03.101: Electronic/Manual Mix - UNE 1 oops xDSL Provisioned					
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 must be completed manually.	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>Sprint established a group of dedicated employees to handle complex orders.</p> <p>Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention of orders.</p>

Measure 2: Average FOC Notice Interval					
on Designed					
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 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.	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>Sprint established a group of dedicated employees to handle complex orders.</p> <p>Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention of orders.</p>



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><b>Project Definition:</b> 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>Sprint established a group of dedicated employees to handle complex orders.</p> <p>Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention of orders.</p>

Measure 2: Average FOC Notice Interval					
Submeasure 2.03.16: Electronic/Manual Mix – LNP					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Compliance has been impacted due to the complexity and manual intervention required for these types of orders.	3Q 2004	4Q 2004	30-40% of orders	TBD	Sprint has designated specific order assigners to handle these types of orders.

Measure 3: Average Reject Notice Interval					
Submeasure 3.03.02.01: Electronic/Manual Mix – Content Errors – Resale Order					
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><b>Project Definition:</b> Service requests that exceed the line size and/or level of complexity that would allow for the use of standard ordering and provisioning processes.</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>Sprint established a group of dedicated employees to handle complex orders.</p> <p>Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention of orders.</p>



Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.

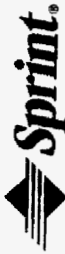
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering 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><b>Project Definition:</b> 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>Sprint established a group of dedicated employees to handle complex orders.</p> <p>Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention of orders.</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
<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 ILEC intervals.</p>	3Q 2003	4Q 2004 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.</p>





**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
One order was keyed late (5 days) by an ordering center analyst.	2Q 2004	4Q 2004 2Q 2004	10-20% of days		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.
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	4Q 2004 2Q 2004	60-70% of days 40-50% of days		Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention 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 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 2004 2Q 2004	90-100% of days 40-20% 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	4Q 2004 2Q 2004	70-80% of days	May 2004	Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. Sprint is investigating the feasibility of a system enhancement that will decrease manual intervention of orders.





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	4Q 2004 <del>TBD</del>	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>

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 2004 <del>2Q 2004</del>	40-50% of orders <del>20-30% of orders</del> 30-40% of orders		<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>
One technician group is unnecessarily referring some orders back for dispatch to a different technician team on the due date.	2Q 2004	4Q 2004 <del>2Q 2004</del>	10-20% of orders 30-40% of orders <del>10-20% of orders</del>		Sprint is standardizing the referral process to avoid unnecessary referrals.
Severe summer storms caused orders to be carried over.	2Q 2004	3Q 2004	10-20% of orders		This is a seasonal issue that will be resolved as weather conditions improve.



**Measure 11: Percent of Due Dates Missed**

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 2004 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**

**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	70-80% of trouble tickets 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.  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.  Sprint is also performing refresher training in the districts to improve accuracy of closing troubles related to defective/deteriorated cable.



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 2004 <del>2Q 2004</del>	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 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	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</p>



					<p>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>
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**Measure 19: Customer Trouble Report Rate**  
**Submeasure 19.131: UNE Platform**

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	4Q 2004 2Q 2004	30-40% of trouble tickets <del>70-80%</del> 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. 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>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
Several issues impacting compliance include CLECs sending in orders in advance of their due date, beyond 48-hours, waiting on another CLEC to send in a record to unlock (migrate) a customer, orders sent out of sequence, and failed MSAG (master street address guide) validation.	2Q 2004	3Q 2004	90-95% of record updates		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. Notification regarding this process was communicated to all CLECs July 1, 2004.