

**Eric Fryson**

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**From:** Kelly, Tamela D <Tamela.Kelly@centurylink.com>  
**Sent:** Thursday, June 13, 2013 4:14 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - May 2013  
**Attachments:** 000121B-TP,CenturyLink's RCA Rpt-May 2013.pdf

**Filed on Behalf of:**

Susan S. Masterton  
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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - May 2013

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

Number Pages: 4 pages

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

**Tamela Kelly**  
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June 13, 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 May 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 January through March 2013 as published in the February, March and April 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

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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 13<sup>th</sup> day of May, 2013.**

**Adam Teitzman**  
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**/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.**



**May 2013 Root Cause Analysis Report (reflects Mar 2013 data, published Apr 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.

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

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

<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.02.02: Business POTS - No Field Work</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>
Research of the non-complaint orders identified delays in several areas – provisioning, Martens, facilities, system procedural, and delayed at the request of the customer.	1Q2013			2Q2013	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.  201304 results show this submeasure is now in compliance.

DOCUMENT NUMBER-DATE

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**CenturyLink™**

**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