

Dorothy Menasco

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Monday, November 21, 2011 12:00 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - October 2011
Attachments: 000121B-TP, CenturyLink RCA Rpt, October 2011.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

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

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

Number Pages: 4 pages

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

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11/22/2011

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FPSC-COMMISSION CLERK

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November 21, 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 October 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 June 2011 through August 2011 as published in the July, August & September 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

DOCUMENT NUMBER - DATE
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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 21st day of November, 2011.

Adam Teitzman
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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.



October 2011 Root Cause Analysis Report (reflects August 2011 data, published September 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.



Measure 19: Customer Trouble Report Rate					
Submeasure 19.143: UNE DS1/ISDN PRI					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
41 Trouble Tickets due to troubles found in: Facility (24) Station (12) Central Office (3) Transport (1) Translations (1)	3Q2011			Ongoing	All troubles have been repaired.

Measure 32: Recurring Charge Completeness					
Submeasure 32.02: UNE					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Currently experiencing a high amount of manual work in NEAC billing team	3Q2011			Ongoing	Working to identify and correct billing system errors

Measure 33: Non-Recurring Charge Completeness					
Submeasure 33.02: UNE					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Currently experiencing a high amount of manual work in NEAC billing team	3Q2011			Ongoing	Working to identify and correct billing system errors