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Sent: Wednesday, August 07, 2013 10:47 AM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - July 2013
Attachments: 000121B-TP, CenturyLink's RCA Rpt-July 2013, 7-8-13.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

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

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

Number Pages: 3 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - July 2013

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August 7, 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 July 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 March through May 2013 as published in the April, May and June 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 7th day of August, 2013.

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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.



July 2013 Root Cause Analysis Report (reflects May 2013 data, published June 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 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