

Ruth Nettles

From: Kelly, Tamela D [EQ] [Tamela.Kelly@Embarq.com]
Sent: Monday, August 27, 2007 4:12 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: Docket 000121B-TP, Embarq's RCA Rpt.- August 2007
Attachments: Embarq's RCA Rpt - August 2007.pdf

<<Embarq's RCA Rpt - August 2007.pdf>>

Filed on Behalf of: Susan S. Masterton

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Docket No. 000121B-TP

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

Filed on behalf of: Embarq Florida, Inc.

No of pages: 4 pages

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

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

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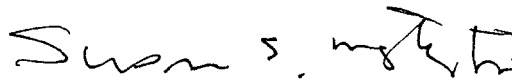
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Susan S. Masterton



August 2007 Root Cause Analysis Report (reflects June 2007 data published July 2007)

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
An issue has been found with MRP 7 where UNEP PONs are still being measured. This issue can be corrected by modifying the data pulled from SOE for this measure.	3Q 2007	1Q 2008			A recent focus group is researching into UNE-P orders flowing in to Res Pots disagg. Once the proper coding change has been found and corrected this submeasure would have been compliant

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
UNE loops behind remote end offices are not identified prior to dispatch, which is causing missed commits.	3Q 2007	4Q 2007	75% of orders		Order information is sent to OSP supervisors to get TSI information loaded into CLAS to allow orders to flow properly.

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 61 tickets, 46 (75%) were autocompleted in both WFM I-R and WFM CO. Out of 6 tickets dispatched to WFM	2Q 2005	4Q 2007 4Q 2006 2Q 2006 1Q 2006 4Q 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



CO, none were preventable. Out of 5 tickets dispatched to both WFM I-R and WFM CO, 3 were preventable. Out of 61 total tickets, only 5 (8%) were preventable. We could only miss 27 tickets to be compliant.		3Q 2005			investigate the issue. Embarq's account management and analysis team are working with affected CLECs to improve understanding and communication of repair issues.
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Measure 18: Average Completion Notification Interval					
Submeasure 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.			17% 30% 60%		We plan to meet with all parties involved in the process to develop a corrective action plan. Embarq's vendor has delivered a possible fix to the issue where Order Path was sending messages to Server SPICE on intra-company ports and disconnects. The fix will need to be tested prior to being placed into production.
NEAC reps aren't correcting errors on orders in time to meet our objective.			70% 45% 20%		Currently, working with NEAC reps and managers to make sure that time intervals and diligence in workload is being used properly.

Measure 23: Frequency of Repeat Trouble Reports in 30-Day Period					
Submeasure 23.101: UNE Loops x-DSL					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Tickets are cleared to incorrect codes. If correct codes were used, the tickets would be excluded for customer reasons.	3Q 2007		22% of tickets		Examples were sent to field personnel for coaching purposes.
Tickets were closed before getting referred to proper technician.	3Q 2007		22% of tickets		Examples were sent to field personnel for coaching purposes.