

Diamond Williams

000121B-TP

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Friday, September 17, 2010 9:17 AM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - August 2010
Attachments: 000121B-TP, Embarq's RCA Rpt.-August, 2010.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

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

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

Number Pages: 7 pages

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

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September 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 August 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 April 2010 through June 2010 as published in the May, June and July 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 ADMINISTRATION
07788 SEP 17 0
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 17th day of Septmeber, 2010.

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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.



August 2010 Root Cause Analysis Report (reflects June 2010 data, published July 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.	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 02.01.101: All Electronic - UNE Loops xDSL Provisioned					
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.	2Q2010			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.

Measure 2: Average FOC Notice Interval					
Submeasure 02.01.16: All Electronic - LNP					
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 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 11.02.01: Business POTS - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 27 non-compliant orders 18 or 67% missed their due dates because the related orders were not completed prior to their due dates. 5 or 19% missed due dates waiting on facilities to be completed/available. 1 or 4% had an order error which wasn't corrected prior to the due date. 1 or 4% was delayed because the CLEC provided incorrect information and 1 or 4% was closed from the past due order report.	1Q2010		22%	Ongoing	The appropriate management has been notified of the importance of timely error correction and prevention. 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.

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 7 non-compliant orders six or 86% missed their initial due dates because orders weren't assigned until after the due date and \CIRAS COMP fids were either omitted or added after the due date. 1 or 14% wasn't assigned until after the due date.	1Q2008		29%	Ongoing	The appropriate management has been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes. Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. Management has been notified of the importance of timely error correction and prevention.

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 8 orders followed by tickets, 2 or 25% repaired NIDs, 2 or 25% were needed to repair damaged cable, 1 or 13% was needed because the order wasn't dispatched, 1 or 13% was to replace a jumper and 1 or 13% was issued to remove a bridge tap.	2Q2008		5%	Ongoing	The appropriate management continues to coach order technicians on the importance of completing all related work and following proper installation procedures when completing a service order.



Measure 18: Average Completion Notice Interval					
Submeasure 18.01: All Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 3 orders non-compliant, all were missed because they were held up in the system before an analyst found them and cleared them for completion.	1Q2008			Ongoing	The issue with closing dates not being received from ARC into EASE 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
1 – Replaced Bad Rise 1 – Repaired Wet Cable 1 – Mis-optioned MUX 1 – Blown Amp Connector 2 – Removed Bridge Tap 2 – Defective DS3 Card 4 – Missing Jumper 4 – Defective Protection Modules 4 – Defective CO Card 11 – Defective CA/PR 25 – Defective NIU - Lightning	1Q2009			Ongoing	All issues repaired or corrected

Measure 19: Customer Trouble Report Rate					
Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
2 – Defective CA/PR 1 - Defective Jumper – Field 1 – Defective Doubler - Lightning 2 – CO Wiring Issues 5 – Defective NIU - Lightning	1Q2009			Ongoing	All issues repaired or corrected



Measure 32: Recurring Charge Completeness					
Submeasure 32.01: Resale					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
We were 91.5% complete compared to 93.5 on the ILEC side. The non-complete charges have to do with system clean up that is happening in preparation of billing system migrations that are coming. The analysts doing the clean up improperly coded the records and the records were not excluded from reporting. We are compliant for this measure next month.	21Q2009			Ongoing	We are coaching our analyst on the proper way to coded billing charges during system clean ups so that they wont impact reporting.