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May 24, 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

RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 2 copies of Sprint's May 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 January 2005 through March 2005 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

DOCUMENT NUMBER-DATE

05068 MAY 24 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 24th day of May, 2005.

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

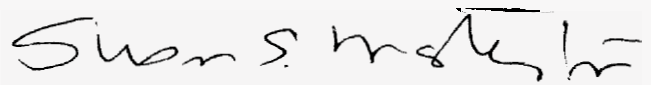
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Susan S. Masterton



May 2005 Root Cause Analysis Report (reflects March 2005 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.

* **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.

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 orders that require manual intervention by ordering center associates. Examples of these orders include large projects and CLEC-to-CLEC conversions.	2Q 2004	2Q 2005 3Q 2004	30-40% of orders		<p>The implementation of the complex order automation has reduced the manual billing workload approximately 30-40%. The service center is now evaluating reallocation of headcount to work service orders.</p> <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 expects to experience improvements in March 2005 provided there are no system issues. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.
Sprint continues to experience an increase in order volumes. March order volumes were up over 13,000 PONS (18%) from March 2004, and up 11% over February 2005.	1Q 2005				<p>Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. The NEAC will continue to monitor order volumes.</p>

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
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.	2Q 2004	2Q 2005 3Q 2004	30-40% of orders		The implementation of the complex order automation has reduced the manual billing workload approximately 30-40%. The service center is now evaluating reallocation of headcount to work service 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 expects to experience improvements in March 2005 provided there are no system issues. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.
Sprint continues to experience an increase in order volumes. March order volumes were up over 13,000 PONs (18%) from March 2004, and up 11% over February 2005.	1Q 2005				Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. The NEAC will continue to monitor order volumes.

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
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.	2Q 2004	2Q 2005 3Q 2004	30-40% of orders	March 2005	This submeasure is compliant in March 2005. 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 expects to experience improvements in March 2005 provided there are no system issues. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention. Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The



					National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. The NEAC will continue to monitor order volumes.
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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 orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions.	2Q 2004	2Q 2005 3Q-2004	30-40% of orders		The implementation of the complex order automation has reduced the manual billing workload approximately 30-40%. The service center is now evaluating reallocation of headcount to work service 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 expects to experience improvements in March 2005 provided there are no system issues. Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.
Sprint continues to experience an increase in order volumes. March order volumes were up over 13,000 PONs (18%) from March 2004, and up 11% over February 2005.	1Q 2005				Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. The NEAC will continue to monitor order volumes.

Measure 3: Average Reject Notice Interval
Submeasure 3.03.02.02: Electronic/Manual Mix – Con

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 in include large projects and CLEC-to-CLEC conversions.	2Q 2004	2Q 2005 3Q-2004	30-40% of orders		The implementation of the complex order automation has reduced the manual billing workload approximately 30-40%. The service center is now evaluating reallocation of headcount to work service 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



<p>Sprint continues to experience an increase in order volumes. March order volumes were up over 13,000 PONs (18%) from March 2004, and up 11% over February 2005.</p>	<p>1Q 2005</p>			<p>2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in March 2005 provided there are no system issues.</p> <ul style="list-style-type: none"> Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention. <p>Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. The NEAC will continue to monitor order volumes.</p>
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Measure 7: Average Completed Interval					Improvement Plan
Submeasure 7.01.02: Residential POTS – No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	
<p>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.</p>	<p>3Q 2003</p>	<p>1Q2006 1Q-2005 4Q-2004 2Q-2004</p>	<p>TBD</p>		<p>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. Implementation of this issue has been delayed since Sprint does not expect to propose any changes to the Florida Performance Measurement Plan until 2006.</p>
<p>Sprint ordering center representatives keyed a few orders late, which caused longer provisioning intervals.</p> <p>Sprint continues to experience an increase in order volumes. March order volumes were up over 13,000 PONs (18%) from March 2004, and up 11% over February 2005.</p>	<p>3Q 2003</p>	<p>2Q 2005</p>	<p>TBD</p>		<p>To improve efficiency at the NEAC, Sprint developed a process to ensure that all orders are assigned to analysts by skill set to decrease errors, and increase timeliness.</p> <p>The implementation of the complex order automation has reduced the manual billing workload approximately 30-40%. The service center is now evaluating reallocation of headcount to work service</p>

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
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Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	2Q2005 1Q2005 4Q 2004 2Q 2004	67%		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, the indicators were re-loaded in March due to verification issues. Once the codes are loaded, Sprint will begin training for the Sprint CLEC provisioning center and provide additional training on the TSI product for field technicians. Sprint expects to experience improved provisioning intervals for these types of UNE loops beginning 2Q 2005.
Some orders experienced longer intervals because the initial technician assigned the order did not have the skills necessary to complete the work and referred it to a more experienced technician.	1Q 2004	2Q2005	33%		The field has been notified of this issue and will work to provide technician training as appropriate.

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
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	3Q2006 1Q2006 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. The improvement plan will be delayed until mid-2006 since changes are recommended for the Florida Performance Measurement Plan to resolve issues with this measure. Sprint does not expect to propose any changes prior to mid-2006 due to requirements in the Nevada performance measurement stipulation that allows Sprint to propose changes in January 2006. Potential changes to this measure include adding a benchmark measurement for feature only orders.

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.	1Q 2004	2Q2005 1Q2005 4Q 2004 2Q 2004			The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, the indicators were re-loaded in March due to verification issues. Once the codes are loaded, Sprint will begin training for the Sprint CLEC provisioning center and provide additional training on the TSI product for field technicians. Sprint expects to experience improved provisioning intervals for these types of UNE loops beginning 2Q 2005.



<p>Sprint is experiencing higher volumes of trouble tickets.</p> <p>Sprint is still working through the latent effects of hurricane damage. The combination of the Hurricane impacts on Sprint's plant and the above average rain in March 2005 has increased trouble ticket volumes by 32% in 1Q 2005 compared to 1Q 2004.</p>	1Q 2004	2Q 2005			<p>Focus on timely completion of trouble tickets is causing service order measures to slip. Corrective action is in progress to reduce the trouble ticket load to more manageable levels.</p> <p>Sprint is taking several improvement measures to mitigate trouble load allowing for greater focus on the timely completion of tasks and process issues that may be exacerbated by the load.</p> <ul style="list-style-type: none"> • Load Reduction -Continue to replace defective cable in areas with a high trouble rate. • Preventive maintenance - Check and repair bad pairs in plant that can lead to trouble • Increase the grouping of troubles geographically by techs to allow for greater productivity in clearing tasks. • Managing load by adding additional technicians
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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
<p>Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.</p>	1Q 2004	2Q2005 1Q2005 4Q 2004 2Q 2004			<p>The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, the indicators were re-loaded in March due to verification issues. Once the codes are loaded, Sprint will begin training for the Sprint CLEC provisioning center and provide additional training on the TSI product for field technicians. Sprint expects to experience improved provisioning intervals for these types of UNE loops beginning 2Q 2005.</p>
<p>Sprint is experiencing higher volumes of trouble tickets.</p> <p>Sprint is still working through the latent effects of hurricane damage. The combination of the Hurricane impacts on Sprint's plant and the above average rain in March 2005 has increased trouble ticket volumes by 32% in 1Q 2005 compared to 1Q 2004.</p>	1Q 2004	2Q 2005			<p>Focus on timely completion of trouble tickets is causing service order measures to slip. Corrective action is in progress to reduce the trouble ticket load to more manageable levels.</p> <p>Sprint is taking several improvement measures to mitigate trouble load allowing for greater focus on the timely completion of tasks and process issues that may be exacerbated by the load.</p> <ul style="list-style-type: none"> • Load Reduction -Continue to replace defective cable in areas with a high trouble rate. • Preventive maintenance - Check and repair bad pairs in plant that can lead to trouble • Increase the grouping of troubles geographically by techs to allow for greater productivity in clearing tasks. • Managing load by adding additional technicians



Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is still working through the latent effects of hurricane damage. The combination of the Hurricane impacts on Sprint's plant and the above average rain in March 2005 has increased trouble ticket volumes by 32% in 1Q 2005 compared to 1Q 2004.	1Q 2004	2Q 2005			<p>Sprint is taking several improvement measures to mitigate trouble load allowing for greater focus on the timely completion of tasks and process issues that may be exacerbated by the load.</p> <ul style="list-style-type: none"> • Load Reduction -Continue to replace defective cable in areas with a high trouble rate. • Preventive maintenance - Check and repair bad pairs in plant that can lead to trouble • Increase the grouping of troubles geographically by techs to allow for greater productivity in clearing tasks. • Managing load by adding additional technicians

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Manual errors from various centers contributed to non-compliance.	1Q 2005	1Q 2005	30-40% of orders 66% of minutes	February 2005	<p>This submeasure is compliant in March 2005.</p> <p>Orders were referred to supervisors for corrective action.</p>
A Service Order Entry (SOE) outage contributed to non-compliance.	1Q 2005	1Q 2005	10-20% of orders 22% of minutes	February 2005	<p>This submeasure is compliant in March 2005.</p> <p>The outage was temporary and the problems have been resolved.</p>

Measure 19: Customer Trouble Report Rate					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is still working through the latent effects of	1Q 2004	2Q 2005			<p>Sprint is taking several improvement measures to mitigate trouble load allowing for greater focus on the timely completion of tasks and process issues that may be exacerbated by the load.</p> <ul style="list-style-type: none"> • Load Reduction -Continue to replace defective cable in areas with a high trouble rate. • Preventive maintenance - Check and repair bad pairs in plant that can lead to trouble • Increase the grouping of troubles geographically by techs to allow for greater productivity in clearing tasks. • Managing load by adding additional technicians.



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	3Q2006			<p>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. Additionally, we will be looking at locations based on wire centers and termination locations to see possible patterns of failure in specific areas.</p> <p>The improvement plan will be delayed until mid-2006 since changes are recommended for the Florida Performance Measurement Plan to resolve issues with this measure. Sprint does not expect to propose any changes prior to mid-2006 due to requirements in the Nevada performance measurement stipulation that allows Sprint to propose changes in January 2006.</p>
The majority of the trouble reports for March were due to damaged cable. Much of the damaged cable can be attributed to hurricane damage and heavy rainfall.	1Q 2005				<p>Sprint is taking the following actions to reduce trouble reports related to bad cable.</p> <ul style="list-style-type: none"> • Load Reduction - Continue to replace defective cable in areas with a high trouble rate. • Preventive maintenance - Check and repair bad pairs in plant that can lead to future trouble tickets

Measure 20: % of Customer Trouble Not Resolved within Estimated Time					
Submeasure 20.101.01: UNE Loops- xDSL Provisioned- Dispatch					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Over the past 3 months, the Central and South Florida areas encountered a steady increase in seasonal visitors. This seasonal influx, combined with a residual effect of latent troubles caused by the recent Hurricanes, resulted in a significant increase in both service order and trouble ticket load. The increased load resulted in missed commitments.	1Q2005	1Q2005	100%	March 2005	<p>This submeasure is compliant in March 2005.</p> <p>Sprint increased technician overtime in the Central and South Florida areas to reduce workload and meet commitments for service orders and trouble tickets.</p>

Measure 20: % of Customer Trouble Not Resolved within Estimated Time					
Submeasure 20.101.02: UNE Loops xDSL Provisioned - No Dispatch					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan



<p>Sprint is still working through the latent effects of hurricane damage. The combination of the Hurricane impacts on Sprint's plant and the above average rain in March 2005 has increased trouble ticket volumes by 32% in 1Q 2005 compared to 1Q 2004</p>	1Q 2004	2Q 2005			<p>Sprint is taking several improvement measures to mitigate trouble load allowing for greater focus on the timely completion of tasks and process issues that may be exacerbated by the load.</p> <ul style="list-style-type: none"> • Load Reduction -Continue to replace defective cable in areas with a high trouble rate. • Preventive maintenance - Check and repair bad pairs in plant that can lead to trouble • Increase the grouping of troubles geographically by techs to allow for greater productivity in clearing tasks. • Managing load by adding additional technicians
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Measure 31: Usage Completeness

Submeasure 31.04 Facilities/Interconnection

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>In August 2004, Sprint generated access bills for usage charges at least 2 days after the bill date. Beginning in September 2004, Sprint began to gradually accelerate the bill schedule, to allow more time for bill verification. By November 2004, most bills were being generated on the bill date causing two days of usage to miss the bill, which caused some CLECs to be non-compliant.</p>	4Q 2004	1Q 2005	TBD	February 2005	<p>This submeasure is compliant in March 2005.</p> <p>Beginning in January 2005, the bill schedule was adjusted again to produce access bills at least one day after the bill date. Sprint expects measurement results to improve with the February results, which are published in March.</p>
<p>Billing problems were triggered by one large CLEC in Florida (who also operates as an Inter-exchange Carrier) ordering 12 trunks with the incorrect Carrier Identification Code. Efforts to correct the billing of IXC traffic at incorrect lower CLEC rates caused usage for this CLEC to accumulate on the error file beginning with usage recorded 10/21/04. The billing of this previously erred usage in February caused this CLEC and the FL CLEC Aggregate results to be non-compliant for the month of February 2005.</p>	1Q 2005	1Q 2005		March 2005	<p>A one-time clean up project resolved this issue.</p>

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Some orders were received on weekends causing Sprint to miss the 48 hour update timeframe.</p> <p>Some orders required additional information from the county 911 coordinator. The response from the</p>	1Q2005	TBD	TBD	March 2005	<p>This submeasure is compliant in March 2005.</p> <p>Sprint does not work on weekends and should consider excluding weekend hours from the measurement plan.</p>

coordinator exceeded the 48 hours required for Sprint to process the updates.					
Resell orders were closed out of logical sequence for the 911 database.	1Q2005	2Q 2005		March 2005	This submeasure is compliant in March 2005. Orders were referred to supervisors for corrective action.

Measure 39: F011 Database Update

Submeasure 39.02: Direct Gateway Input

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
We have experienced CLECs sending in orders prior to the due date on the order. This creates a delay until a disconnected (unlocks) record is received from either the CLEC or Sprint.	1Q2005	3Q 2006	TBD		Sprint is evaluating a Florida Performance Measurement Plan change to exclude functions codes associated with local number portability.