

Ruth Nettles

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Sent: Friday, December 19, 2008 4:45 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - December 2008
Attachments: 000121B-TP, Embarq RCA Rpt-December 2008.pdf

Filed on Behalf of: Susan S. Masterton
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Docket No. 000121B-TP

Title of filing: Embarq's RCA Rpt. - December 2008

Filed on behalf of: Embarq Florida, Inc.

No of pages: 5 pages

Description: Embarq's Root Cause Analysis (RCA) Rpt - December 2008

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December 19, 2008

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. is Embarq's December 2008 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 Embarq, which shall then be published on a monthly basis. This report is for results for the period of August 2008 through October 2008 as published in the September, October and November reports.

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

Sincerely,

Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
Lisa Harvey

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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 19th day of December 2008.

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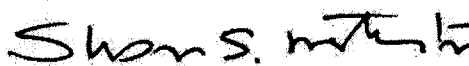
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Susan S. Masterton



December 2008 Root Cause Analysis Report (reflects October 2008 data published November 2008)

Florida Public Service Commission

Background

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

Measure 7: Average Completed Interval					
Submeasure 07.01.02 : Residential POTS - No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD) is causing non-compliance. The difference between the CLEC result and the Embarq result is .22					This issue is being investigated to see if it is a CLEC training issue or a system/analyst problem which can be corrected with training. Once this is determined proper course of action will be taken. Embarq will continue to monitor this measure to ensure parity is maintained.

Measure 7: Average Completed Interval					
Submeasure 07.02.02 : Business POTS - No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD) is causing non-compliance. The difference between the CLEC result and the Embarq result is 1.21	2Q2008			Ongoing	This issue is being investigated to see if it is a CLEC training issue or a system/analyst problem which can be corrected with training. Once this is determined proper course of action will be taken. Embarq will continue to monitor this measure to ensure parity is maintained.

Measure 7: Average Completed Interval					
Submeasure 07.101.01 : Residential POTS - UNE Loops xDSL Provisioned - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Only one order was non-compliant by 24hrs or more due to technician workload.	3Q2008	NA	NA	Ongoing	Embarq will continue to monitor this measure to ensure parity is maintained.



Measure 7: Average Completed Interval					
Submeasure 07.11.01 : Residential POTS - UNE Loops Non-designed - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the eight orders non-compliant by 24hrs or more seven were delayed due to issues with service provisioning and one was delayed waiting on the CIRAS to be completed.	3Q2008	NA	NA	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.11.01: UNE Loops Non-Designed Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the six orders non-compliant by 24hrs or more two were delayed due to lack of facilities, one was delayed due to technician workload, one was delayed waiting on completion of CIRAS order, one had a CM error, and one was delayed waiting on the NEAC.	3Q2008	NA	11%	Ongoing	Management is working to address provisioning issues and exhaust issues to allow for timelier processing of orders. The appropriate management has been notified of the importance of completing CIRAS orders on time and coordinating order completion with the NEAC.

Measure 17A: Percentage of Troubles within 5 days for New Orders					
Submeasure 17A.01: Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 26 orders with trouble in 5 days deteriorated and damaged buried drop and cable accounted for 46% of the tickets while 15% of the tickets were due to missing jumpers on the frame.	2Q2005	NA	3%	Ongoing	Embarq is meeting with contractors on a weekly basis to ensure proper procedures are followed. We continue to emphasize completion testing on service orders and are replacing outside plant cables that contribute to trouble tickets. Embarq is also reaching out to CLEC's with high levels of troubles to further investigate the issue. Embarq's account management and analysis team are working with affected CLEC's to improve understanding and communication of repair issues.

Measure 18: Average Completion Notification Interval					
Submeasure 18.03: Electronic/Manual Mix					



Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 49 orders non-compliant by 24hrs or more 24 or 49% had R orders which were the last on the PON to close. Sixteen or 33% of the orders had VE errors which were reported to the NEAC for correction as they happened but were all corrected on the same day.	3Q2007	NA	NA	Ongoing	The fact that R orders often are the last order on the PON to close and typically close after the due date continue to cause an out of compliant situation on this measure. The issue with closing dates not being received from ARC into IRES is being addressed by IT. Management responsible for clearing errors is coaching associates on error resolution process. The issue with closing dates not being received from ARC into IRES is being addressed by IT. The NEAC has been notified of the importance of correcting errors as soon as they happen rather than correcting them all at once before month end.