

**Ruth Nettles**

000121B-TP

**From:** Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]  
**Sent:** Wednesday, February 17, 2010 4:16 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - January 2010  
**Attachments:** 000121B-TP, CenturyLink's RCA Rpt-corrected.pdf

**Corrected Filing:**

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

Title of filing: CenturyLink's RCA Rpt. - January 2010

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

Number Pages: 5 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - January 2010

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February 17, 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 is CenturyLink's corrected cover letter which reflects the correct date for the January 2010 Root Cause Analysis (RCA) report. This report was filed earlier today reflecting January 2009 date in error. The RCA report itself remained the same with no changes required, and is attached.

This report is being provided 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 September through November 2009 as published in the October, November and December reports.

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

Sincerely,

  
Susan S. Masterton

Enclosures

cc: David Rich  
Jerry Hallenstein  
Lisa Harvey

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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 17th day of February, 2010.

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*Susan S. Masterton*

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



# January 2010 Root Cause Analysis Report (reflects November 2009 data, published December 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 02.03.01: Electronic/Manual Mix – Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an individual level we are compliant.  On an aggregate level the center did not provision 18 orders within average time limitations. Missed FOC Interval – Orders Manually Provisioned.	3Q2009			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented.

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.	2Q2009			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders with less rejects now that EASE has been implemented.

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.

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Measure 11: Percent of Due Dates Missed					
Submeasure 11.101.01: UNE Loops xDSL Provisioned - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the two missed due dates, one was missed because of a delay in CIRAS; the second was missed due to a lack of plant facilities.	1Q2008	N/A	9%	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 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 8 missed due dates, 5 were delayed because of a delay in having the order worked in CIRAS before dispatch. 1 due date was missed because of a provisioning error, 1 was missed because of a bad cable pair, and 1 was missed because it needed to be dispatched to two different techs for completion.	1Q2008	N/A	13%	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 20 orders followed by tickets, 5 were defective/deteriorated (4 copper cables, and 1 switch), 3 damaged NIDs, 3 CTL employee caused (2 buried drop & 1 frame), 2 acts of nature on copper cables, 1 bridge tap on a aerial drop, 1 customer caused buried drop, 1 third party NID issue, 1 bonding issue related to a buried copper cable, 1 cross connect missing, 1 missing component from the frame and 1 invalid translation for the switch.	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 24 orders with a last modified date 24 hrs or more from completion 16 or 67% had missing completion dates in IRES, four or 17% the local service provider wasn't ready until after completion, two or 8% had errors which weren't corrected until after completion date.	2Q2007	N/A	11%	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 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an individual level we are compliant.  15 Tickets:  8 Defective – 4 buried copper cables, 3 NIDs, 1 Mux. 2 Third Party affecting a buried drop and a cross connect. 1 Lighting affecting a NID. 1 Power Surge affecting a NID. 1 CTL employee caused issue on a buried copper cable. 1 Act of Nature affecting a NID. 1 Provisioning issue affecting a COT/LET	1Q2009			Ongoing	All outages restored. All defective/damaged equipment issues have been rectified with replacement equipment. Storms in area caused excessive lightning damage.

Measure 28: Usage Timelines					
Submeasure 28.02: UNE					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
For the month of November 2009, 99.81% of Florida CLEC UNE messages were available for transmission within 5 days. However Non-compliance was reported because the parity comparison was 99.96% within 5 days.	3Q2009	4Q2009		Ongoing	None need. Usage is being processed in a timely manner.