

**Dorothy Menasco**

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**Sent:** Friday, June 26, 2009 4:01 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Susan Masterton  
**Subject:** 000121B-TP, Embarq's RCA Rpt - June 2009  
**Attachments:** 000121B-TP, Embarq's RCA Rpt-June 2009.pdf

**Filed on Behalf of: Susan S. Masterton**

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**Docket No. 000121B-TP**

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

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

**Number Pages: 4 pages**

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

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June 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 June 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 February 2009 through April 2009 as published in the March, April and May reports.

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

Sincerely,

  
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 June, 2009.

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*Deb*  
  
**Susan S. Masterton**



## June 2009 Root Cause Analysis Report (reflects April 2009 data, published May 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 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 4 orders non-compliant over 24 hrs, 3 or 75% were due to a delay in service provisioning. 1 or 25% was created when a \CIRAS COMP fid wasn't added.	2Q2008	N/A	2%	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.

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 11 orders non-compliant over 24 hrs, 1 or 9% were dispatched to the central office after the due date, 3 or 27% were delayed due to workload and 7 or 64% was due to a missing \CIRAS COMP fid.	1Q2007	N/A	14%	Ongoing	The importance of dispatching to the correct team has been emphasized to the appropriate management also they have been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes.



<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 25 orders with trouble within 5 days, 9 or 36% were due to defective/deteriorated equipment, 6 or 24% were due to buried cable or drop issues, 3 or 12% were due to NID or protector issues, 2 or 8% were due to switch issues, 2 or 8% cross connect issues, 1 frame issue, 1 no access issue, and 1 aerial cable issue.	2Q05	N/A	3%	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.

<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 35 non-complaint orders 11 or 31% were due to missing closing dates in IRES, 8 or 23% had Ciras issues, 7 or 20% had errors and 6 or 17% were delayed due to facilities.	2Q07		N/A	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. The CIRAS group has been made aware of adding the CIRAS COMP fid when the orders come in rather than in a batch process at the end of the day.

<b>Measure 19: Customer Trouble Report Rate</b>					
<b>Submeasure 19.147: EELS</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>
- 4 orders were part of a major outage when an LIF (Low Speed Interface) card failed on a SONET System in the Apopka office. - 1 circuit failed due to a defective doubler and CLEI Card - 1 circuit failed due to a car that hit a pole - 1 circuit failed due to HRU damage caused by lighting	2Q07			Ongoing	None. LIF card was replaced, which restored the four circuits in Apopka. The other three were restored individually.  All defective/damaged equipment issues have been rectified with replacement equipment.