

Dorothy Menasco

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Sent: Wednesday, March 19, 2008 4:57 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - March 2008
Attachments: 000121B-TP, Embarq's RCA Rpt-March 2008.pdf

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

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

Filed on behalf of: Embarq Florida, Inc.

No of pages: 4 pages

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

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March 19, 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 February 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 October 2007 through December 2007 as published in the November, December and January 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 19th day of March, 2008.

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Susan S. Masterton



February 2008 Root Cause Analysis Report (reflects December 2007 data published January 2008)

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 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
Of the 18 orders contributing to this missed measure 12 were missed by 24 hours or more. Eight were missed due to heavy work load. Two misses were due to the WFM analyst procedure error. One CLEC refused COOP test causing due date miss. One was missed due to the installation of defective CO equipment which had to be replaced.	03/08		17%	3/08	WFM analyst will receive coaching on the importance of following proper procedures. 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
Of the 26 orders contributing to this miss 10 were missed by 24 hours or more. Five were missed due to heavy work load. Four misses were due to WFM analyst procedures error. One miss was due to Assignment's failure to follow proper procedure.	03/08		40%	03/08	WFM analyst and assignment analyst will be coached on the importance of following proper procedures. 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
Of the 45 orders followed by a trouble ticket within 5 days 64% were due to issues dealing with cable, drop and NIDs. Fifteen were cleared to deteriorated buried cable. Seven were cleared to cut drops. Seven were cleared to deterioration or acts of nature associated with NIDs.	1Q 2007		38%	ongoing	The majority of tickets are not a direct result of events associated with an installation. However, for those were there is a possibility of association, field management has been notified and asked to provide additional coaching to technicians and or contactors as needed. 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.
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
Of the 308 orders missed, 35 missed the notification interval by 24 hours or more. Thirteen of these had R orders which were the last orders on the PON to complete. The remaining orders were posted to IRES after the notification limit.	3Q 2007		37%	2009	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. Currently, working with NEAC reps and managers to make sure that time intervals and diligence in workload is being used properly. With the installation of EASE, there should be less manual work in the NEAC, which will result in shorter follow up times.