

Diamond Williams

000121B-TP

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Tuesday, May 17, 2011 3:05 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - April 2011
Attachments: 000121B-TP, Embarq's RCA Rpt-April 2011.pdf

Filed on Behalf of:

Susan S. Masterton
Senior Counsel
Embarq Florida, Inc . d/b/a CenturyLink
315 S. Calhoun Street, Suite 500
Tallahassee, FL 32301
Telephone: 850/599-1560
Fax: 850/224-0794
Email: susan.masterton@centurylink.com

Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - April 2011

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

Number Pages: 6 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - April 2011

Tamela Kelly
Regulatory/Government Affairs Specialist
CenturyLink
Voice: 850.599.1029 | Fax: 850.224.0794 | Email: tamela.kelly@centurylink.com

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03412 MAY 17 =
FPSC-COMMISSION CLERK

5/17/2011

Susan S. Masterton
Senior Counsel



FLTLHZ0501-507
315 S. Calhoun St., Suite 500
Tallahassee, FL 32301
Tel: 850.599.1560

May 17, 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 April 2011 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 December 2010 through February 2011 as published in the January, February and March reports.

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

Sincerely,

A handwritten signature in black ink that reads "Susan S. Masterton".

Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
Lisa Harvey

DOCUMENT NUMBER-DATE

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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 17th day of May, 2011.

**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**

**Time Warner Telecom of Florida, L.P.
Ms. Carolyn Ridley
Time Warner Telecom
233 Bramerton Court
Franklin, TN 37069-4002
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
Senior Counsel**

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



April 2011 Root Cause Analysis Report (reflects February 2011 data, published March 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.

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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 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 17.45 hours compared to a benchmark of 6 hours. This is 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 3 to accommodate EASE as part of the next cookbook filing.

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 11.02.01: Business POTS - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 20 non-compliant orders, six or 30% were delayed due to order errors, five or 25% were delayed due to lack of facilities, five or 25% were delayed due to technician workload, two or 10% were delayed waiting on an associated order to complete, one or 5% was delayed due to lack of access to customer premise and one or 5% was delayed in Service Provisioning.	1Q2010	N/A	12%	Ongoing	Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner. The appropriate management has been notified of the importance of timely error correction and prevention. They are also working to improve the processing of related orders and the assignment process.

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 two non-compliant orders, one or 50% was delayed in Service Provisioning and one or 50% was delayed due to technician workload.	1Q2008	N/A	14%	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 ten non-compliant orders, seven or 70% were delayed in Service Provisioning and three or 30% were delayed due to lack of facilities.	1Q2008	N/A	26%	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 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 fourteen tickets following orders six or 43% were due to missing or incorrectly wired jumpers, five or 36% were due to deteriorated plant, two or 14% were due to employee actions and one or 7% was due to issues with provisioning.	2Q2008	N/A	3%	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. Additionally, we were reporting how EASE handles orders as compared to IRES benchmarks	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. The reporting team is also in the process of redesigning measure 18 to accommodate EASE as part of the next cookbook filing.

Measure 32: Non-Recurring Charge Completeness					
Submeasure 32.02: UNE					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level we provided a non-recurring charge completeness of 86.57% compared to a benchmark of 90%. The minor miss was attributable to our CLEC center doing adjustments to bills manually currently as we implement a new billing adjustment system. The manual process occasionally creates errors and analysts miss a charge being put on the correct bill.	1Q2011			Ongoing	The new system is scheduled to be implemented the end of April and the issue being resolved for May data being reporting in June.