

Matilda Sanders

From: Kelly, Tamela D [EQ] [Tamela.Kelly@Embarq.com]
Sent: Tuesday, May 22, 2007 2:28 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - May 2007
Attachments: 000121B-TP, Embarq's RCA Rpt - May 2007.pdf

ORIGINAL

Filed on Behalf of: Susan S. Masterton

Counsel
Embarq Florida, Inc.
1313 Blair Stone Road
Tallahassee, FL 32301
Telephone: 850/599-1560
Email: susan.masterton@embarq.com

Docket No. 000121B-TP

Title of filing: Embarq's RCA Rpt. - May 2007

Filed on behalf of: Embarq Florida, Inc.

No of pages: 5 pages

Description: Embarq's Root Cause Analysis (RCA) Rpt - May 2007

<<000121B-TP, Embarq's RCA Rpt - May 2007.pdf>>

Tamela Kelly
Legal Specialist
Law & External Affairs-State External Affairs
EMBARQ Corporation
Voice: 850-599-1029 | Fax: 850-878-0777 | Email: tamela.kelly@EMBARQ.com
Voice | Data | Internet | Wireless | Entertainment

DOCUMENT NUMBER-DATE

04151 MAY 22 5

FPSC-COMMISSION CLERK

Voice | Data | Internet | Wireless | Entertainment

May 22, 2007



Embarq Corporation
Mailstop: FLTLHO0102
1313 Blair Stone Rd.
Tallahassee, FL 32301
EMBARQ.com

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 Ms. Cole:

Enclosed for filing on behalf of Embarq Florida, Inc. is Embarq's May 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 January 2007 through March 2007 as published in the February, March and April 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
COUNSEL
LAW AND EXTERNAL AFFAIRS- REGULATORY
Voice: (850) 599-1560
Fax: (850) 878-0777

DOCUMENT NUMBER-DATE

04151 MAY 22 5

FPSC-COMMISSION CLERK

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 22nd day of May, 2007.

Adam Teitzman
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850
jtudge@psc.state.fl.us

AT&T (GA)
Sonia Daniels
1200 Peachtree St., #400
Atlanta, GA 30309
soniadaniels@att.com

Florida Cable Telecommunications Assoc., Inc.
Michael A. Gross
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303
mgross@fcta.com

AT&T Communications of the Southern States, Inc.
Tracy Hatch
101 North Monroe Street, Suite 700
Tallahassee, FL 32301-1549
thatch@att.com

Pennington Law Firm
Peter Dunbar
P.O. Box 10095
Tallahassee, FL 32301
pete@penningtonlawfirm.com

Time Warner Telecom of Florida, L.P.
Ms. Carolyn Marek
Time Warner Telecom
233 Bramerton Court
Franklin, TN 37069-4002
carolyn.marek@twtelecom.com

sl


Susan S. Masterton



May 2007 Root Cause Analysis Report (reflects March 2007 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, 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 02.03.11: 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. Orders in February were 80,000 which reflects an increase of 12.6 % for last year February's volume.	1Q 2007	4Q-2007		1Q 2007	Embarq is currently working on the implementation of a new ordering system as well as new internal processes. The new system is expected to shorten cycle time in many areas and improve the CLEC customer experience. In the meantime we are working to prioritize and assign orders in the most efficient way. This compliant for this month

Measure 7: Average Completed Interval					
Submeasure 07.01.02 : Res Pots No Field work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
NEAC is having to reissue order due to errors appearing on the original SOE orders.	2Q 2007	4Q-2007			NEAC is working with downstream teams to improve processes and better understand how errors are occurring on the original SOE orders.



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	1Q2007 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 18: Average Completion Notice Interval					
Submeasure 18.01: Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Several Embarq systems are reporting longer completion notice intervals than customers actually experience.	1Q 2007	1Q2007	Result was 24 minutes and Benchmark was 20 minutes	1Q 2007	To make sure there is no manual interventions in this process. Looking into different indicators to make adjustments to separate electronic from Electronic/Manual Mix. This is compliant for April

Measure 18: Average Completion Notice Interval					
Sub measure 18.03: Electronic/Manual Mix					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan



Service center reps 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.	1Q 2007	3Q 2007	14.8%		The appropriate centers are evaluating examples of this situation for corrective action. One system enhancement is pending on the communication of SOA to SPICE to make sure that the ACTC fields are being populated to ensure processing without errors.
---	---------	---------	-------	--	--

Measure 19: Customer Trouble Report Rate Sub measure 19.04 : Centrex					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Embarq could only have one trouble report to be compliant in the measure. The Florida CLEC aggregate was .069 per100 circuits/UNEs. That means Embarq has a rate of 99.31% of non troubles on behalf of the CLEC.	1Q 2007	1Q 2007	Less than 1%	1Q 2007	The five trouble tickets included 3 troubles reported due to deterioration, one broken jumper and one of them wasn't in the database. This is compliant for April

Measure 28: Usage Timeliness Submeasure 28.01 : Resale					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Embarq had 3 CLEC's that were out of compliance driving the Florida aggregate into non compliance. The FL Aggregate was 99.09% and Embarq had a rate of 99.45%.	1Q 2007	1Q2007	Less than 1%		Issues with the data collector for Fort Walton Beach have been identified and changes will be forthcoming. A group is correcting these messages on a regular basis (about 4 times per month) and being asked to conduct more frequently.