

Dorothy Menasco

From: Kelly, Tamela D <Tamela.Kelly@centurylink.com>
Sent: Wednesday, May 28, 2014 3:14 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's Notice regarding RCA Rpt - May, 2014
Attachments: 000121B-TP, CenturyLink's RCA Rpt - May 2014, 5-28-14.doc.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 Report – May, 2014

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

Number Pages: 3 pages

Description: CenturyLink's Root Cause Analysis Report for May, 2014

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



May 28, 2014

**Ms. Carlotta Stauffer
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850**

RE: Docket No. 000121B-TP

Dear Ms. Stauffer:

Enclosed for filing on behalf of Embarq Florida, Inc. d/b/a CenturyLink is CenturyLink's May 2014 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 2014 as published in the February, March and April 2014 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**

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 28th day of May, 2014.

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.



May 2014 Root Cause Analysis Report (reflects March 2014 data, published April 18, 2014)
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 21 Average Time to Restore					
Submeasure 21.11.02 UNE Loops – Non-designed – No Dispatch					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Review identified that some delayed tickets could be attributed to limited information on the dispatch orders. Additional instances of longer repair time resulted from limited customer access on the weekend thus preventing timely service Saturday or Sunday.	1Q2014			2Q2014	Work is underway to address ticket details and to account for customer delayed access when reporting on restore times. This sub-measure was compliant in 201404.