

Ruth Nettles

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Sent: Wednesday, May 21, 2008 2:38 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: Embarq's RCA Report, May 2008
Attachments: Embarq RCA Rpt. May 2008.pdf

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

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

Filed on behalf of: Embarq Florida, Inc.

No of pages: 4 pages

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

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May 21, 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 May 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 January 2008 through March 2008 as published in the February, March and April reports.

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

Sincerely,

Susan S. Masterton

sk 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 21st day of May, 2008.

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Susan S. Masterton



May 2008 Root Cause Analysis Report (reflects March 2008 data published April 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, two 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 load which prevented the orders from being worked earlier on the due date. Four other orders also missed their due date due to heavy workload. One order was delayed in the WFM central office queue past the due date. One order was missed due to issues with the CLEC's equipment. Two orders were dispatched originally to the incorrect techs. 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
Eight orders missed their due date by 24hrs. Of these, 5 were missed due to heavy workload which prevented the field from completing the orders until after the due date. One order was written with an incorrect address. One was referred to central office and wasn't picked up by them until the next day. One the CLEC delayed 5	4/11/08		10%	2Q	These issues have been discussed with field and Business Office management and they will coach as necessary.



days in responding to a request to wire block and pin.					
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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 36 orders with a trouble ticket within 5 days 28 or 78% were cleared to either: buried drop, frame or buried cable. Deterioration accounted for 12 or 60% of the buried drop and buried cable tickets. These tickets were unrelated to the installation efforts on the associated orders. However, 4 or 50% 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, 73 were over 24hrs or more before CLEC notification. Of these, 38 were due to an R order on the PON closing after the 24 hrs. Ten orders had to be manually changed to CS status by the NEAC in order to complete in IRES.	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.