

**Eric Fryson**

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**From:** Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]  
**Sent:** Friday, April 20, 2012 3:48 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - March 2012  
**Attachments:** 000121B-TP, CenturyLink's RCA Rpt.-March 2012.pdf

**Filed on Behalf of:**

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - March 2012

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

Number Pages: 7 pages

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

**Tamela Kelly**  
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4/20/2012

DOCUMENT NUMBER-DATE  
02472 APR 20 12  
FPSC-COMMISSION CLERK



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

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

Sincerely,

A handwritten signature in black ink that reads "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 20th day of April, 2012.

**Adam Teitzman**  
**Florida Public Service Commission**  
**2540 Shumard Oak Blvd**  
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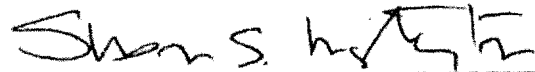
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**Susan S. Masterton**  
**Senior Counsel**

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

## March 2012 Root Cause Analysis Report (reflects January 2012 data, published February 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.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.01: All Electronic - Residential POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.02: All Electronic - Business POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.101: All Electronic - UNE Loops - xDSL Provisioned</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.11: All Electronic - UNE Loops Non-designed</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.16: All Electronic - LNP</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.3.01: Electronic/Manual Mix - Residential POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.03.16: Electronic/Manual Mix - LNP</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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.

<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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
<p>Nine phone lines from six orders including: 1027395503, 1058525637, 1058582412, 1059184727, 1059989062, 10609290962, closing dates on the spreadsheet are different from the closing dates shown in Ensemble.</p> <p>Nine phone lines from six orders including: 1027395503, 1054650252, 1056595092, 1057703572, 1058022942, 1059169507, due dates on the spreadsheet are different from the due dates shown in Ensemble.</p> <p>One order was identified as being listed twice on the spreadsheet with the exact same order and phone number.</p> <p>Fourteen of the non-compliant orders were delayed in provisioning, three were delayed due to tech availability, two were delayed due to the need for additional information, one was delayed due to an error, one was delayed by an ISP and one was delayed in Martens.</p>	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 is 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.