

Ruth Nettles

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Sent: Friday, August 22, 2008 12:01 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - August 2008
Attachments: Embarq RCA Rpt-August 2008.pdf

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

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

Filed on behalf of: Embarq Florida, Inc.

No of pages: 5 pages

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

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August 22, 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 August 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 April 2008 through June 2008 as published in the May, June and July 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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DOCUMENT NUMBER-DATE

07653 AUG 22 08

FPSC-COMMISSION CLERK

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 22nd day of August, 2008.

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Susan S. Masterton



August 2008 Root Cause Analysis Report (reflects June 2008 data published July 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 7: Average Completed Interval					
Submeasure 07.01.02 : Residential POTS - No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an individual level we are in parity. We are completing work on customer agreed to due dates. However, in aggregate we appear to be non-compliant. The difference between the CLEC result and the Embarq result is .25. In addition, the increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD). Is also causing non-compliance.	2Q2008			ongoing	Embarq will continue to monitor this measure to ensure parity is maintained. In 2009, for the new PMP, it has been suggested that port orders that close after the DD are excluded from LCUG measures.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.02.01 : Business POTS - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 15 non-compliant orders by 24 hrs or more, 6 were missed due to heavy workload, 1 was due to no access to customer premise, and 5 were delayed due to order errors.	7/08		9%	ongoing	The dispatch management has been informed of the importance of dispatching to business during the customer's business hours. Additionally, business office management has been notified of the importance of providing correct information on orders and taking action to prevent order errors.

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
					DOCUMENT NUMBER-DATE



Of the 12 non-compliant orders by 24 hrs or more, 5 were missed due to heavy workload, 4 were due to no access to customer premise, 2 were delayed due to weather and 1 was initially dispatched to the wrong group.	7/08		10%	ongoing	The dispatch management has been informed of the importance of dispatching to businesses during the customer's working hours. Additionally, they have been informed of the importance of dispatching to techs with the proper skill set for the order.
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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 16 non-compliant orders by 24 hrs or more, 6 were missed due to heavy workload, 6 were because the CIRAS COMP fid was never added to these orders, 1 was due to no access to customer premise, 1 was delayed due to SOE error, 1 was not dispatched and should have been causing the delay and 1 contained incorrect info which caused the delay.	7/08		16%	ongoing	The dispatch management has been informed of the importance of dispatching to businesses during the customer's working hours. Additionally, business office management has been notified of the importance of providing correct information on orders and taking action to prevent order errors.

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 21 orders with tickets following within 5 days 11 or 52% were due to either to deteriorated buried cable or central office frames with missing jumpers.	2Q 05	3Q 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 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 24 orders missing CLEC notification within 24hrs 20 missed the notification window by more than 24 hrs. Of those 10 had R orders on the PON which were the last to close. Two orders had an error which delayed notification and four were held due to facilities.	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.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.147: ELLS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 19 tickets reported, there were two cable cuts (4 orders total) that were caused by a 3 rd party and not the fault of EMBARQ. There were five ONEAC protectors damaged by lightning and also a lightning damaged mux card and wet cable caused by weather. The other issues were caused by deteriorated cable pairs, broken jumpers and a defective jack and coax connector.	2Q2008			3Q208	All EMBARQ equipment damaged by weather was replaced or repaired. All defective or deteriorated equipment was replaced.