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Sent: Thursday, March 26, 2009 4:14 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - March 2009

Attachments: 000121B-TP, Embarq's RCA Rpt-March 2009.pdf



000121B-TP,
Embarq's RCA Rpt-

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

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

Filed on behalf of: Embarq Florida, Inc.

No of pages: 4 pages

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

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March 26, 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 March 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 November 2008 through January 2009 as published in the December, January and February reports.

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

Sincerely,

Susan S. Masterton

pl 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 26th day of March, 2009.

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Susan S. Masterton



March 2009 Root Cause Analysis Report (reflects January 2009 data, published February 2009)

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 07.02.02 : 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.	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 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 eight non-compliant orders, three or 38% were due to a CIRAS order, the CLEC and technician workload. One was delayed due to an order error and one had to be dispatched twice due to cable trouble.	7/08	NA	18%	Ongoing	The business office management has been notified of the importance of providing correct information on orders and taking action to prevent order errors. The appropriate management has been notified of the importance of providing training and processes which minimize 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 28 orders with tickets within 5 days, eight or 29% were due to missing jumpers on the frame and 11 or 39% were due to deteriorated buried drop and cable.	2Q05	NA	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's account management and analysis team are working with affected CLEC's to improve understanding and communication of repair issues.

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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 37 non-compliant orders, 16 or 43% were due to failure of the closing dates to populate in IRES. Eleven or 30% were due to \ CIRAS Comp FID missing from order and order had to be manually closed.	3Q07	NA	NA	Ongoing	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 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.