

Dorothy Menasco

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Monday, December 19, 2011 11:16 AM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - November 2011
Attachments: 000121B-TP, CenturyLink's RCA Rpt- Nov 2011, 12-19-11.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. – November 2011

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

Number Pages: 4 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt – November 2011

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12/19/2011

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December 19, 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 November 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 July 2011 through September 2011 as published in the August, September & 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".

Sub Susan S. Masterton

Enclosures

DOCUMENT NUMBER DATE
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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 19th day of December, 2011.

**Adam Teitzman
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Susan S. Masterton

**Susan S. Masterton
Senior Counsel**

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



November 2011 Root Cause Analysis Report (reflects September 2011 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 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
45 Trouble Tickets due to troubles found in: Facility (15) Defective CTL CA/PR – 13 Cable Cut 3 rd Party – 2 Station (18) Defective NIU Card – 10 Lightning Hit NIU Card – 4 Defective Wiring PREM – 2 Blown Protection Module – 1 Defective Scotch Lock on CA - 1 Central Office (6) Defective CO Card – 3 CO Jumper – 1 Defective HLU – 1 Blown CO Module - 1 Transport (6) Defective CO MUX – 5 Defective CALIX Card - 1	3Q2011			Ongoing	All troubles have been repaired.



Measure 32: Non-Recurring Charge Completeness					
Submeasure 32.02: UNE					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Currently experiencing a high amount of manual work in NEAC billing team	3Q2011			Ongoing	Progress is being made in identifying and correcting situations that result in manual handling.