

Eric Fryson

From: Kelly, Tamela D <Tamela.Kelly@centurylink.com>
Sent: Tuesday, May 14, 2013 12:01 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - April 2013
Attachments: CenturyLink's RCA Rpt-April 2013.pdf

Filed on Behalf of:

Susan S. Masterton
Senior Corporate 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. - April 2013

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

Number Pages: 4 pages

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

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



May 14, 2013

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 April 2013 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 December 2012 through February 2013 as published in the January, February and March 2013 reports.

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

Sincerely,

/s/ Susan S. Masterton
Susan S. Masterton

Enclosures

SUSAN S. MASTERTON
Senior Corporate Counsel

315 S. Calhoun St., Suite 500
Tallahassee, FL 32031

Tel: (850) 599-1560

Fax: (850) 224-0794

susan.masterton@centurylink.com

DOCUMENT NUMBER - 0

02640 MAY 14 2013

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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 May, 2013.

**Adam Teitzman
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850
ateitzman@psc.state.fl.us**

**Gunster Law Firm
Kellie Scott
215 South Monroe Street, Ste 601
Tallahassee, Florida
32301-1804
kscott@gunster.com**

**Florida Cable Telecommunications
Assoc., Inc.
David A. Konuch
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303
dkonuch@fcta.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**

**Time Warner Telecom of Florida, L.P.
Ms. Carolyn Ridley
Time Warner Telecom
233 Bramerton Court
Franklin, TN 37069-4002
carolyn.ridley@twtelecom.com**

**/s/ Susan S. Masterton
Susan S. Masterton
Senior Corporate Counsel**

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



Apr 2013 Root Cause Analysis Report (reflects Feb 2013 data, published Mar 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 02.01.02: 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 has proposed new benchmarks in the current filing that reflect EASE processes.

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 has proposed new benchmarks in the current filing that reflect EASE processes.

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 has proposed new benchmarks in the current filing that reflect EASE processes.

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Measure 20: Percentage of customer trouble not resolved within estimated time					
Submeasure 20.11.02: UNE Loops – Non-designed No dispatch					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Review identified all CLEC caused troubles are not being excluded, increasing ticket volume	1Q2013			2Q2013	Work is underway to correct and address remaining non-compliant trouble tickets

Measure 22 POTS out of service less than 24 hours					
Submeasure 22.11 UNE Loops – Non-designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Review identified all CLEC caused troubles are not being excluded, increasing ticket volume	1Q2013			2Q2013	Work is underway to correct and address remaining non-compliant trouble tickets