

Matilda Sanders

From: Kelly, Tamela D [LTD] [Tamela.Kelly@embarq.com]
Sent: Friday, October 20, 2006 2:54 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S [LTD]
Subject: Docket 000121B-TP, Embarq's RCA Report-October 2006
Attachments: Embarq's RCA Rpt- October 2006.pdf

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Filed on Behalf of: Susan S. Masterton

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Docket No. 000121B-TP

Title of filing: Embarq's RCA Report - October 2006

Filed on behalf of: Embarq Florida, Inc.

No of pages: 6 pages

Description: Embarq's Root Cause Analysis (RCA) Report - October 2006
<<Embarq's RCA Rpt- October 2006.pdf>>

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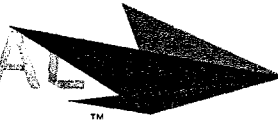
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October 20, 2006

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**Ms. 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 for filing on behalf of Embarq Florida, Inc. is Embarq's October 2006 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 Embarq, which shall then be published on a monthly basis. This report is for results for the period of June 2006 through August 2006 as published in the July, August and September reports.

Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Susan S. Masterton

Enclosures

cc: **David Rich
Jerry Hallenstein
Tabitha Hunter
Lisa Harvey**

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DOCUMENT NUMBER-DATE

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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by electronic mail to all known parties of record this 20th day of October, 2006.

**Felicia West
Florida Public Service Commission
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Susan S. Masterton



October 2006 Root Cause Analysis Report (reflects August 2006 data published September 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, Embarq shall provide a report of root cause analysis on a monthly basis. Embarq's root cause analysis shall include a plan for corrective action with key activities and anticipated completion dates for implementation.

Measure 3: Average Reject Notice Interval					
Submeasure 3.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Embarq has seen an increase in order volumes (almost 88,000 orders in August). Order volumes for August were 39.4% higher than August 2005.	3Q 2006	4Q 2006			Embarq is working with the center manager to streamline processes to ensure that orders are worked as efficiently as possible. A review is underway of the process to systematically assign and prioritize orders.

Measure 3: Average Reject Notice Interval					
Submeasure 3.02.02: Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Embarq has seen an increase in order volumes (almost 88,000 orders in August). Order volumes for August were 39.4% higher than August 2005.	3Q 2006	4Q 2006			Embarq is working with the center manager to streamline processes to ensure that orders are worked as efficiently as possible. A review is underway of the process to systematically assign and prioritize orders.

Measure 7: Average Completed Interval					
Submeasure 7.02.02: Business POTS - No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Orders from a certain ordering system are erroneously routing to the ordering center for completion and are creating a backlog. Additionally, the center has an unusually high volume of orders being routed back over the hot printer.	3Q 2006	4Q 2006	60-70% of orders		Investigation is in progress to determine the proper method for these orders to be completed and if the ordering center is really where these orders should be routed. If they should be routing to the ordering center a new process will be created to minimize the number of orders which are routed to the hot printer.

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
Embarq cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	3Q 2006 2Q 2006 4Q 2005 2Q 2005 1Q 2005 4Q 2004 2Q 2004	40-50% of orders 20-30% of orders 60-70% of days		During implementation of a process to identify UNE Loops behind remote end offices in September 2005, Embarq discovered that many of the indicators used to identify UNE Loops behind remote end offices were inaccurate. The data is now correct and the indicators are currently in use. The Analysis team continues to address the indicator issue with the National CLEC Provisioning Center. Follow up meeting have uncovered some coaching opportunities and incorrect TOS indicators. Meetings are ongoing to ensure proper procedures are followed.

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
Embarq cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	3Q 2006 2Q 2006 4Q 2005 2Q 2005 1Q 2005 4Q 2004 2Q 2004	70-80% of orders 60-70% of days		During implementation of a process to identify UNE Loops behind remote end offices in September 2005, Embarq discovered that many of the indicators used to identify UNE Loops behind remote end offices were inaccurate. The data is now correct and the indicators are currently in use. The Analysis team continues to address the indicator issue with the National CLEC Provisioning Center. Follow up meeting have uncovered some coaching opportunities and incorrect TOS indicators. Meetings are ongoing to ensure proper procedures are followed.

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 reporting facilities issues than ILEC customers. Buried drop requests led to non-compliance this month.	2Q 2005	4Q 2006 2Q 2006 1Q 2006 4Q 2005 3Q 2005	96% of trouble tickets		Embarq is meeting with contractors on a weekly basis to ensure proper procedures are followed. We continue to emphasize completion testing on service orders and are replacing outside plant cables that contribute to trouble tickets. Embarq is also reaching out to CLECs with high levels of troubles to further investigate the issue. Embarq's account management and analysis team are working with affected CLECs to improve understanding and communication of repair issues.



Measure 17a: Percentage of Troubles within 5 days for New Orders					
Submeasure 17a.11: UNE Loops Non-designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Tickets from the National Integrated Business System (NIBS) are mostly coded as "other" which does not adequately differentiate the cause of troubles.	3Q 2006	4Q 2006			Embarq is waiting on a NIBS system fix project to implement. The project is in the funding process now and we should have an implementation date by the end of November. Once the system fix is in place Embarq will be able to provide a better root cause analysis for this submeasure.

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
Service center representatives are not clearing errors within the objective. Orders are not completed by Embarq's order routing system if they contain a specific indicator. This also prevents downstream systems from sending the orders back in a timely fashion.	4Q 2005	4Q 2006 2Q 2006	40-50% of orders 60-70% of orders 30-40% of orders		The appropriate centers are evaluating examples of this situation for corrective action. Enhancements were made to two systems in January to correct the issue and one system enhancement is scheduled for 4Q 2006. In the mean time Embarq has engaged a project team to manually assess the data to ensure that orders are properly categorized.
An Embarq system which is responsible for notifying the CLEC of completion was unavailable for several hours this month.	2Q 2006	3Q 2006 2Q 2006	90% of orders		The Tiger team is working to investigate the outages and prevent a recurrence. This month there were 2 hours worth of system outage time.

Measure 20: Percent 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
Embarq technicians or contractors working the xDSL loops refer the trouble tickets to technicians with ISDN knowledge. This results in longer intervals for a CLEC that has installed ISDN on an xDSL loop than it does for a Embarq customer that has xDSL equipment on an xDSL loop.	3Q 2006	1Q 2007 3Q 2006	60%		Embarq is training additional technicians on how to work ISDN orders. Additionally, Embarq plans to implement a new workforce management system in 2007 that will combine several systems into one which will reduce ticket referrals.

Measure 21: Average Time to Restore					
Submeasure 21.101.01: UNE Loops xDSL Provisioned - Dispatch					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan



Embarq technicians or contractors working the xDSL loops refer the trouble tickets to technicians with ISDN knowledge. This results in longer intervals for a CLEC that has installed ISDN on an xDSL loop than it does for a Embarq customer that has xDSL equipment on an xDSL loop.	1Q 2006	1Q 2007 3Q 2006 2Q 2006	60%		Embarq is training additional technicians on how to work ISDN orders. Additionally, Embarq plans to implement a new workforce management system in 2007 that will combine several systems into one which will reduce ticket referrals.
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Measure 39: E911 MS Database Update Interval Submeasure 39.02: Direct Gateway Input					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Embarq experienced issues centered on a Service Order Interface (SOI) server migration that prevented CLEC records from processing to the E911 database within 48 hours.	3Q 2006	4Q 2006	2%	10/2006	Server migration projects will be completed in October 2006.