

**Diamond Williams**

000121B-TP

**From:** Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]  
**Sent:** Tuesday, July 06, 2010 3:56 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - May 2010  
**Attachments:** 000121B-TP, Embarq's RCA Rpt - May 2010.pdf

**Filed on Behalf of:**

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Docket No. 000121B-TP

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

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

Number Pages: 6 pages

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

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7/6/2010

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July 6, 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 May 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 January 2010 through March 2010 as published in the February, March and April reports.

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

Sincerely,

A handwritten signature in black ink that reads "Susan S. Masterton".

Susan S. Masterton

Enclosures

cc: David Rich  
Jerry Hallenstein  
Lisa Harvey

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FPSC-COMMISSIONER 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 6th day of July, 2010.**

**Adam Teitzman  
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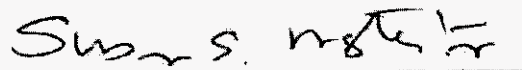
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**Susan S. Masterton  
Senior Counsel**

**\*\* Requested RCA report not be sent via email.  
ATT will access from FPSC website if needed.**



# May 2010 Root Cause Analysis Report (reflects March 2010 data, published April 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 02.01.01: All Electronic – 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 the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.01.02: All Electronic - Business 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 the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	4Q2009			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.01.11: All Electronic - UNE Loops Non-designed					
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 the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

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<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.16: All Electronic - LNP</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>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	4Q2009			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.03.01: Electronic/Manual Mix – 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>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.03.11: All Electronic - UNE Loops Non-designed</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>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders</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>
On an aggregate level the center/system did not provide within time limitations a rejected notice. The aggregate result was 7.17 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.



<b>Measure 7: Average Completed Interval</b>					
<b>Submeasure 07.02.02: Business POTS - No Field Work</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>
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 7: Average Completed Interval</b>					
<b>Submeasure 07.11.01: UNE Loops Non-designed - Field Work</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 8 orders that were non-compliant, all 8 were delayed in service provisioning because facilities were not properly identified before order was sent to the field.	2Q2008		2%	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.

<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.02.01: Business POTS - Field Work</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 that were non-compliant, 11 or 65% were missed because of system issues attempting to close orders, 4 or 24% were due to failed pair selection while processing DCOPs (cd errors). 1 or 6% was missed because of an ordering issue, 1 or 6% was missed because of a processing error.	1Q2010		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.

<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.11.01: UNE Loops Non-Designed Field Work</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 20 orders that were non-complaint all 20 were missed because of provisioning issues having to do with missing information on the service order after it was sent to Network to be completed.	1Q2008		3%	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.



<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>
9 trouble tickets reported 4 Defective Cable Pair 2 Defective NIU 2 Mis-optioned MUX 1 Defective CO card	1Q2009			Ongoing	All issues repaired or corrected