

Marguerite McLean

000121B-TP

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Monday, October 18, 2010 4:52 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - September 2010
Attachments: 000121B-TP, Embarq's RCA Rpt-September,10-18-10.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

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

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

Number Pages: 6 pages

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

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10/18/2010

DOCUMENT RECEIVED DATE
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FPSC-COMMISSION CLERK

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October 18, 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 September 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 May 2010 through July 2010 as published in the June, July and August reports.

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

Sincerely,

A handwritten signature in cursive script that reads "Susan S. Masterton".

ss Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
Lisa Harvey

DOCUMENT NUMBER-DATE

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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 18th day of October, 2010.

Adam Teitzman
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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.



September 2010 Root Cause Analysis Report (reflects July 2010 data, published August 20, 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 15 non-compliant orders, five or 33% were delayed due to order errors which were not corrected until after the due dates. Three or 20% missed the due date due to technician workload, three or 20% missed the due date due to incorrect information on the order, one or 7% was delayed by inclement weather, one or 7% was dispatched after the due date, one or 7% was delayed because the customer wasn't ready and one or 7% was missed because a fid wasn't removed by the due date.	1Q2010		11%	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 11 non-compliant orders six or 55% were delayed in service provisioning, three or 27% were missing the \CIRAS COMP fid and two or 18% were delayed by facilities.	1Q2008		31%	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 13 orders with trouble tickets six or 46% were due to deteriorated plant, two or 15% were due to damaged jumpers, two or 15% were damaged by company employees, one or 8% was damaged by a third party, one or 8% was due to provisioning line treatment and one or 8% was due to inclement weather.	2Q2008		3%	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
Missing Jumper – 1 Cable Cut – 1 Mis-optioned Mux – 2 Blown Protection – 2 Defective Office Card – 2 Defective CA/PR – 11 Defective HRU - 11	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
Defective CO Cable – 2 Defective Office Card – 2 Defective HRU – 2 Defective CA/PR - 7	1Q2009			Ongoing	All issues repaired or corrected