

Diamond Williams

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Wednesday, September 21, 2011 5:59 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt -August 2011
Attachments: 000121B-TP, CenturyLink's RCA Rpt-August 2011.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - August 2011

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

Number Pages: 4 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - August 2011

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9/22/2011

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06851 SEP 22 =

FPSC-COMMISSION CLERK

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September 22, 2011

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 2011 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 2011 through June 2011 as published in the May, June & July reports.

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

Sincerely,

Susan S. Masterton

Enclosures

cc: Julie Gowen
Tabitha Hunter

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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 22nd day of September, 2011.

**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.**



August 2011 Root Cause Analysis Report (reflects June 2011 data, published July 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 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. This is because of the way EASE handles orders as compared to IRES benchmarks. There are a number of reporting related issues that are effecting reporting but not customer service.	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 3 to accommodate EASE as part of the next cookbook filing.

Measure 3: Average Reject Notice Interval					
Submeasure 03.03.02.02: Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports					
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. This is because of the way EASE handles orders as compared to IRES benchmarks. There are a number of reporting related issues that are effecting reporting but not customer service.	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 3 to accommodate EASE as part of the next cookbook filing.

Measure 7: Average Completed Interval					
Submeasure 07.02.01: Business POTS - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 45 non-compliant orders 16 or 36% were delayed in provisioning, 13 or 29% were delayed because the customer either changed the due date or wasn't ready, seven or 16% were delayed due to lack of facilities, four or 9% were delayed due to lack of access to customer premise and three or 7% were delayed waiting on the CLEC to be ready.	2Q2011	N/A	1%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. They are also reviewing the processes to identify ways to minimize no access situations for the technicians.

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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 11.02.02: Business POTS - No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Missed due dates is tied to several issues relating to system conversions from the legacy Embarq provisioning system SOE to legacy CenturyTel system Ensemble. One of the main issues has to do with properly marking customer caused due dates misses in our reporting system. Currently this is a reporting error that we are working on correcting. Another issue has to do with analysts signing off orders properly in the provisioning system. The work most often is completed on the due date but the tech or analyst is forgetting to signoff the order, this is causing us to look like we are missing more due dates than we are. Lastly, we are seeing a number of orders that are coming across with incorrect block and pin information. By the time the order makes it to the field, the tech working the order has to send the order back for the correct information causing a delay and sometimes a missed due date.	2Q2011			Ongoing	Management is working to address provisioning 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. The appropriate management has been notified of the importance of timely error correction and prevention. Reporting is working on correcting the issue of reporting records incorrectly since converting to a new provisioning system.

Measure 22: POTS Out of Service Less Than 24 Hours					
Submeasure 22.02: Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 87 non-compliant tickets 42 or 48% were cleared in less than five hours after the initial 24 hours had passed. Twenty-five or 29% were missed by more than 29 hours and 17 or 20% were received on Friday after 12 noon.	2Q2008	N/A	25%	Ongoing	Dispatching centers continue efforts to balance workload with resources to ensure Out of Service tickets can be processed in a timely manner. In addition, resources have been made available on Saturdays to reduce the number of Out of Service not cleared within 24 hours.