

# ORIGINAL

**Timolyn Henry**

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**Sent:** Wednesday, June 20, 2007 4:05 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Susan Masterton  
**Subject:** 000121B-TP, Embarq's RCA Rpt - June 2007  
**Attachments:** 000121B-TP Embarq's RCA Rpt. - June 2007.pdf

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

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**Docket No.** 000121B-TP

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

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

**No of pages:** 5 pages

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

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

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**June 20, 2007**

**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 June 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 February 2007 through April 2007 as published in the March, April and May 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  
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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 June, 2007.

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**Susan S. Masterton**



## June 2007 Root Cause Analysis Report (reflects April 2007 data published May 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 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
The majority of these orders are C/V (ports), where the CLEC did not activate on the DD (they have up to 10 days to activate) and as a result, the ACTC was not properly placed on the SOE order for it to complete.	2Q 2007	4Q 2007	1.48 CLEC result & Embarq 1.28 result		This issue is being investigated to see if it is a CLEC training issue or a system/analyst problem which can be corrected with training. Once this is determined proper course of action will be taken.

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. Missed 44 and could only miss 22 to be compliant. 32 were auto-completed in both WFM I-R and CO that caused non compliance. 8 orders were non preventable, but 4 orders were preventable	2Q 2005	2Q 2007 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 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		0%	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
The ACTC is not systematically being added to some orders causing manual intervention to add the ACTC. The manual adding of ACTC does not always occur within our objective. NEAC reps aren't correcting errors on orders in time to meet our objective	1Q 2007	3Q 2007	14.8%		Embarq has identified where the process has prevented the orders to flow through. Embarq is currently conducting a process change and implementing a fix of the systems. The NEAC reps are receiving corrective instructions on processing orders in a timely fashion.

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



<b>Measure 19: Customer Trouble Report Rate</b>					
<b>Sub measure 19.147 : EELS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Embarq had three major outages and one circuit each was involved in two of them and two circuits were involved in one of them. One trouble couldn't be prevented due to lightning	2Q2007	2Q2007	2.82 %		Embarq changed Mux Card but ckt tested 30 minutes clean before it was replaced on suspicion. Embarq found defective DS3 mapper card on ring. Replaced card to restore all ckts. Embarq found bad amp connectors in cable pair: Replaced cable pair.

<b>Measure 28: Usage Timeliness</b>					
<b>Submeasure 28.01 : Resale</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
For April 2007 the CLEC Aggregate percentage of messages processed within 5 days was 99.84% compared to 99.87% for the Embarq parity comparison. There were 236 CLEC messages that were 6 to 10 days old. Messages with record type 010131 err and the rate class must be corrected before the records can process.	1Q 2007	3Q 2007	100%		In the past, these messages were being corrected about 4 times per month. Beginning in June the messages will be corrected every Monday, Wednesday and Friday