

Eric Fryson

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Friday, February 17, 2012 4:15 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - January 2012
Attachments: 000121B-TP, CenturyLink's RCA Rpt-January 2012.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. – January 2012

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

Number Pages: 4 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt – January 2012

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2/17/2012

DOCUMENT NUMBER-DATE
00940 FEB 17 2012
FPSC-COMMISSION CLERK



February 17, 2012

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 January 2012 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 September 2011 through November 2011 as published in the October, November & December reports.

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

Sincerely,

Susan S. Masterton

Susan S. Masterton

Enclosures

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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 17th day of February, 2012.

**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.**



January 2012 Root Cause Analysis Report (reflects November 2011 data, published December 20, 2011)

Florida Public Service Commission

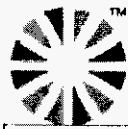
Background

If there is non-compliance at the aggregate level in three consecutive months for a given level of disaggregation, CenturyLink shall provide a report of root cause analysis on a monthly basis. CenturyLink's root cause analysis shall include a plan for corrective action with key activities and anticipated completion dates for implementation.

Measure 1: Average Response Time to Pre-Order Queries					
Submeasure 01.01.01: Address Verification/Dispatch Required - All Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not return the query within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	3Q2010			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 1 to accommodate EASE as part of the next cookbook filing.

Measure 1: Average Response Time to Pre-Order Queries					
Submeasure 01.02.01: Request For Telephone Number - All Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not return the query within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	3Q2010			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 1 to accommodate EASE as part of the next cookbook filing.

Measure 1: Average Response Time to Pre-Order Queries					
Submeasure 01.03.01: Request For Customer Service Record Simple - All Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not return the query within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	3Q2010			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 1 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. This is because of the way EASE handles orders as compared to IRES benchmarks. There is 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 is 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 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
Of the non-complaint orders researched 27 or 32% were delayed in Provisioning, 11 or 13% were delayed in Martens, 10 or 12% were delayed waiting for available facilities and seven or 8% were delayed at the request of the CLEC.	2Q2011			Ongoing	Management continues to work on addressing provisioning and exhaustion issues to allow for timelier processing of orders. Work is also being done to help avoid delays in the Martens system.

Measure 32: 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	Continued work to reduce manual billing backlog.