

Diamond Williams

000121B-TP

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Friday, January 14, 2011 3:02 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - December 2010
Attachments: Embarq's RCA Rpt - December, 2010.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - December 2010

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

Number Pages: 8 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - December 2010

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January 14, 2011

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. d/b/a CenturyLink is CenturyLink's December 2010 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 August 2010 through October 2010 as published in the September, October and November reports.

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

Sincerely,

A handwritten signature in cursive script that reads "Susan S. Masterton".

or Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
Lisa Harvey

DOCUMENT NUMBER: 00377 JAN 14 =
FPSC-COMMISSION CLERK

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 14th day of January, 2010.

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Susan S. Masterton
Senior Counsel

** Requested RCA report not be sent via email.
ATT will access from FPSC website if needed.



December 2010 Root Cause Analysis Report (reflects October 2010 data, published November 20, 2010)

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 2: Average FOC Notice Interval					
Submeasure 02.01.01: All Electronic - Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.01.02: All Electronic - Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.01.101: All Electronic - UNE Loops xDSL Provisioned					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	2Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.



Measure 2: Average FOC Notice Interval					
Submeasure 02.01.11: All Electronic - UNE Loops Non-designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.01.16: All Electronic - LNP					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.03.01: Electronic/Manual Mix - Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	3Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.03.11: Electronic/Manual Mix - UNE Loops Non-Designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	3Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.



Measure 2: Average FOC Notice Interval					
Submeasure 02.03.16: Electronic/Manual Mix - LNP					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	2Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 3: Average Reject Notice Interval					
Submeasure 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not provide within time limitations a rejected notice. The aggregate result was 6.78 hours compared to a benchmark of 6 hours.	2Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders with less rejects now that EASE has been implemented.

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 07.101.01: UNE Loops xDSL Provisioned - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the two non-compliant orders both were delayed due to service provisioning.	3Q2008	N/A	3.5%	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 11.02.01: Business POTS - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 15 non-compliant orders seven or 47% were due to order errors, two or 13% were missed when the due date was changed to agree with a related order, two or 13% were delayed due to workload, one or 7% was delayed due to a missing \CIRAS COMP fid, one or 7% was due to delayed assignment, one or 7% was delayed due to a lack of facilities and one or 7% was closed off the PDSO report.	1Q2010	N/A	12%	Ongoing	The appropriate management has been notified of the importance of timely error correction and prevention. Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner. The appropriate management has been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.101.01: UNE Loops xDSL Provisioned - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 3 non-compliant orders, 2 orders were delayed because of no access to premises and 1 was delayed due to a bad cable pair that needed to be repaired.	1Q2008			Ongoing	The appropriate management has been notified of the importance of timely error correction and prevention. Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner and dispatched to the proper group.

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 eleven non-compliant orders six or 55% were delayed in service provisioning, three or 27% were caused by missing or delayed \CIRAS COMP fids, one or 9% was delayed in assignment and one or 9% was delayed due to lack of facilities.	1Q2008	N/A	24%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. The appropriate management has been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes. The timely processing of CIRAS orders, assignment and error correction have also been communicated.

Measure 14: Held Order Interval					
Submeasure 14.143: UNE DS1/ISDN PRI					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
This miss was in error, Embarq did not miss this measure. The data had errors on it, making it appear as though this submeasure was missed	2Q2008			Ongoing	We are working with IT to make sure this error doesn't happen again to ensure accurate reporting.



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 17 orders followed by a trouble five or 29% were due to a missing or incorrectly run jumper, three or 18% were due to deteriorated buried cable, two or 12% were due to a third party, two or 12% were due to acts of nature, two were due to orders not being dispatched, one or 6% was due to customer action, one or 6% were missing inside wire and one or 6% was due to provisioning.	2Q2008	N/A	8%	Ongoing	The appropriate management continues to coach order technicians on the importance of completing all related work and following proper installation procedures when completing a service order. The dispatching organization is working to ensure orders are dispatched to the appropriate technicians when necessary for order completion.

Measure 18: Average Completion Notice Interval					
Submeasure 18.01: All Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level we were non-compliant, we were non-compliant because they were held up in the system before an analyst found them and cleared them for completion.	1Q2008			Ongoing	The issue with closing dates not being received from ARC into EASE 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.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.143: UNE DSI/ISDN PRI					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
1 - Blown Protection Module 1 - CO Power Issue 2 - Defective CO Wiring - Jumper 3 - Cable Cut - 3rd Party 5 - Defective NIU Card 6 - Defective CO Card 9 - Defective CA/PR	1Q2009			Ongoing	All issues repaired or corrected.



Measure 33: Non-Recurring Charge Completeness					
Submeasure 33.02: UNE					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The charge completeness was reported at 85.06% for a benchmark of 90%. The miss is related to system changes that were previously mechanized and for the time being are worked manually causing a delay.	2Q2009			Ongoing	There is a fix in the works to re-mechanize our billing process that should provide relief to center analyst's and increase the charge completeness.