

ORIGINAL



Susan S. Masterton
Attorney

Law/External Affairs
FLTLH00103
1313 Blair Stone Rd.
Tallahassee, FL 32301
Voice 850 599 1560
Fax 850 878 0777
susan.masterton@mail.sprint.com

January 21, 2005

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

05 JAN 21 PM 4:37

RECEIVED-FPSC

RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's January 2005 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 2004 through November 2004 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.

CMP _____ Sincerely,
COM _____ *Susan S. Masterton*
CTR _____

ECR _____ Susan S. Masterton

GCL _____ Enclosures

OPC _____
MMS _____
RCA _____ cc: Lisa Harvey
Jerry Hallenstein
David Rich

SCR _____

SEC 1

OTH _____

RECEIVED & FILED
dh
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE
00791 JAN 21 05

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 21st day of January, 2005.

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

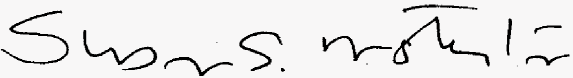
**AT&T (GA)
Virginia C. Tate/Lisa A. Riley
1200 Peachtree St., NE
Suite 8100
Atlanta, GA 30309**

**Florida Cable Telecommunications Assoc., Inc.
Michael A. Gross
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303**

**AT&T Communications of the Southern States, Inc.
Tracy Hatch
101 North Monroe Street, Suite 700
Tallahassee, FL 32301-1549**

**Pennington Law Firm
Peter Dunbar/Karen Camechis
P.O. Box 10095
Tallahassee, FL 32301**

**Time Warner Telecom of Florida, L.P.
Ms. Carolyn Marek
Time Warner Telecom
233 Bramerton Court
Franklin, TN 37069-4002**



Susan S. Masterton



January 2005 Root Cause Analysis Report (reflects November 2004 data published December 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.

* **Definition of Project Orders:** 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.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint's ordering system includes some manually handled orders in the All Electronic submeasure when they should be included in the Electronic/Manual Mix submeasure. The manual efforts are causing Sprint to miss the benchmark for the All Electronic submeasure.	2Q 2004	1Q 2005 4Q 2004	TBD		A system enhancement is scheduled to be implemented in February 2005 to appropriately include all manually handled orders into the Electronic/Manual Mix submeasure.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders include large projects and CLEC-to-CLEC conversions. Sprint continues to experience an increase in order volumes, which are up 11% in 2004.	4Q 2003	2Q 2005 3Q 2004	30-40% of orders		The action plan includes the following: <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.

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
DOCUMENT NUMBER: 04-11					



<p>Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders include large projects and CLEC-to-CLEC conversions.</p>	2Q 2004	2Q 2005 3Q 2004	30-40% of orders		<p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.
---	---------	--------------------	------------------	--	---

Measure 2: Average FOC Notice Interval

Submeasure 2.03.101: Electronic/Manual Mix - UNE Loops xDSL Provisioned

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders include large projects and CLEC-to-CLEC conversions.</p> <p>Sprint continues to experience an increase in order volumes, which are up 11% in 2004.</p>	4Q 2003	2Q 2005 3Q 2004	30-40% of orders		<p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.

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	End Date	Improvement Plan
<p>Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders include large projects and CLEC-to-CLEC conversions.</p> <p>Sprint continues to experience an increase in order volumes, which are up 11% in 2004.</p>	4Q 2003	2Q 2005 3Q 2004	30-40% of orders		<p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
----------------------	------------	-----------------------	------------------	----------	------------------



<p>Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions.</p>	2Q 2004	2Q 2005 3Q-2004	30-40% of orders		<p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention
--	---------	--------------------	------------------	--	--

Orders – Resale Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>manual intervention by ordering center associates. Examples of these orders in include large projects and</p>		2Q 2005 3Q-2004	30-40% of orders		<p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention

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
<p>Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions.</p> <p>Sprint continues to experience an increase in order volumes, which are up 11% in 2004.</p>	4Q 2003	2Q 2005	30-40% of orders		<p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
----------------------	------------	-----------------------	------------------	----------	------------------



Retail orders have a higher frequency of same day due dates compared to CLEC orders, which is primarily due the types of orders submitted by retail and CLEC customers.	3Q 2003	1Q 2005 4Q 2004 2Q 2004	TBD		Sprint is considering modifications to the measurement plan to improve the comparison between retail and CLEC orders (for example: exclude feature only orders) or converting to a benchmark measurement for certain submeasures.
Sprint ordering center representatives keyed a few orders late, which caused longer provisioning intervals.	3Q 2003	2Q 2005	TBD		Sprint's ordering center developed a job aid to ensure that representatives have the necessary information to complete the orders on time.
For orders requesting CLEC-to-CLEC conversions, Sprint's Integrated Request Entry System (IRES) does not systematically create the necessary orders. Therefore, ordering center representatives must manually create the orders required to complete the conversion.	4Q 2004	1Q2005	50-60% of days		A system enhancement is scheduled for February 2005 to automate the CLEC-to-CLEC conversion process.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint ordering center representatives keyed a few orders late, which caused longer provisioning intervals.	3Q 2003	2Q 2005	TBD		Sprint's ordering center developed a job aid to ensure that representatives have the necessary information to complete the orders on time.
For orders requesting CLEC-to-CLEC conversions, Sprint's Integrated Request Entry System (IRES) does not systematically create the necessary orders. Therefore, ordering center representatives must manually create the orders required to complete the conversion.	4Q 2004	1Q2005	50-60% of days		A system enhancement is scheduled for February 2005 to automate the CLEC-to-CLEC conversion process.

Measure 7: Average Completed Interval
Submeasure: 7.101.01: UNE Loops xDSL Provisioned – Field W

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	4Q 2004 2Q 2004	40-50% of days 20-30% of days 70-80% of days 50-60% of days		Sprint is taking the following actions to resolve this issue: <ul style="list-style-type: none"> Sprint implemented Time Slot Interchanger (TSI) technology where feasible and trained associates as of December 31, 2004. This technology will allow Sprint to identify these situations and avoid extended intervals and double dispatches. Sprint implemented process changes in November 2004 to decrease the interval for identifying facilities for all orders to four days from six days. This allows Sprint to meet



					original due dates.
For orders requesting CLEC-to-CLEC conversions, Sprint's Integrated Request Entry System (IRES) does not systematically create the necessary orders. Therefore, ordering center representatives must manually create the orders required to complete the conversion.	4Q 2004	1Q2005	50-60% of days		A system enhancement is scheduled for February 2005 to automate the CLEC-to-CLEC conversion process.

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
Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	2Q 2003	4Q 2004 2Q 2004	40-50% of days 60-70% of days 40-50% of days 60-70% of days 70-80% of days		Sprint is taking the following actions to resolve this issue: <ul style="list-style-type: none"> Sprint implemented Time Slot Interchanger (TSI) technology where feasible and trained associates as of December 31, 2004. This technology will allow Sprint to identify these situations and avoid extended intervals and double dispatches. Sprint implemented process changes in November 2004 to decrease the interval for identifying facilities for all orders to four days from six days. This allows Sprint to meet original due dates.
For orders requesting CLEC-to-CLEC conversions, Sprint's Integrated Request Entry System (IRES) does not systematically create the necessary orders. Therefore, ordering center representatives must manually create the orders required to complete the conversion.	4Q 2004	1Q2005	50-60% of days		A system enhancement is scheduled for February 2005 to automate the CLEC-to-CLEC conversion process.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Retail orders have a higher frequency of same day due dates compared to CLEC orders, which is primarily due the types of orders submitted by retail and CLEC customers.	3Q 2003	4Q 2004 TBD	TBD		Sprint is considering modifications to the measurement plan to improve the comparison between retail and CLEC orders (for example: exclude feature only orders) or converting to a benchmark measurement for certain submeasures.
For orders requesting CLEC-to-CLEC conversions, Sprint's Integrated Request Entry System (IRES) does not systematically create the necessary orders. Therefore, ordering center representatives must manually create the orders required to complete the conversion.	4Q 2004	1Q2005	50-60% of days		A system enhancement is scheduled for February 2005 to automate the CLEC-to-CLEC conversion process.



Sprint ordering center representatives keyed a few orders late, which caused longer provisioning intervals.	3Q 2003	2Q 2005	TBD		Sprint's ordering center developed a job aid to ensure that representatives have the necessary information to complete the orders on time.
---	---------	---------	-----	--	--

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
Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	2Q 2003	4Q 2004 2Q 2004	40-50% of orders 30-40% of days 20-30% of orders 30-40% of orders 20-30% of orders		Sprint is taking the following actions to resolve this issue: <ul style="list-style-type: none"> Sprint implemented Time Slot Interchanger (TSI) technology where feasible and trained associates as of December 31, 2004. This technology will allow Sprint to identify these situations and avoid extended intervals and double dispatches. Sprint implemented process changes in November 2004 to decrease the interval for identifying facilities for all orders to four days from six days. This allows Sprint to meet original due dates.

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
Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	2Q 2003	4Q 2004 2Q 2004	50-60% of orders 30-40% of orders 40-50% of orders 60-70% of orders 30-40% of orders 60-70% of orders		Sprint is taking the following actions to resolve this issue: <ul style="list-style-type: none"> Sprint implemented Time Slot Interchanger (TSI) technology where feasible and trained associates as of December 31, 2004. This technology will allow Sprint to identify these situations and avoid extended intervals and double dispatches. Sprint implemented process changes in November 2004 to decrease the interval for identifying facilities for all orders to four days from six days. This allows Sprint to meet original due dates.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
----------------------	------------	-----------------------	------------------	----------	------------------



This submeasure is compliant as of November and December 2004.	4Q 2003	4Q 2004	70-80% of trouble tickets 80-90% of trouble tickets 85-95% of trouble tickets	Sprint performed facilities upgrades in the third quarter of 2004. No further corrective action required.
--	---------	---------	--	---

Measure 18: Average Completion Notice Interval

Submeasure 18.01: All Electronic

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint technicians were not uploading tasks immediately after order completion. Some temporary Sprint contractors working during the hurricane recovery period did not have the handheld devices required to electronically close the orders.	3Q 2004	4Q 2004	40-50% of orders 30-40% of orders 40-50% of orders		Sprint developed a Technician Upload Report that is used by supervisors to provide coaching and corrective action for technicians who are not closing orders on a timely basis.
Some analysts at the CLEC provisioning centers do not appropriately use keywords on orders to ensure proper systematic completion of orders.	3Q 2004	4Q 2004	10-20% of orders 20-30% of orders 10-20% of orders		Sprint developed additional reporting that is used by supervisors to provide coaching and corrective action for analysts who are not using keywords appropriately.

Measure 18: Average Completion Notice Interval

Submeasure 18.03: Electronic/Manual Mix

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Some orders with errors are not quickly resolved and cleared.	3Q 2004	1Q 2005	70-80% of orders 80-90% of orders 70-80% of orders 80-90% of orders		Sprint has identified possible system issues that are causing errors. A system enhancement was implemented in December 2004. Sprint will analyze February and March data to ensure the issue was resolved.

Measure 19: Customer Trouble Report Rate

Submeasure 19.147: EELS



Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
There are comparison issues between retail and CLEC circuits with this particular product type.	3Q 2004	1Q 2005	20% of trouble tickets		Sprint is considering modifications to the measurement plan to improve the comparison between retail and CLEC customer trouble report rates. Sprint technicians and engineers are conducting additional analysis to look at the EELs product type, to determine why this failure rate is higher.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint found some tickets that were not dispatched until after the commit date/time.	4Q 2004	4Q2004	100%		Sprint continues to improve restoration and clean-up efforts to ensure resolutions within the appropriate timeframes.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint found some tickets that were not dispatched until after the commit date/time.	4Q 2004	4Q 2004	100%	11-30-04	Sprint continues to improve restoration and clean-up efforts to ensure resolutions within the appropriate timeframes. This submeasure was compliant in December.

Measure 32: Recurring Charge Completeness
Submeasure 32.02: UNE

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in orders that require manual intervention by ordering center associates, which result in an increase of orders that require manual invention to bill. Examples of these orders in include large projects and CLEC-to-CLEC conversions. Sprint continues to experience an increase in order volumes, which are up 11% in 2004. See Measure 2 above for order volumes and manual order volumes.	3Q 2004	1Q 2005	10-15% of orders		Sprint implemented a new process that will allow bill processing to occur outside of business hours and weekends. Automation of UNE loop and UNE-P orders through the CLEC to CLEC project will automate the billing portion of these orders and should decrease manual intervention.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
----------------------	------------	-----------------------	------------------	----------	------------------



<p>Sprint is experiencing an increase in orders that require manual intervention by ordering center associates, which result in an increase of orders that require manual invention to bill. Examples of these orders in include large projects and CLEC-to-CLEC conversions.</p> <p>Sprint continues to experience an increase in order volumes, which are up 11% in 2004. See Measure 2 above for order volumes and manual order volumes.</p>	3Q 2004	1Q 2005	10-15% of orders		<p>Sprint implemented a new process that will allow bill processing to occur outside of business hours and weekends.</p> <p>Automation of UNE loop and UNE-P orders through the CLEC to CLEC project will automate the billing portion of these orders and should decrease manual intervention.</p>
---	---------	---------	------------------	--	---

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint is experiencing an increase in orders that require manual intervention by ordering center associates, which impacts other areas. Examples of these orders in include large projects and CLEC-to-CLEC conversions.</p> <p>Sprint continues to experience an increase in order volumes, which are up 11% in 2004. See Measure 2 above for order volumes and manual order volumes.</p>	3Q 2004	4Q 2004	TBD		<p>Sprint collaborated with CLECs that have the highest call volumes to discuss improvements to the ordering process. Sprint's analysis indicates about 35-45% of the calls from CLECs are related to information that can be viewed online in IRES. December 2004 results were compliant for this measure.</p>