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Sent: Wednesday, April 23, 2008 4:02 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - April 2008
Attachments: 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. - April 2008

Filed on behalf of: Embarq Florida, Inc.

No of pages: 5 pages

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

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April 23, 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 April 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 December 2007 through February 2008 as published in the January, February and March 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 23rd day of April, 2008.

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April 2008 Root Cause Analysis Report (reflects February 2008 data published March 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
Out of the 10 orders contributing to non-compliance, 4 of them were cleared within 24 hours of the due date. These were all dispatched too late in the day to get the orders completed before days end. This was due to heavy work loads which prevented the orders from being worked earlier on the due date. Two of the 10 orders were dispatched originally to techs with the wrong skill set. Therefore, the orders had to be dispatched the next day to ISDN techs for completion.	4/11/08		15%	2Q	WFM analysis was coached on the importance of matching the order to the proper skill level of the technician.

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
Six orders missed their due date by more than 24hrs. Of these 3 were not assigned until after the due date. One experienced an error which was not corrected until after the due date. Two were dispatched; one was worked after the due date due to heavy workload. The other missed the due date when dispatches were made when	4/11/08		10%	2Q	These issues have been discussed with field management and they will coach as necessary.



the customer's premise was unavailable.

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 orders with a trouble ticket within 5 days, 32 troubles or 62% were cleared to either: buried drop, frame or buried cable. Third Party cuts or damage accounted for 55% of the buried drop tickets. Deterioration of cable accounted for 30% of the buried cable tickets. The majority of tickets were unrelated to the installation efforts on the associated orders. However, 55% of the tickets cleared to frame were due to missing jumpers. Had the orders been dispatched this work could have been done at the time the order was completed.	2Q 05	2Q 08	5%	ongoing	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
Of the orders contributing to non-compliance, 37 were over 24hrs are more before CLEC notification. Of these, 17 were due to an R order on the PON closing after the 24 hrs. Five orders had errors which were not corrected before closing. On four SOE didn't receive feed from WFM until after closing. This was due to a temporary system issue.	3Q 07		11%	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. Management responsible for clearing errors are coaching associates on error resolution process.

Measure 21: Average Time to Restore
Submeasure 21.101.01: UNE Loops xDSL Provisioned - Dispatch

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Four orders were not restored within 24 hours are less which is the standard used for EQ customers. Three	2Q 08		4%	2Q 08	Field management was made aware of the orders which where not cleared within 24hrs.



were not restore within 24 hrs due to workload. One was held past 24hrs at the request of the CLEC.					
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