

**Ruth Nettles**

000121B-TP

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**Sent:** Thursday, August 27, 2009 4:08 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Susan Masterton  
**Subject:** 000121B-TP, Embarq's RCA Rpt - August 2009  
**Attachments:** 000121B-TP, Embarq RCA Rpt - August, 2009.pdf

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

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**Docket No. 000121B-TP**

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

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

**Number Pages: 4 pages**

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

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August 27, 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 August 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 April 2009 through June 2009 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  
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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 27th day of August, 2009.

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**Susan S. Masterton**





## August 2009 Root Cause Analysis Report (reflects June 2009 data, published July 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.

<b>Measure 7: Average Completed Interval</b>					
<b>Submeasure 07.02.02 : Business POTS - No Field Work</b>					
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.

<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.02.01 : Business POTS - Field Work</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 20 non-complaint orders, 8 or 40% were delayed due in service provisioning issues. 6 or 30% were due to errors, lack of facilities, and work load. 4 or 20% were due to incorrect information from the CLEC. 2 or 10% were due to system issues.	2Q2009	N/A	13%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. In addition, they are coaching as needed to help eliminate order errors.

<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.11.01: UNE Loops Non-Designed Field Work</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 9 non-compliant orders 7 or 78% were delayed due to workload and 2 or 22% were due to delays in service provisioning.	1Q2008	N/A	16%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner.



<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 17 orders followed by trouble tickets, 9 or 53% were due to deteriorated buried drop and cable. 5 or 29% were due to Facilities issue. 2 or 12 were due to third party caused issues. 1 or 6% was due to a processor entry error.	2Q2005	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 42 non-compliant orders over 24 hours, 26 or 62% are missing a closing date in IRES, 5 or 12% were due to closing issues and 4 or 10 % were canceled orders. 3 or 7% were due to system errors that prevented the system from notifying the customer or order completion. 2 or 5% were missing the ACTC fid, and 2 or 5% were due to provisioning issues.	2Q2007	N/A	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>
17 Trouble Tickets 4 Defective HRU cards 2 Lightning caused 2 3 <sup>rd</sup> party fiber cuts 2 Defective cable/cable pair 1 Bridge tap 1 Defective adtran card 1 Defective NIU card at prem 1 Defective smartjack 1 Loose connection on MUX 1 Smartjack left in loop 1 Transformer destroyed Oneac protector	1Q2009			Ongoing	All defective/damaged equipment issues have been rectified with replacement equipment.