

Dorothy Menasco

From: Kelly, Tamela D [EQ] [Tamela.Kelly@Embarq.com]
Sent: Friday, July 27, 2007 4:53 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: Docket 000121B-TP, Embarq's RCA Rpt - July 2007
Attachments: 000121B-TP, Embarq's RCA Rpt - July 2007.pdf

ORIGINAL

Filed on Behalf of: Susan S. Masterton

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Docket No. 000121B-TP

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

Filed on behalf of: Embarq Florida, Inc.

No of pages: 5 pages

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

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

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July 27, 2007

ORIGINAL

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 July 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 March 2007 through May 2007 as published in the April, May and June 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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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 27th day of July, 2007.

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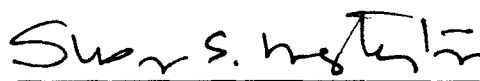
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Susan S. Masterton



July 2007 Root Cause Analysis Report (reflects May 2007 data published June 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			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. Out of 57 tickets, 47 (82%) were auto completed in both WFM I-R and WFM CO. Out of 7 tickets dispatched to WFM CO, only 1 was preventable. Out of 3 tickets dispatched to both WFM I-R and WFM CO, 2 were preventable. Out of 57 total tickets, only 3 (5%) were	2Q 2005	4Q07 2Q-2007 4Q-2006 2Q-2006 1Q-2006 4Q-2005 3Q-2005	96%		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 CLEC's with high levels of troubles to further investigate the issue. Embarq's account management and analysis team are working with affected CLEC's to improve understanding and communication of repair issues.



preventable. We could only miss 29 tickets to be compliant					
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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. The NEAC rep's are trying to correct errors on orders in time to meet our objective	1Q 2007	3Q 2007	30%		We are meeting with all parties involved in the process to develop a corrective action plan. We are still investigating this issue

Measure 19: Customer Trouble Report Rate					
Sub measure 19.147 : EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
.May CLEC was 2.82. May outages were localized to Ft. Myers, 75%. Approximately 44% of the issues in Ft. Myers were related to a major outage resulting from deteriorated card issues.	2Q07				Deteriorated cards have been replaced and on going investigation of cards in need of replacement.

Measure 23: Frequency of Repeat Troubles in 30-Day Period					
Sub measure 23.101 : UNE Loops xDSL Provisioned					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The repeat trouble reports were for differing reasons. Embarq was not able to identify any discernable pattern for the repeat troubles. Analysis shows that these appear to be random issues.	2Q 2007				Embarq will continue to monitor trouble tickets for this measure in order to determine if there is an underlying cause of non-compliance.



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Measure 28: Usage Timeliness					
Submeasure 28.01 : Resale					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
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. This is compliant for May