

Ruth Nettles

000121B-TP

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Tuesday, March 16, 2010 5:16 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - February 2010
Attachments: 000121B-TP, CenturyLink's RCA Rpt - February 2010.pdf

Filed on Behalf of:

Susan S. Masterton
Senior Counsel
Embarq Florida, Inc. d/b/a CenturyLink
315 S. Monroe Street, Suite 500
Tallahassee, FL 32301
Telephone: 850/599-1560
Fax: 850/224-0794
Email: susan.masterton@centurylink.com

Docket No. 000121B-TP

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

Filed on behalf of: Embarq Florida, Inc. d/b/a CenturyLink

Number Pages: 4 pages

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

Tamela Kelly
Regulatory/Government Affairs Specialist
CenturyLink
Voice: 850.599.1029 | Fax: 850.224.0794 | Email: tamela.kelly@centurylink.com

3/17/2010

DOCUMENT NUMBER DATE
01847 MAR 17 2010
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Susan S. Masterton
Senior Counsel



FTLHZ0501-507
315 S. Calhoun St., Suite 500
Tallahassee, FL 32301
Tel: 850.599.1560

March 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. d/b/a CenturyLink is CenturyLink's February 2010 Root Cause Analysis (RCA) report. 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 October through December 2009 as published in the November, December and January 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

DOCUMENT NUMBER-DATE

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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 March, 2010.

Adam Teitzman
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850
ateitzman@psc.state.fl.us

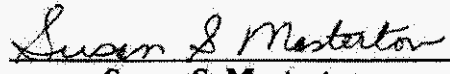
**Florida Cable Telecommunications
Assoc., Inc.**
David A. Konuch
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303
dkonuch@fcta.com

Pennington Law Firm
Peter Dunbar
P.O. Box 10095
Tallahassee, FL 32301
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

**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

Covad Communications Company
Ms. Lael Atkinson
7000 North MoPac Expressway, Floor 2
Austin, TX 78731-3045
latkinson@covad.com

sub 

Susan S. Masterton
Senior Counsel



February 2010 Root Cause Analysis Report (reflects December 2009 data, published January 2010)

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 aggregate level the center/system did not Firm Order Commit 21 orders within average time limitations.	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 03.03.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not provide within time limitations a rejected notice. The aggregate result was 10.55 hours compared to a benchmark of 6 hours.	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 11.11.01: UNE Loops Non-Designed Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 13 orders which missed their due date by 24 hours or more, 10 or 77% was missing the /CIRAS COMP fid, one was delayed due to a provisioning error, 1 was delayed due to workload restrictions, 1 was due to unanticipated plant workload and 1 was due to a lack of facilities.	1Q2008	N/A	11%	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 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 19 orders which were non-compliant by 24hrs or more 13 or 68% were due to missing completion dates in IRES, 3 or 16% were due to completion dates which were posted late in IRES and 2 or 11% were due to order errors.	2Q2007	N/A	9%	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
14 trouble tickets reported 8 Defective Cable Pair 1 Defective DS3 Card 1 Defective NIU 1 Disconnect in Error 1 Vandalism - Should be excluded 1 CenturyLink Caused - Cable Pairs wired backwards 1 CenturyLink Caused - Ckt incorrectly tagged	1Q2009			Ongoing	All issues repaired or corrected