

Ruth Nettles

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Sent: Friday, January 15, 2010 2:47 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - December 2009
Attachments: 000121B-TP, CenturyLink's RCA Rpt., 1-15-10.pdf

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

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

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

Number Pages: 5 pages

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

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January 15, 2010

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

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

Sincerely,

st Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
Lisa Harvey

DOCUMENT NUMBER-DATE

00402 JAN 15 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 15th day of January, 2010.

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Susan S. Masterton
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CenturyLink™

December 2009 Root Cause Analysis Report (reflects October 2009 data, published November 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 2: Average FOC Notice Interval					
Submeasure 02.03.11: Electronic/Manual Mix - UNE Loops Non-designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an individual level we are in parity. On an aggregate level the center did not provision 4 orders 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 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. This is compliant for November data reporting.

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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 12 non-compliant aggregate orders, 8 or 67% was delayed because of provisioning issues before the order could be completed and 4 or 33% were delayed due to installation issues before completion.	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
On an individual level we are in parity. Of the 30 aggregate orders followed by a trouble 10 or 29% were due to deteriorated buried cable, seven or 20% were due to missing jumpers, five or 14% were caused when a third party damaged buried drop and four or 11% were due to deteriorated NIDs.	2Q2005	N/A	6%	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 18.03: Electronic/Manual Mix					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 51 non-compliant aggregate orders 39 or 76% were due to missing closing dates in IRES because of a system issue.	2Q2007	N/A	14%	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.



Measure 19: Customer Trouble Report Rate					
Submeasure 19.143: UNE DS1/ISDN PRI					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>On an individual level we are in parity.</p> <p>27 tickets:</p> <ul style="list-style-type: none"> 10 Defective cable pairs 5 Defective HDSL cards 2 Bridge taps 2 Uncharged battery caused power loss on rectifier 1 Wiring incorrect 1 Third Party cable cut 1 Provisioning error - installed in wrong location 1 Lightning 1 Power surge damaged HRU card 1 Incorrect records on cable throw 1 Defective MUX card 1 Damaged protection module 	2Q2009			Ongoing	<p>All defective/damaged equipment issues have been rectified with replacement equipment. All Embarq issues were repaired or replaced.</p> <p>This is compliant for November data reporting.</p>

Measure 19: Customer Trouble Report Rate					
Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>On an individual level we are in parity.</p> <p>24 tickets:</p> <ul style="list-style-type: none"> 9 Defective DS3 card (one card – caused 9 outages) 4 Defective cable pairs 4 Power surge damaged cards and modules 3 Defective HRU cards 2 Broken jumpers 1 Lightning 1 Wet cable 	1Q2009			Ongoing	<p>All outages restored. all defective/damaged equipment issues have been rectified with replacement equipment. Storms in area caused excessive lightning damage.</p>