

Eric Fryson

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Monday, August 13, 2012 4:41 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - July 2012
Attachments: CenturyLink's RCA Rpt-July 2012.pdf

Filed on Behalf of:

Susan S. Masterton
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Embarq Florida, Inc . d/b/a CenturyLink
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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - July 2012

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

Number Pages: 6 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - July 2012

Tamela Kelly
Regulatory/Government Affairs
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DOCUMENT NUMBER-DATE
05539 AUG 13 09
FPSC-COMMISSION CLERK



August 13, 2012

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 2012 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 2012 through May 2012 as published in the April, May and June 2012 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".

Susan S. Masterton

Enclosures

RECEIVED
AUG 13 2012

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05539 AUG 13 12

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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 13th day of July, 2012.

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

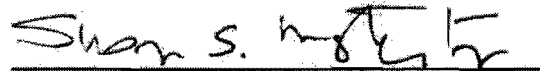
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**Susan S. Masterton
Senior Counsel**

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



July 2012 Root Cause Analysis Report (reflects May 2012 data, published June 20, 2012)

Florida Public Service Commission

Background

If there is non-compliance at the aggregate level in three consecutive months for a given level of disaggregation, CenturyLink shall provide a report of root cause analysis on a monthly basis. CenturyLink'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	The reporting team is 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	The reporting team is 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.	1Q2010			Ongoing	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

DOCUMENT NUMBER - DATE

05539 AUG 13 2012

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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	The reporting team is 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	The reporting team is in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

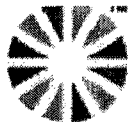
Measure 2: Average FOC Notice Interval					
Submeasure 02.3.02: Electronic/Manual Mix - Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	The reporting team is 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.	1Q2010			Ongoing	The reporting team is 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. This is because of the way EASE handles orders as compared to IRES benchmarks. There is a number of reporting related issues that are effecting reporting but not customer service.	2Q2010			Ongoing	The reporting team is 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 is a number of reporting related issues that are effecting reporting but not customer service.	2Q2010			Ongoing	The reporting team is in the process of redesigning measure 3 to accommodate EASE as part of the next cookbook filing.

Measure 5: Percentage of Orders Jeopardized					
Submeasure 05.11: UNE Loops - Non-designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
These non-complaint orders were delayed waiting on CIRAS orders to be issued and worked. Once the CIRAS orders were worked, the CLEC orders were completed without further delay	3Q2012			Ongoing	This measure is no longer chronic in the July.



Measure 18: Average Completion Notice Interval					
Submeasure 18.03: Electronic/Manual Mix					
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 completion notice. This is because of the way EASE handles orders as compared to IRES benchmarks. There is a number of reporting related issues effecting reporting but not customer service.	3Q2011			Ongoing	Management has identified the reporting issues with this measurement and we are working towards implementation of a data fix.