

ORIGINAL



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November 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

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RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 2 copies of Sprint's November 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 July 2005 through September 2005 as published in the August, September and October reports.

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

CTR _____ Sincerely,

ECR _____
GCL _____ *Susan S Masterton*

OPC _____ Susan S. Masterton *sk*

RCA _____ Enclosures

SCR _____

SGA _____ cc: Lisa Harvey
Jerry Hallenstein
David Rich

SEC 1

OTH _____

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FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by U.S. mail to all known parties of record this 21st day of November, 2005.

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

**AT&T (GA)
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1200 Peachtree St., NE
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**Florida Cable Telecommunications Assoc., Inc.
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**AT&T Communications of the Southern States, Inc.
Tracy Hatch
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Tallahassee, FL 32301-1549**

**Pennington Law Firm
Peter Dunbar/Karen Camechis
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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 *sch*

Susan S. Masterton



November 2005 Root Cause Analysis Report (reflects September 2005 data published October 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 2.01.16: 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 | 2Q 2006 4Q 2005 | 100% of orders | | This issue is expected to be resolved with a system enhancement that is scheduled to be implemented in April 2006. |

| 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 September, order volumes increased 30% compared to the same period in 2004. | 2Q 2004 | 4Q 2005 2Q 2005 3Q 2004 | 30-40% of orders | | Sprint is developing a process model to systematically assign and prioritize orders. Once the process model is developed in the fourth quarter of 2005, Sprint will implement it on a trial basis to assess the benefits. This process will allow Sprint to determine the most efficient way to assign and work orders in a manner that will ensure meeting FOC and rejection timeframes. |

| 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 | 1Q 2006 1Q 2005 4Q 2004 2Q 2004 | 50% of days | | Sprint is investigating the possibility of completing more orders on the day they are received, such as orders for feature changes. The research is expected to be completed in December 2005. |

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| 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 | 4Q 2005 2Q 2005 1Q 2005 4Q 2004 2Q 2004 | 60-70% of days | | During implementation of a process to identify UNE Loops behind remote end offices in September 2005, Sprint discovered that many of the indicators used to identify UNE loops behind remote end offices were inaccurate. Sprint plans to clean up the data and re-implement this program in the upcoming months. |

| 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 | 4Q 2005 2Q 2005 1Q 2005 4Q 2004 2Q 2004 | 60-70% of days | | During implementation of a process to identify UNE Loops behind remote end offices in September 2005, Sprint discovered that many of the indicators used to identify UNE loops behind remote end offices were inaccurate. Sprint plans to clean up the data and re-implement this program in the upcoming months. |

| 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 | 4Q 2005 2Q 2005 1Q 2005 4Q 2004 2Q 2004 | 60-70% of days | | During implementation of a process to identify UNE Loops behind remote end offices in September 2005, Sprint discovered that many of the indicators used to identify UNE loops behind remote end offices were inaccurate. Sprint plans to clean up the data and re-implement this program in the upcoming months. |

| 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 disproportionate number of CLEC customers are experiencing facilities issues than ILEC customers. | 2Q 2005 | 4Q 2005 3Q 2005 | 96% of trouble tickets | | Sprint is working to decrease the frequency of troubles in the first 5 days after order completion. Sprint continues to emphasize completion testing on service orders and is replacing outside plant cables that contribute to trouble tickets. |

| Measure 18: Average Completion Notice Interval | | | | | |
|---|------------|-----------------------|------------------|----------|------------------|
| Submeasure 18.01: All Electronic | | | | | |
| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
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