

Dorothy Menasco

From: Kelly, Tamela D [EQ] [Tamela.Kelly@Embarq.com]
Sent: Tuesday, January 29, 2008 2:59 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - January 2008
Attachments: 000121B-TP, Embarq's RCA Rpt-January 2008.pdf

Filed on Behalf of: Susan S. Masterton
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Docket No. 000121B-TP

Title of filing: Embarq's RCA Rpt. - January 2008

Filed on behalf of: Embarq Florida, Inc.

No of pages: 4 pages

Description: Embarq's Root Cause Analysis (RCA) Rpt - January 2008

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January 29, 2008

**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 January 2008 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 September 2007 through November 2007 as published in the October, November and December 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
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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 29th day of January, 2008.

Adam Teitzman
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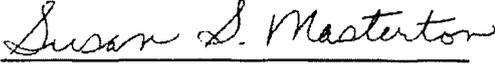
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January 2008 Root Cause Analysis Report (reflects November 2007 data published December 2007)

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 01: Average Response Time to Pre-Order Queries					
Submeasure : 01.08.02: Loop Pre-Qualification - All Manual					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Problems with SERVER SPICE caused delays in pre-order times not flowing through correctly	4Q 2007	1Q 2008		1Q2008	The fail is from a server which contained DB, Embarq moved from Dallas to Tulsa is now up and running. Stability of the server is no longer and issue.

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
Of the 8 orders contributing to non-compliance, 2 were due to the techs not contacting the NCPC for assistance. Two had Facilities Check placed on the order, which prevents it from being closed by ARC, the comment was not removed by Engineering until after the due date. One was a z order issue, on 1 due date was requested by tech but date was not revised, on 1 when field received the order on due date a revised due date was not requested. On 1 order was sent to the field after the due date and the due date was never revised. All the due dates missed during November were for one customer.	4Q2007		25%	1Q2008	Field management has been informed of this issue and coaching focusing on improvement and prevention is underway.



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>Of the 31 orders which contributed to non-compliance 16 or 52% of the tickets were due to deterioration or acts of nature. The tickets do not appear to have any direct relationship to the orders. In other words, the tickets were not directly caused by the manner in which the orders were worked.</p>	2Q2005	1Q2008	6%		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 18.01: Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
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.	3 Q 2007	1Q2008	This measure was missed By 37 seconds		Discussions have been held to identify solutions to the porting issues contributing to the out of compliance situation for this measure. The ACTC fid project went into production mid month. The new process will have an email generated either to the EROC or the BROCC depending on the order, if the ACTC is not mechanically successful the first try. This new process will lower interval times

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. NEAC reps aren't correcting errors on orders in time to meet our objective.					The fact that R orders often are the last order on the PON to close and typically close after the due date continue to cause an out of compliant situation on this measure. The ACTC fid project went into production mid month. The new process will have an email generated either to the EROC or the BROCC depending on the order, if the ACTC is not mechanically successful the first try. This new process will lower interval times