

Diamond Williams

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Tuesday, August 23, 2011 4:50 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - July 2011
Attachments: 000121B-TP, CenturyLink's RCA Rpt-July 2011.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

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

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

Number Pages: 4 pages

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

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August 23, 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 July 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 March 2011 through May 2011 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

Enclosures

cc: Julie Gowen
Tabitha Hunter

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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 23rd day of August, 2011.

Adam Teitzman
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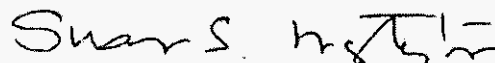
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Susan S. Masterton
Senior Counsel

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



July 2011 Root Cause Analysis Report (reflects May 2011 data, published June 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 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. This is because of the way EASE handles orders as compared to IRES benchmarks. There are a number of reporting related issues that are effecting reporting but not customer service.	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 3: Average Reject Notice Interval					
Submeasure 03.03.02.02: Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports					
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. This is because of the way EASE handles orders as compared to IRES benchmarks. There are a number of reporting related issues that are effecting reporting but not customer service.	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.

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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 19: Customer Trouble Report Rate					
Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
7 Total 1 - Cable Splice Detect - CTL Caused 1 - Bad HRU Card - Customer caused and should be excluded 1 - Bad Cross Connect at PREM 2 - Bad Protection Module 2 - Bad Office Card	2Q2008			Ongoing	All issues repaired or corrected.

Measure 22: POTS Out of Service Less Than 24 Hours					
Submeasure 22.02: Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 65 OOS tickets not cleared within 24 hours, 70% were missed due to dispatching issues. The tickets were either dispatched hours before the technician's workday begins or not until more than 20 hours after the 24 hours had passed.	2Q2008	N/A	20%	Ongoing	These dispatching system issues are adversely impacting the whole company. Management is aware of these issues and solutions are being sought.