

Eric Fryson

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Tuesday, March 20, 2012 4:21 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - February 2012
Attachments: 000121B-TP, CenturyLink's RCA Rpt.-Feb. 2012.pdf

Filed on Behalf of:

Susan S. Masterton
Senior Counsel
Embarq Florida, Inc. d/b/a CenturyLink
315 S. Calhoun 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. - February 2012

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

Number Pages: 7 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - February 2012

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

3/20/2012

DOCUMENT NUMBER-DATE
01680 MAR 20 2012
FPSC-COMMISSION CLERK



March 20, 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 February 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 October through December 2011 as published in the November, December & January 2012 reports.

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

Sincerely,

Susan S. Masterton

Susan S. Masterton

Enclosures

Susan S. Masterton
Senior Corporate Counsel
315 S. Calhoun Street, Suite 500
Tallahassee, FL 32301
850-599-1560 (voice)
850-224-0794 (fax)
susan.masterton@centurylink.com

DOCUMENT NUMBER DATE

01680 MAR 20 2

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 20th day of March, 2012.

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.

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

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	The reporting team is 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	The reporting team is 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	The reporting team is in the process of redesigning measure 1 to accommodate EASE as part of the next cookbook filing.

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	The reporting team is 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	The reporting team is 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	The reporting team is 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	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.3.01: Electronic/Manual Mix - 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	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.03.11: Electronic/Manual Mix – 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	The reporting team is 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.	1Q2010			Ongoing	The reporting team is 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. 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	The reporting team is 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	The reporting team is 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
Ten orders were completed on the due date according to Ensemble, including: 1045046822,1040249478,1049629432,1052724017, 1052357952,1053416637, 1053539917. Some of these order numbers are repeated with different phone numbers or dates. Of the 42 non-compliant orders the following caused delays: 21 provisioning 9 Martens, 3 lack of company resources, 2 waiting on facilities, 1 incorrect order information, 1 due to PIC Change.	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 18: Average Completion Notice Interval					
Submeasure 18.03: Electronic/Manual Mix					
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 completion 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.	3Q2011			Ongoing	Management has identified the reporting issues with this measurement and we are working towards implementation of a data fix.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
4 Trouble Tickets due to troubles found in: Facility (3) <ul style="list-style-type: none"> • 2 deteriorated cable • 1 corded slice (moisture) Transport (1) <ul style="list-style-type: none"> • Trouble with higher level DS3, circuit re-engineered 	3Q2011			Ongoing	All troubles have been repaired.

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	Progress made against manual billing backlog.