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July 22, 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 July 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 March 2005 through May 2005 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,

Susan S. Masterton

Enclosures

cc: Lisa Harvey
Jerry Hallenstein
David Rich

DOCUMENT NUMBER-DATE

07067 JUL 22 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 22nd day of July, 2005.

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

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Susan S. Masterton



July 2005 Root Cause Analysis Report (reflects May 2005 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 2.03.101: 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	May 2005	<p>This measurement is compliant in May 2005.</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 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 implemented in February 2005. This project has helped automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in by then end of 2Q 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.

Measure 2: Average FOC Notice Interval					
Submeasure 2.01.16: All Electronic - LNP					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint's ordering system reports some manually handled orders in the All Electronic submeasure when they should be reported in the Electronic/Manual Mix submeasure. The manual efforts are causing Sprint to miss the benchmark for the All Electronic submeasure, but are within the benchmark for the Electronic/Manual Mix submeasure.	2Q 2005	4Q 2005	100%		This issue will be corrected with a system enhancement that is scheduled to be implemented in October 2005.



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
Due to increased order volumes, some orders are not assigned to a service center representative for investigation in time to meet the reject notice interval. In May, order volumes increased 69% compared to the same period in 2004.	2Q 2004	2Q 2005 3Q 2004	30-40% of orders		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. If they continue to increase at this rate, Sprint will consider increasing service center staff.

Measure 3: Average Reject Notice Interval					
Submeasure 3.03.02.02: Electronic/Manual Mix – Content Errors – UNE Loops and Ports					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in 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	May 2005	<p>This measurement is compliant in May 2005.</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 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 implemented in February 2005. This project has helped automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in by then end of 2Q 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.

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
Retail orders have a higher frequency of same day due dates compared to CLEC orders, which is primarily due to the types of orders submitted by retail and CLEC customers.	3Q 2003	1Q2006 1Q 2005 4Q 2004 2Q 2004	50% of Days		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. Sprint is also investigating the possibility of completing more orders on the day they are received, such as orders for feature changes.
Sprint ordering center representatives keyed a few orders late, which caused longer provisioning intervals.	2Q 2005	2Q 2005	10-20% of Days		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. Additionally, the National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times.

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
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	60-70% of Days		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, during testing it was discovered that many wire centers will need to be refreshed and the indicators need to be reloaded to ensure accuracy. Once the codes are loaded, Sprint's CLEC provisioning center will begin the training process and also provide additional training on the TSI product for field technicians. Sprint expects to experience improved provisioning intervals for UNE loops once this is completed.
Sprint ordering center representatives keyed a few orders late, which caused longer provisioning intervals.	2Q 2005	2Q 2005	10-20% of Days		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. Additionally, the National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times.

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	60-70% of Days		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, during testing it was discovered that many wire centers will need to be refreshed and the indicators need to be reloaded to ensure accuracy. Once the codes are loaded, Sprint's CLEC provisioning center will begin the training process and also provide additional training on the TSI product for field technicians. Sprint expects to experience improved provisioning intervals for UNE loops once this is completed.
Sprint total service order and trouble ticket load increased compared to the same period in 2004.	1Q 2004	2Q2005	30-40% of orders		To maintain a balance of workforce to incoming workload, Sprint is adding new analysts, contractors and working overtime. This is expected to improve completion intervals, missed due dates, and trouble resolution.

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.	1Q 2004	2Q2005 1Q2005 4Q-2004 2Q-2004	60-70% of Days		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, during testing it was discovered that many wire centers will need to be refreshed and the indicators need to be reloaded to ensure accuracy. Once the codes are loaded, Sprint's CLEC provisioning center will begin the training process and also provide additional training on the TSI product for field technicians. Sprint expects to experience improved provisioning intervals for UNE loops once this is completed.
Sprint total service order and trouble ticket load increased compared to the same period last year.	1Q 2004	2Q2005	30-40% of orders		To maintain a balance of workforce to incoming workload, Sprint is adding new analysts, contractors and overtime. This is expected to improve completion intervals, missed due dates, and trouble resolution.

Measure 17a: Percentage of Troubles within 5 days for New Orders					
Submeasure 17a.01: Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
A small number (8) of various technician errors such as improperly closing orders and referring orders to multiple technicians caused the non-compliance in May.	2Q 2005	3Q 2005	8 Trouble Tickets		To maintain a balance of workforce to incoming workload, Sprint is adding new analysts, contractors and overtime. These newer technicians will continue to receive additional training and experience to reduce the number of manual errors.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.101: UNE Loops xDSL Provisioned					



Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
A small number of tickets, only 18 in May caused the non-compliance. Approximately 40% of the tickets were related to faulty cards.	1Q 2004	4Q 2005	40% of Tickets		<p>Sprint has an equipment replacement project planned for late 3Q and 4Q 2005. Included in this project is the replacement of existing HDSL cards throughout several Florida wire centers.</p> <p>In the meantime Sprint is taking several improvement measures to mitigate troubles.</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 faulty pairs in plant that can lead to trouble reports

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 1Q 2005	TBD		<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, Sprint 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 may be 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 are due to faulty cable.	1Q 2005	4Q 2005 2Q2005	TBD		<p>Sprint has an equipment replacement project planned for late 3Q and 4Q 2005.</p> <p>In the meantime Sprint is taking several improvement measures to mitigate troubles.</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 faulty pairs in plant that can lead to trouble

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
Sprint trouble ticket load has increased for xDSL, and many of the issues have been caused by defective cards which cannot be repaired as easily and quickly causing a longer than expected trouble resolution.	1Q 2004	4Q 2005 2Q2005	TBD		<p>Sprint has an equipment replacement project planned for late 3Q and 4Q 2005. Included in this project is the replacement of existing HDSL cards throughout several Florida wire centers.</p> <p>Sprint is taking several improvement measures to mitigate load allowing for greater focus on the timely completion of tasks.</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 faulty 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 to workforce by adding additional technicians and working overtime

Measure 39: E911 Database Update

Submeasure 39.02: Direct Gateway Input

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint has experienced instances of CLECs sending orders prior to the due dates on the orders. This creates a delay until a disconnected ("unlocks") record is received from either the CLEC or Sprint.	1Q2005	3Q 2006	TBD		<p>Sprint is considering modifications to the measurement plan to exclude function codes associated with orders that are delayed per the CLECs requested due date.</p> <p>The improvement plan will be delayed until mid-2006 since changes may be 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>