

**Ruth Nettles**

---

**From:** Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]  
**Sent:** Monday, December 07, 2009 3:37 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - November 2009  
**Attachments:** 000121B-TP, CenturyLink's RCA Rpt, November 2009.pdf

**Filed on Behalf of: Susan S. Masterton**  
**Senior Counsel**  
**Embarq Florida, Inc. dba CenturyLink**  
**315 S. Monroe Street, Suite 500**  
**Tallahassee, FL 32301**  
**Telephone: 850/599-1560**  
**Email: [susan.masterton@centurylink.com](mailto:susan.masterton@centurylink.com)**

**Docket No. 000121B-TP**

**Title of filing: CenturyLink's RCA Rpt. - November 2009**

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

**Number Pages: 6 pages**

**Description: CenturyLink's Root Cause Analysis (RCA) Rpt - November 2009**

**Tamela Kelly**  
**Regulatory/Government Affairs Specialist**  
**CenturyLink**  
**Voice: 850.599.1029 | Fax: 850.224.0794 | Email: [tamela.kelly@centurylink.com](mailto:tamela.kelly@centurylink.com)**

12/7/2009

DOCUMENT NUMBER-DATE

11797 DEC-7 8

FPSC-COMMISSION CLERK



**Susan S. Masterton**  
Senior Counsel – Legal/Regulatory Law  
Southern & Mid-Atlantic Regions

FLTLHZ0501-500  
315 S. Calhoun Street, Suite 500  
Tallahassee, FL 32301-1872  
Tel: 850.599.1560

**December 7, 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. dba CenturyLink, attached is CenturyLink's November 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 CenturyLink, which shall then be published on a monthly basis. This report is for results for the period of July 2009 through September 2009 as published in the August, September and October 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**

DOCUMENT NUMBER-DATE

11797 DEC-7 09

FPSC-COMMISSION CLERK

**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 7th day of December, 2009.

**Adam Teitzman**  
**Florida Public Service Commission**  
**2540 Shumard Oak Blvd**  
**Tallahassee, FL 32399-0850**  
[ateitzman@psc.state.fl.us](mailto:ateitzman@psc.state.fl.us)

**Florida Cable Telecommunications**  
**Assoc., Inc.**  
**David A. Konuch**  
**246 E. 6<sup>th</sup> Avenue, Suite 100**  
**Tallahassee, FL 32303**  
[dkonuch@fcta.com](mailto:dkonuch@fcta.com)

**Pennington Law Firm**  
**Peter Dunbar**  
**P.O. Box 10095**  
**Tallahassee, FL 32301**  
[pete@penningtonlawfirm.com](mailto: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](mailto: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](mailto:greg.follensbee@att.com)

**Covad Communications Company**  
**Ms. Lael Atkinson**  
7000 North MoPac Expressway, Floor 2  
Austin, TX 78731-3045  
[latkinson@covad.com](mailto:latkinson@covad.com)

  

---

**Susan S. Masterton**  
**Senior Counsel**



## November 2009 Root Cause Analysis Report (reflects September 2009 data, published October 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 3: Average Reject Notice Interval					
Submeasure 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Center did not provision within time limitations. Missed FOC interval - Orders Manually Provisioned.	3Q2009			Ongoing	Discussed with Center Manager. Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders.

Measure 7: Average Completed Interval					
Submeasure 07.02.01 : Business POTS - 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.	2Q2009			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 07.02.02 : 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.

DOCUMENT NUMBER-DATE

11797 DEC-7 8

FPSC-COMMISSION CLERK



**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 12 non-compliant orders 5 or 42% had order errors, 3 or 25% had provisioning error, 2 or 12% were dispatched late or more than once and 2 or 12% were not closed properly in IRES.	2Q2009	N/A	12%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. They also adjust technician placement, working hours and dispatching in an effort to adjust technician availability to accommodate workload.

**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 13 non-compliant orders, 7 or 54% were delayed in service provisioning, 3 or 23 % were provisioned incorrectly, 2 or 15% was delayed due to lack of plant facilities and 1 or 8% was delayed over a weekend.	1Q2008	N/A	22%	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. In addition, assignment is working to improve accuracy of initial assignments.

**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 26 orders followed by a trouble ticket, 8 or 31% or due to missing jumpers, 7 or 27% were due to deteriorated buried cable and 3 or 12% or due to deteriorated aerial drop.	2Q2005	N/A	5%	Ongoing	Legacy 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. Legacy 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 18.01: All Electronic**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 82 orders non-compliant by at least 24 hours 39 or 48% were missing or had the \CIRAS COMP fid added late. 16 or 20% were cleared off the PDSO report, 12 or 15% had an order error, 8 or 10% were missing their \ACTC Fid	2Q2007	N/A	N/A	Ongoing	Management has been notified of the various missing or late fids and plans on coaching the appropriate team members. Management is coaching to address order errors to minimize their occurrence.



<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 58 orders non-compliant by 24 hrs or more 27 or 46% were missing a closing date in IRES, 8 or 14% had an order error and 7 or 12% were missing the \CIRAS COMP fid.	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..

<b>Measure 19: Customer Trouble Report Rate</b>					
<b>Submeasure 19.143: UNE DSI/ISDN PRI</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>
45 Trouble Tickets 13 Lightning damage 9 Defective cable pairs 6 Defective power supply 5 Defective cards 3 Third party cut/damage 1 Water damaged cable 1 Defective cable section 1 Defective smart jack 1 Bridge tap 1 Defective COAX cable on DS3 1 Defective doubler 1 Defective double slot 1 Crossed cable pair 1 Defective patch cord on DSX panel	2Q2009			Ongoing	All defective/damaged equipment issues have been rectified with replacement equipment. All Embarq issues were repaired or replaced.



**EMBARQ**

<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>
29 trouble tickets 14 Lightning damage 12 Defective cable pairs 1 bad cable splice 1 Defective gas module 1 Loop left in circuit	1Q2009			Ongoing	All outages restored. all defective/damaged equipment issues have been rectified with replacement equipment. Storms in area caused excessive lightning damage.  3 tickets were coded incorrectly to EMBARQ error. These will be recoded properly to reflect customer grounding issue and an "no trouble found".