

**Shawna Senko**

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**From:** Kelly, Tamela D <Tamela.Kelly@centurylink.com>  
**Sent:** Friday, September 06, 2013 4:22 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - August 2013  
**Attachments:** 000121B-TP, CenturyLink's RCA Rpt-August 2013.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - August 2013

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

Number Pages: 3 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - August 2013

**Tamela Kelly**  
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September 6, 2013

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 August 2013 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 April through June 2013 as published in the May, June and July 2013 reports.

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

Sincerely,

/s/ Susan S. Masterton  
Susan S. Masterton

Enclosures

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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 6<sup>th</sup> day of September, 2013.

**Adam Teitzman**  
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**/s/ Susan S. Masterton**  
Susan S. Masterton  
Senior Corporate Counsel

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



**August 2013 Root Cause Analysis Report (reflects June 2013 data, published July 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.

<b>Measure 22 POTS out of service less than 24 hours</b>					
<b>Submeasure 22.11 UNE Loops – Non-designed</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Review identified all CLEC caused troubles are not being excluded, increasing ticket volume	1Q2013			2Q2013	Work is underway to correct and address remaining non-compliant trouble tickets