

Diamond Williams

000121B-TP

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Wednesday, December 08, 2010 3:04 PM
To: Filings@psc.state.fl.us
Cc: Dorothy Menasco
Subject: 000121B-TP, CenturyLink's RCA Rpt - November 2010
Attachments: Embarq's RCA Rpt - November, 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. - November 2010

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

Number Pages: 7 pages

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

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

12/8/2010

DOCUMENT NUMBER-DATE
09817 DEC-8 2010
FPSC-COMMISSION CLERK

Susan S. Masterton
Senior Counsel



FLTLHZ0501-507
315 S. Calhoun St., Suite 500
Tallahassee, FL 32301
Tel: 850.599.1560

December 8, 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 November 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 July 2010 through September 2010 as published in the August, September and October 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".

Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
Lisa Harvey

DOCUMENT NUMBER DATE

09817 DEC-8 e

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 8th day of November, 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**


**Susan S. Masterton
Senior Counsel**

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



November 2010 Root Cause Analysis Report (reflects September 2010 data, published October 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 2: Average FOC Notice Interval					
Submeasure 02.03.16: Electronic/Manual Mix - 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.	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 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
On an aggregate level the center/system did not provide within time limitations a rejected notice. The aggregate result was 9.13 hours compared to a benchmark of 6 hours.	2Q2010			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.

Measure 7: Average Completed Interval					
Submeasure 07.101.01: UNE Loops xDSL Provisioned - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
All 2 non-compliant orders were delayed in Service Provisioning.	3Q2008			Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders.

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 20 non-complaint orders six or 30% were delayed due to incorrect information on the order, four or 20%, were delayed due to technician workload, three or 15% were delayed due to lack of access to customer premise, two or 10% were delayed due to order errors, one or 5% was delayed due to assignment, one or 5% was delayed waiting on the CLEC to respond to a request, one or 5% was dispatched to the wrong group, one or 5% was delayed waiting on NIBS and one or 5% was delayed in service provisioning.	1Q2010	N/A	12%	Ongoing	The appropriate management has been notified of the importance of timely error correction and prevention. Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner and dispatched to the proper group.



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 16 non-compliant orders 11 or 69% were delayed in service provisioning, two or 13% were delayed because the \CIRAS COMP fid was added after the due date or not at all, one or 6% was delayed in assignment, one or 6% was delayed waiting on CIRAS order and one or 6% was delayed due to an order error.	1Q2008	N/A	39%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. The appropriate management has been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes. The timely processing of CIRAS orders, assignment and error correction have also been communicated.

Measure 14: Held Order Interval					
Submeasure 14.143: UNE DS1/ISDN PRI					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
This miss was in error, Embarq did not miss this measure. The data had errors on it, making it appear as though this submeasure was missed	2Q2008			Ongoing	We are working with IT to make sure this error doesn't happen again to ensure accurate reporting.

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 ten orders followed by tickets three or 30% were due to employee action, three or 30% were due to missing jumpers, two or 20% were due to deteriorated plant, one or 10% was due to a defective card and one or 10% was a porting issue	2Q2008	N/A	6%	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. The appropriate technicians are also being coached on avoiding damaging plant when completing orders.

Measure 18: Average Completion Notice Interval					
Submeasure 18.01: All Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level we were non-compliant, we were non-compliant 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 DSI/ISDN PRI					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
38 1 – NIU Wiring – Customer Caused 1 - Broken Jumper 1 – Defective CO Module 4 – Defective CO Card 10 – Defective CA/PR 10 - Defective NIU 11 – Fiber Cut	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
9 1 – Defection CO Card 1 – Defective NIU 2 - Blown Protection Module 2 – Fiber Cut 3 – Defective CA/PR	1Q2009			Ongoing	All issues repaired or corrected

Measure 33: Non-Recurring Charge Completeness					
Submeasure 33.02: UNE					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The charge completeness was reported at 76.48% for a benchmark of 90%. The miss is related to system changes that were previously mechanized and for the time being are worked manually causing a delay.	2Q2009			Ongoing	There is a fix in the works to re-mechanize our billing process that should provide relief to center analyst's and increase the charge completeness.