

Ruth Nettles

From: Kelly, Tamela D[EQ] [Tamela.Kelly@Embarq.com]
Sent: Monday, August 03, 2009 4:32 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - July 2009
Attachments: Embarq RCA Rpt, 8-3-09.pdf

Filed on Behalf of: Susan S. Masterton

Senior Counsel
Embarq Florida, Inc.
1313 Blair Stone Road
Tallahassee, FL 32301
Telephone: 850/599-1560
Email: susan.masterton@embarq.com

Docket No. 000121B-TP

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

Filed on behalf of: Embarq Florida, Inc.

Number Pages: 4 pages

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

Tamela Kelly
Regulatory Affairs Assistant
Law & External Affairs-State External Affairs
EMBARQ
Voice: 850-599-1029 | Fax: 850-878-0777 | Email: tamela.kelly@EMBARQ.com
Voice | Data | Internet | Wireless | Entertainment

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Embarq
Mailstop: FLTLHQ0102
1313 Blair Stone Rd
Tallahassee, FL 32301
embarq.com

August 3, 2009

**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 July 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 March 2009 through May 2009 as published in the April, May and June reports.

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

Sincerely,

Susan S. Masterton

del Susan S. Masterton

Enclosures

**cc: David Rich
Jerry Hallenstein
Lisa Harvey**

Susan S. Masterton
SENIOR COUNSEL
Voice: (850) 599-1560
Fax: (850) 878-0777
susan.masterton@embarq.com

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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 3rd day of August, 2009.

Adam Teitzman
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850
ateitzman@psc.state.fl.us

Florida Cable Telecommunications
Assoc., Inc.
David A. Konuch
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303
dkonuch@fcta.com

Pennington Law Firm
Peter Dunbar
P.O. Box 10095
Tallahassee, FL 32301
pete@penningtonlawfirm.com

tw telecom of florida l.p.
Ms. Carolyn Ridley
Time Warner Telecom
555 Church Street; Suite 2300
Nashville, TN 37219
carolyn.ridley@twtelecom.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

Covad Communications Company
Ms. Lael Atkinson
7000 North MoPac Expressway, Floor 2
Austin, TX 78731-3045
latkinson@covad.com



Susan S. Masterton

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July 2009 Root Cause Analysis Report (reflects May 2009 data, published June 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 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 11 orders non-compliant over 24 hrs, 6 or 55% for \CIRAS Comp issues, 5 or % were due to various service order errors.	1Q2008	N/A	23%	Ongoing	The importance of dispatching to the correct team has been emphasized to the appropriate management also they have been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes.

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 24 orders with trouble within 5 days, 10 or 42% were due to defective/deteriorated equipment. 5 or 21% were due to issues with buried cable. 4 or 17% were missing components, and 2 or 8% were frame issues.	2Q2005	N/A	6%	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 12 non-compliant orders, 8 or 67% were due to errors. 3 or 25% were due to being held until other orders on the PON were completed. 1 or 8% was due to an \CIRAS Comp issue.	2Q2007	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 then in a batch process at the end of the day.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
14 circuits were reported with trouble. 4 had defective cable pair 2 had lightning damage to the HRU and protection modules 2 had defective MUX cards 2 had broken jumpers 1 had a crossed cable pair 1 had a defective HDSL card 1 had a broken wire in the serving terminal 1 had defective aerial and tie cable	1Q2009			Ongoing	All defective/damaged equipment issues have been rectified with replacement equipment.