

Ruth Nettles

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Sent: Tuesday, October 30, 2007 3:37 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - October 2007
Attachments: 000121-B Embarq RCA Rpt, October 2007.pdf

Filed on Behalf of: Susan S. Masterton

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Docket No. 000121B-TP

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

Filed on behalf of: Embarq Florida, Inc.

No of pages: 6 pages

Description: Embarq's Root Cause Analysis (RCA) Rpt - October 2007
<<000121-B Embarq RCA Rpt, October 2007.pdf>>

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DOCUMENT NUMBER-DATE

09862 OCT 30 5

FPSC-COMMISSION CLERK

October 30, 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 October 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 June 2007 through August 2007 as published in the July, August and September reports.

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

Sincerely,

s/Susan S. Masterton
Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
Tabitha Hunter
Lisa Harvey

DOCUMENT NUMBER-DATE

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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 30th day of October, 2007.

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s/Susan S. Masterton
Susan S. Masterton



October 2007 Root Cause Analysis Report (reflects August 2007 data published September 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 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
Embarq continues to experience an increase in order volumes that contain errors requiring manual intervention which is causing to miss the benchmark of 6 hours. Some CLEC's were ordering in the Key system which wasn't the correct process or tariff rates which caused the orders to be rejected.	3Q 2007	4Q 2007	30%	3Q2008	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.

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
Order Volumes due to increase project orders caused delays in follow up for the PDSO report, in turn causing a miss with MRP 7. The NEAC is running short staffed and any additional manual work can result in delays and penalties.	3Q 2007	2Q 2008	25%	3Q2008	Order volumes should decrease in 4Q, also with the installation of EASE, there should be less manual work in the NEAC, which will result in shorter follow up times.



Measure 7: Average Completed Interval					
Submeasure 07.02.02 : Res Pots No Field work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Order Volumes due to increase project orders caused delays in follow up for the PDSO report, in turn causing a miss with MRP 7. The NEAC is running short staffed and any additional manual work can result in delays and penalties.	3Q 2007	2Q 2008	25%	3Q200	Order volumes should decrease in 4Q, also with the installation of EASE, there should be less manual work in the NEAC, which will result in shorter follow up times.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.101.01: UNE Loops xDSL Provisioned - 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	86% of orders		Order information is sent to OSP supervisors to get TSI information loaded into CLAS to allow orders to flow properly. Embarq is planning to conduct refresher training for technicians using TSI technology on an "as needed" basis. Staff will develop an M&P for CO technicians

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	46% of orders 70% of orders		Order information is sent to OSP supervisors to get TSI information loaded into CLAS to allow orders to flow properly. We're planning to conduct refresher training for technicians using TSI technology on an "as needed" basis. Staff will develop an M&P for CO technicians.
Inclement weather caused a higher than normal volume of service orders.	3Q 2007	4Q 2007	46% of orders 30% of orders		This is a seasonal occurrence.



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
<p>A disproportionate number of CLEC customers are reporting facilities issues than ILEC customers. Buried drop requests led to non-compliance this month</p> <p>Out of 50 tickets, 39 (78%) were auto-completed in both WFM I-R and WFM CO. Out of 4 tickets dispatched to WFM CO, 1 was preventable. Out of 4 tickets dispatched to WFM I-R, 2 were preventable. Out of 3 tickets dispatched to both WFM I-R and WFM CO, 2 were preventable. Out of 50 total tickets, only 5 (10%) were preventable. We could only miss 32 tickets to be compliant.</p>	2Q 2005	4Q 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 Notification Interval					
Submeasure 18.03: Electronic-Manual Mix					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>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.</p>	2Q2007	3Q2008	21% 47% 30% 60%		Embarq has been working with the NEAC and ARC trying 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

Measure 19: Customer Trouble Report Rate					
Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Florida experienced 30% of outages due to lightning. The remaining outages were due to defective/deteriorated equipment. Seasonality is a major factor in August outages resulting in lightning/storm damage which also contributes to the deterioration of equipment.</p>	2Q2007	1Q2008	30%		Damaged and defective equipment was repaired and/or replaced



Measure 20: Percentage 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
Some techs are referring tasks back unnecessarily for a circuit tech.	3Q 2007	4Q 2007	33% of tickets		I sent these tickets to the field for coaching purposes.
Inclement weather caused a higher than normal volume of trouble tickets.	3Q 2007	4Q 2007	33% of tickets 42% of tickets		This is a seasonal occurrence.