

Ruth Nettles

From: Kelly, Tamela D[EQ] [Tamela.Kelly@Embarq.com]
Sent: Friday, January 30, 2009 3:53 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - January 2009
Attachments: 000121B-TP, Embarq's RCA Rpt, January 2009.pdf

Filed on Behalf of: Susan S. Masterton
Senior Counsel
Embarq Florida, Inc.
1313 Blair Stone Road
Tallahassee, FL 32301
Telephone: 850/599-1560
Email: susan.masterton@embarq.com

Docket No. 000121B-TP

Title of filing: Embarq's RCA Rpt. - January 2009

Filed on behalf of: Embarq Florida, Inc.

No of pages: 4 pages

Description: Embarq's Root Cause Analysis (RCA) Rpt - January 2009

Tamela Kelly
Regulatory Affairs Assistant
Law & External Affairs-State External Affairs
EMBARQ
Voice: 850-599-1029 | Fax: 850-878-0777 | Email: tamela.kelly@EMBARQ.com
Voice | Data | Internet | Wireless | Entertainment

Voice | Data | Internet | Wireless | Entertainment



EMBARQ™

Embarq
Mailstop: FLTLH00102
1313 Blair Stone Rd
Tallahassee, FL 32301
embarq.com

January 30, 2009

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 January 2009 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 September 2008 through November 2008 as published in the October, November and December reports.

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

Sincerely,

del Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
Lisa Harvey

Susan S. Masterton
SENIOR COUNSEL
Voice: (850) 599-1560
Fax: (850) 878-0777
susan.masterton@embarq.com

DOCUMENT NUMBER-DATE

00786 JAN 30 09

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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 30th day of January, 2009.

Adam Teitzman
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850
ateitzman@psc.state.fl.us

AT&T (GA)
Sonia Daniels
1200 Peachtree St., #400
Atlanta, GA 30309
soniadaniels@att.com

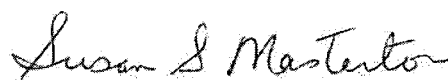
Florida Cable Telecommunications
Assoc., Inc.
David A. Konuch
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303
dkonuch@fcta.com

Pennington Law Firm
Peter Dunbar
P.O. Box 10095
Tallahassee, FL 32301
pete@penningtonlawfirm.com

Time Warner Telecom of Florida, L.P.
Ms. Carolyn Ridley
Time Warner Telecom
233 Bramerton Court
Franklin, TN 37069-4002
carolyn.ridley@twtelecom.com

AT&T Florida/TCG South Florida,
Inc.
E. Edenfield/T. Hatch
c/o Mr. Gregory Follensbee
150 South Monroe Street, Suite 400
Tallahassee, FL 32301-1561
greg.follensbee@att.com

Covad Communications Company
Mr. Gregory T. Diamond
7901 Lowry Blvd.
Denver, CO 80230-6906
gdiamond@covad.com



D.S. **Susan S. Masterton**



January 2009 Root Cause Analysis Report (reflects November 2008 data, published December 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 .13					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 07.02.02 : Business 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.					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 07.11.01 : Residential POTS - UNE Loops Non-designed - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the five orders non-compliant by 24hrs or more two were delayed due to workload, one had an error, one was delayed in service provisioning, one was due to the omission of the \CIRAS COMP fid .	3Q2008	NA	NA	ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders, also they have been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes and correcting errors in a timely manner.

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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 eleven orders non-compliant by 24hrs or more seven were delayed due to workload, two had errors and two were due to the omission of the \CIRAS COMP fid.	7/08	NA	19%	ongoing	The appropriate management has been notified of the importance of correcting order errors in a timely manner also they have been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes.

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 27 orders with trouble in 5 days deteriorated buried drop and cable accounted for 44% of the tickets while 30% of the tickets were due to deteriorated terminal cable and damaged nids.	2Q05	NA	6%	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.

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 36 orders non-compliant by 24hrs or more 19 or 53% had R orders which were the last on the PON to close. Seven or 19% were missing completion dates in IRES. Three had order errors and three had either the \ACTC fid or \CIRAS COMP fids added to the orders late.	3Q07	NA	NA	2008	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. The issue with closing dates not being received from ARC into IRES is being addressed by IT. Management responsible for clearing errors is coaching associates on error resolution process. The issue with closing dates not being received from ARC into IRES is being addressed by IT. The NEAC has been notified of the importance of correcting errors as soon as they happen rather than correcting them all at once before month end.