

**Ruth Nettles**

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**Sent:** Monday, July 21, 2008 4:44 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Susan Masterton  
**Subject:** 000121B-TP, Embarq's RCA Rpt - July 2008  
**Attachments:** Embarq RCA Rpt-July 2008.pdf

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

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

**Filed on behalf of:** Embarq Florida, Inc.

**No of pages:** 4 pages

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

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July 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 July 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 March 2008 through May 2008 as published in the April, May and June 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  
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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 July, 2008.

**Adam Teitzman**  
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*Susan S. Masterton*  
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Susan S. Masterton



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## July 2008 Root Cause Analysis Report (reflects May 2008 data published June 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 11 orders completed after the due date 9 due dates were missed by more than 24 hours. Five orders had to be re-dispatched to ISDN techs in order to be completed. Three were missed due to workload. Two orders had to be re-dispatched to techs with the equipment to perform COOP TEST.	06/08	07/08		07/08	The WFM management has been notified of the need to dispatch orders to techs with the proper skill levels and testing equipment and will be coaching associates on the proper process.

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 18 orders completed after the due date 6 due dates were missed by more than 24 hours. On 3 orders the due dates were revised back after having been revised forward causing the due dates to be missed. One was missed due to workload. One order had a CM error which delayed its completion. One was missed due to the size of the job, 8 bundled loops were installed by 2 techs working 2 days.	06/08		07/08	07/08	The management of the departments responsible for changing due dates to prior due dates has been notified and will be coaching associates on the proper process.

Measure 17A: Percentage of Troubles within 5 days for New Orders					
Submeasure 17A.01: Residential POTS					



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Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 23 orders with tickets following within 5 days 13 or 57% were due to either NIDS damaged by acts of nature, deteriorated drop or bur cable damaged by lightning or others.	2Q 05	2Q 08		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 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.

<b>Measure 18: Average Completion Notification Interval</b>					
<b>Submeasure 18.03: Electronic-Manual Mix</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 189 orders missing CLEC notification within 24hrs only 18 missed the notification window by more than 24 hrs. Of those 18, 8 had R orders on the PON which were the last to close. Five had errors which delayed notification and one order had an associated Z order which did not close until after the 24 hour window.	3Q 07			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. We are trying to determine what needs to be done to allow completion dates to flow automatically into IRES on all orders so that manual intervention will not be necessary. Management responsible for clearing errors are coaching associates on error resolution process.