

Ruth Nettles

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Sent: Monday, June 01, 2009 2:42 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: Docket 000121B-TP, Embarq's RCA Report - May 2009
Attachments: 000121B-TP, Embarq's RCA Report- May 2009.pdf

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

Title of filing: Embarq's RCA Rpt. - May 2009

Filed on behalf of: Embarq Florida, Inc.

Number Pages: 4 pages

Description: Embarq's Root Cause Analysis (RCA) Rpt - May 2009

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June 1, 2009

Ms. Ann Cole
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
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RE: Docket No. 000121B-TP

Dear Ms. Cole:

Enclosed for filing on behalf of Embarq Florida, Inc. is Embarq's May 2009 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 January 2009 through March 2009 as published in the February, March and April reports.

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

Sincerely,


Susan S. Masterton

Enclosures

cc: David Rich
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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 1st day of June, 2009.

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Susan S. Masterton
pml



May 2009 Root Cause Analysis Report (reflects March 2009 data, published April 2009)

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 07.02.02 : 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.	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 07.11.01 : Residential POTS - UNE Loops Non-designed - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 2 orders non-compliant over 24 hrs, 1 or 50% was due to a delay in service provisioning. One or 50% was created when a \CIRAS COMP fid was added late.	2Q2008	N/A	100%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders, also they have been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes.

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 16 orders non-compliant, 9 or 56% were due to delays or missing \CIRAS COMP FIDS. 7 or 44% were due to technician workload.	1Q2007	N/A	7%	Ongoing	The business office management has been notified of the importance of providing correct information on orders and taking action to prevent order errors. The appropriate management has been notified of the importance of providing training and processes which minimize errors.



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 22 orders with trouble within 5 days, 11 or 50% were due to deteriorated buried cable and drop. 6 or 27% were due to missing or incorrectly wired jumpers on the frame. 2 acts of nature, 1 no access to premise, 1 NID issue, and 1 CLEC block and pin issue.	2Q05	N/A	5%	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'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 23 non-compliant orders, 7 or 30% were due to missing closing dates in IRES. 7 or 30% were due to missing or late \CIRAS COMP fids. 5 or 22% were due to errors, three were CLAS interface failures. 4 or 17% were late cancelled order by the customer.	2Q07	N/A	N/A	Ongoing	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 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. The CIRAS group has been made aware of adding the \CIRAS COMP fid when the orders come in rather than in a batch process at the end of the day.