

ORIGINAL

**Dorothy Menasco**

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**Sent:** Thursday, March 22, 2007 4:33 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Susan Masterton  
**Subject:** 000121B-TP, Embarq's March 2007 Root Cause Analysis (RCA) Report  
**Attachments:** Embarq 's RCA Rpt - March, 2007.pdf

**Filed on Behalf of:** Susan S. Masterton

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**Docket No.** 000121B-TP

**Title of filing:** Embarq's March 2007 Root Cause Analysis (RCA) Report

**Filed on behalf of:** Embarq Florida, Inc.

**No of pages:** 5 pages

**Description:** Embarq's March 2007 Root Cause Analysis (RCA) Report for period of November 2006 through January 2007, as published in the December, January and February reports.

<<Embarq 's RCA Rpt - March, 2007.pdf>>

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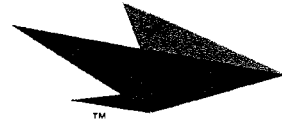
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March 22, 2007



**EMBARQ™**

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**Ms. Ann Cole  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850**

**RE: Docket No. 000121B-TP**

**Dear Mrs. Cole:**

**Enclosed for filing on behalf of Embarq Florida, Inc. is Embarq's March 2007 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 November 2006 through January 2007 as published in the December, January and February reports.**

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

**Sincerely,**

*Susan S. Masterton*  
**Susan S. Masterton**

**Enclosures**

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

**Susan S. Masterton**  
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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 22<sup>nd</sup> day of March , 2007.

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*ps*   
**Susan S. Masterton**



## March 2007 Root Cause Analysis Report (reflects January 2006 data published February 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 2: Average FOC Notice Interval					
Submeasure 02.03.02: Electronic/Manual Mix – Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Assignment of orders in PASS is causing non-compliance for this issue.	4Q 2006	Dec 2006			The PASS system is being modified to change the priority of PONs coming into IRES. Currently there is a large backup of orders falling into the 1 hour prior to FOC miss category. We have found with help from the NEAC center that this category is too late to identify orders, the priority was moved to the category labels 1 to 3 hours prior to FOC due and this is showing preliminary improvement of 30%. This will be implemented in December. This is compliant for this month

Measure 2: Average FOC Notice Interval					
Submeasure 02.03.101: Electronic/Manual Mix – UNE Loops xDSL Provisioned					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Embarq continues to experience an increase in order volumes. Order volumes for January 2007 exceeded 95,000 orders which were 27% higher than January 2006.	4Q 2006	Dec 2006			As order volumes continue to increase Embarq is working to anticipate and plan for additional work. Current resource constraints require Embarq to determine the most efficient way to assign and work orders in a manner that will ensure meeting FOC and rejection notice timeframes, as well as call answer time.

Measure 2: Average FOC Notice Interval					
Submeasure 02.03.11: Electronic/Manual Mix – UNE – Loops Non - designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan



Embarq continues to experience an increase in order volumes. Order volumes for January 2007 exceeded 95,000 orders which were 27% higher than January 2006.	4Q 2006	Dec 2006			As order volumes continue to increase Embarq is working to anticipate and plan for additional work. Current resource constraints require Embarq to determine the most efficient way to assign and work orders in a manner that will ensure meeting FOC and rejection notice timeframes, as well as call answer time.
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Measure 3: Average Reject Notice Interval					
Submeasure 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Assignment of orders in PASS is causing non-compliance for this issue.	4Q 2006	Dec 2006			The PASS system is being modified to change the priority of PONs coming into IRES. Currently there is a large backup of orders falling into the 1 hour prior to FOC miss category. We have found with help from the NEAC center that this category is too late to identify orders, the priority was moved to the category labels 1 to 3 hours prior to FOC due and this is showing preliminary improvement of 30%. This will be implemented in December. This is compliant for this month

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 <del>2Q 2006</del> 4Q 2005 <del>2Q 2005</del> 1Q 2005 4Q 2004 2Q 2004	40-50% of orders <del>20-30% of orders</del> 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. Looking at changing the comparison standard, This is compliant for this month



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. We missed 67 orders and the allowed was 36 missed. 54 of the orders were auto – completed ( not dispatch), 8 orders were dispatch to WFM CO, 2 orders dispatched to WFM I-R and 3 dispatched to WFM I-R and CO.	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. The auto complete orders are being reviewed by National Policies and Process Managers to see if Embarq's auto- completion needs to be reviewed.

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. Technician errors were also a factor and contractors will now be trained and coached while working tickets. This is compliant for this month

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. Overall technician training. This is compliant for this month