

ORIGINAL



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August 20, 2003

Mrs. Blanca S. Bayó, Director
Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

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03 AUG 20 PM 4:49
COMMISSION
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RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's August 2003 Root Cause Analysis (RCA) report 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 Sprint, which shall then be published on a monthly basis. This report is for results for the period of April 2003 through June 2003 as published in the May, June and July reports.

A copy of this letter is enclosed. Please stamp it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Susan S. Masterton

Enclosures

cc. Lisa Harvey
Jerry Hallenstein
David Rich

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DOCUMENT NUMBER-DATE

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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by hand delivery (*) or U.S. mail to all known parties of record this 20th day of August, 2003.

Felicia Banks *
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

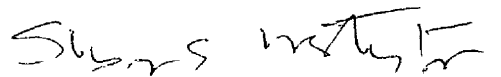
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Susan S. Masterton



August 20, 2003 Root Cause Analysis Report (reflects June 2003 data published July 20)
Florida Public Service Commission

Background

If there is noncompliance at the aggregate level in three consecutive months for a given level of disaggregation, Sprint shall provide a report of root cause analysis on a monthly basis. Sprint's root-cause analysis shall include a plan for corrective action with key activities and critical completion dates for implementation.

Measure 1: Average Response Time To Pre-Order Queries				
Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
In some cases, Field Teams were placing loop pre-qualification orders in held status instead of referring them back to the CLEC for additional information.	1Q 2003		3Q 2003	The teams that are placing orders in held status have been identified. Additional training and review of methods and procedures is being provided to these teams to ensure proper handling of these orders. A cross functional team will be monitoring progress of this initiative.

Measure 6: Average Jeopardy Notice Interval				
Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
In some cases, ILEC intervals are longer than CLEC intervals due to advance notice from customers of new construction e.g., new home, trailer, etc. This situation does not occur with the same frequency for CLEC customers.	2Q 2003		2004	Investigation is being conducted to evaluate the proper method of handling extended prior notification by ILEC customers.

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Measure 7: Average Completed Interval				
Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date.	2Q 2003		4Q 2003	Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date.

Measure 11: Percent of Due Dates Missed				
Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
Manual process errors caused some orders not to be completed on the due date.	2Q 2003		3Q 2003	Specific examples have been provided to process owners for coaching and corrective action.
Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date.	2Q 2003		4Q 2003	Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date.

Measure 17a: Percentage of Troubles within 5 Days of New Orders				
Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
Troubles are being reported on some non-dispatched orders. At the time a non dispatched order is initiated and completed in the system, there is no indication that there may be a problem at the site, e.g., disconnected jumper. In these situations, the CLEC will contact Sprint to report a trouble.	2Q 2003		4Q 2003	Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data is being accumulated to identify actionable causes for troubles. Corrective actions will be implemented as appropriate.



Measure 18: Average Completion Notice Interval				
Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
Errors in CLAS (Customer Loop Assignment System) are causing orders to fail completion. The specific error is associated with orders linked to plant (cable / pair) rearrangements.	1Q 2003		3Q 2003	A system enhancement to ARC (Automated Routing and Completion) will identify orders with this type of error and complete them. Implementation is scheduled to occur in August 2003.
ARC (Automated Routing Completion) is sending completion notification for inward orders to SOE (Service Order Entry) faster than SOE can register the related outward order as completed. This causes an error and the inward orders can not be completed in SOE.	1Q 2003		3Q 2003	A system enhancement to ARC (Automated Routing and Completion) was made in July 2003. This enhancement identifies orders with this type of error and completes them.

Measure 19: Customer Trouble Report Rate				
Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
Troubles are being reported on some non-dispatched orders. At the time a non dispatched order is initiated and completed in the system, there is no indication that there may be a problem at the site, e.g., disconnected jumper. In these situations, the CLEC will contact Sprint to report a trouble.	2Q 2003		4Q 2003	Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data is being accumulated to identify actionable causes for troubles. Corrective actions will be implemented as appropriate.

Measure 20: Percentage of Customer Trouble not Resolved within Estimated Time				
Description of Issue	Start Date	End Date	Projected Improvement	Improvement Plan
Unusually high workload caused some troubles to be carried over past the original commitment time.	2Q 2003		3Q 2003	Changes to systems, processes and procedures to reduce carrying over CLEC tasks are being investigated and corrective actions will be implemented as appropriate.