

**Ruth Nettles**

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**Sent:** Tuesday, September 23, 2008 3:14 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Susan Masterton  
**Subject:** 000121B-TP, Embarq's RCA Rpt - September 2008  
**Attachments:** Embarq's RCA Rpt - September 2008.pdf

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

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

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

**No of pages:** 6 pages

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

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September 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 September 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 May 2008 through July 2008 as published in the June, July and August 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 September, 2008.

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**Susan S. Masterton**



## September 2008 Root Cause Analysis Report (reflects July 2008 data published August 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   |
| The increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD) is causing non-compliance. The difference between the CLEC result and the Embarq result is .17. | 2Q2008     |                       |                  | ongoing  | This issue is being investigated to see if it is a CLEC training issue or a system/analyst problem which can be corrected with training. Once this is determined proper course of action will be taken. Embarq will continue to monitor this measure to ensure parity is maintained. |

| Measure 7: Average Completed Interval   |            |                       |                  |          |  |
|---|------------|-----------------------|------------------|----------|--|
| Submeasure 07.101.01 : Residential POTS - UNE Loops xDSL Provisioned - Field Work   |            |                       |                  |          |  |
| Description of Issue  | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan   |
| On an individual level we are in parity. With exception of five orders all were completed on due dates. The five orders completed after the due date were due to heavy workload. Dispatches were up over 7,000 from June to July. | 3Q2008     |                       |                  | ongoing  | Embarq is conducting continuing education to technicians on UNE's behind remote's techniques. Embarq will continue to monitor this measure to ensure parity is maintained. |

| Measure 7: Average Completed Interval  |            |                       |                  |          |   |
|--|------------|-----------------------|------------------|----------|---|
| Submeasure 07.11.01 : Residential POTS - UNE Loops Non-designed - Field Work   |            |                       |                  |          |   |
| Description of Issue   | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan  |
| Of the 11 non-compliant orders, 4 were missed because the associated CIRAS orders were not completed until after the due date, 3 were delayed due to heavy | 3Q2008     |                       |                  | ongoing  | Management has been informed of the importance of completing CIRAS orders in a timely manner. |



|   |  |  |  |  |  |
|---|--|--|--|--|--|
| workload, dispatches were up over 7,000 from June to July, and 1 was due to an error. |  |  |  |  |  |
|---|--|--|--|--|--|

| 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 20 non-compliant orders by 24 hrs or more, 14 were missed due to heavy workload, 4 were due to service order errors 1 of which was a CLEC error in the info they provided, and 2 were delayed due to weather. | 3Q2008     |                       | 7%               | 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   |
| Of the 11 non-compliant orders by 24 hrs or more, 6 were missed due to heavy workload, 3 were initially dispatched to the wrong group, 1 was delayed due to weather and 1 was due to an incorrect assignment. | 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. |

| 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 non-compliant orders by 24 hrs or more, 7 were missed due to heavy workload, 5 were delayed until CIRAS orders were completed, 2 contained order errors, 2 were delayed due to weather, 1 was delayed due to CLEC error and 1 was an assignment error. | 7/08       |                       | 10%              | 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. |



| <b>Measure 17A: Percentage of Troubles within 5 days for New Orders</b>   |                   |                              |                         |                 |  |
|---|-------------------|------------------------------|-------------------------|-----------------|--|
| <b>Submeasure 17A.01: Residential POTS</b>  |                   |                              |                         |                 |  |
| <b>Description of Issue</b>   | <b>Start Date</b> | <b>Projected Improvement</b> | <b>Estimated Impact</b> | <b>End Date</b> | <b>Improvement Plan</b>  |
| Of the 40 orders with tickets following within 5 days 20 or 50% were due to either to damaged NIDs by a third party or deteriorated buried cable. | 2Q05              |                              |                         | 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 18.01: All Electronic</b>  |                   |                              |                         |                 |   |
| <b>Description of Issue</b>  | <b>Start Date</b> | <b>Projected Improvement</b> | <b>Estimated Impact</b> | <b>End Date</b> | <b>Improvement Plan</b>   |
| Of the 157 orders 71 or 45% were due to the absence of the /CIRAS COMP fid being added to the orders, 36 or 23% were due to fact that an R order was the last on the PON to close, 15 or 10% were caused when the /CIRAS COMP fid was added after the notification period had elapsed. | 3Q07              |                              |                         | ongoing         | The \CIRAS COMP fid is not being added due to an issue which developed with the implementation of a new system which is adversely impacting SOE's ability to populate this fid. IT is working on this issue. The fact that R orders often are the last order on the PON to close and typically close after the due date continues to cause an out of compliant situation on this measure. |

| <b>Measure 18: Average Completion Notification Interval</b>                                    |                   |                              |                         |                 |  |
|--|-------------------|------------------------------|-------------------------|-----------------|--|
| <b>Submeasure 18.03: Electronic/Manual Mix</b>   |                   |                              |                         |                 |  |
| <b>Description of Issue</b>  | <b>Start Date</b> | <b>Projected Improvement</b> | <b>Estimated Impact</b> | <b>End Date</b> | <b>Improvement Plan</b>  |
| Of the 65 orders missed, 40 or 62% were due to the R order on the PON being the last to close. | 3Q07              |                              |                         | 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 is 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 17 orders missed, nine of these issues - lighting strikes, animals, third party cable cuts and car accident - were outside of Embarq's control. Six were defective equipment issues were all repaired as was the miss wiring issue. One unknown issue was proactively overhauled to prevent a repeat failure. | 2Q2008     |                       |                  | 3Q2008   | All EMBARQ equipment damaged by weather was replaced or repaired. All defective or deteriorated equipment was replaced. |