

**Eric Fryson**

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**From:** Kelly, Tamela D [Tamela.Kelly@centurylink.com]  
**Sent:** Friday, December 14, 2012 8:48 AM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - November 2012  
**Attachments:** 000121B-TP, CenturyLink's RCA Rpt-Nov 2012.pdf

Filed on Behalf of:

Susan S. Masterton  
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Docket No. 000121B-TP

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

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

Number Pages: 5 pages

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

**Tamela Kelly**  
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12/14/2012

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**December 14 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 November 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 July 2012 through September 2012 as published in the August, September and October 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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**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 14th day of December, 2012.**

**Adam Teitzman  
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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.**



## Nov 2012 Root Cause Analysis Report (reflects Sept 2012 data, published Oct 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.

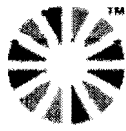
Measure 2: Average FOC Notice Interval					
Submeasure 02.01.02: All Electronic - Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations 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.

NOVEMBER 14, 2012

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<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 02.3.02: Electronic/Manual Mix - 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 02.03.16: 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.



<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 03.03.02.02: Electronic/Manual Mix - Content Errors (other edits) – UNE Loops and Ports</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.

<b>Measure 18: Average Completion Notice Interval</b>					
<b>Submeasure 18.03: Electronic/Manual Mix</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 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.