

Eric Fryson

From: Kelly, Tamela D [Tamela.Kelly@centurylink.com]
Sent: Thursday, November 15, 2012 5:05 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - October 2012
Attachments: 000121B-TP, Centurylink's RCA Rpt-October 2012.pdf

Filed on Behalf of:

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Embarq Florida, Inc. d/b/a CenturyLink
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Docket No. 000121B-TP

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

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

Number Pages: 5 pages

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

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November 15, 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 October 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 June 2012 through August 2012 as published in the July, August and September 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

Susan S. Masterton
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DOCUMENT NUMBER: 000121B-TP
07698 NOV 16 2012
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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 15th day of November, 2012.

**Adam Teitzman
Florida Public Service Commission
2540 Shumard Oak Blvd
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ateitzman@psc.state.fl.us**

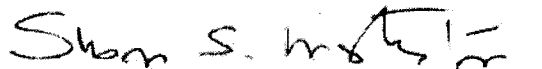
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**Susan S. Masterton
Senior Counsel**

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



Oct 2012 Root Cause Analysis Report (reflects Aug 2012 data, published Sept 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 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 | | | | | |
|---|--|--|--|--|--|
|---|--|--|--|--|--|

DOCUMENT NUMBER-DATE
07698 NOV 16 2012
FPSC-COMMISSION CLERK

| 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 02.3.02: Electronic/Manual Mix - 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 02.03.16: 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 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 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 |
|--|------------|-----------------------|------------------|----------|----------------------------------|
| 10 Troubles 1 - Broken Jumper at Cross Box, repaired 1 - Defective HRU Card, replaced 1 - Defective slot on NIU Housing, repaired 1 - Open Cable, repaired 1 - Commercial power failure (lightning), restored 1 - Defective MUX card, replaced 2 - Pairs crossed, changed pairs 2 - Defective DS3 card, replaced | 3Q2012 | | | Ongoing | All troubles have been repaired. |