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0001218-TP

Filed on Behalf of:

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. –   June 2010

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Description: CenturyLink's Root Cause Analysis (RCA) Rpt – June 2010

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July 21, 2010

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 June 2010 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 February 2010 through April 2010 as published in the March, April and May reports.

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

Sincerely,

Susan S Masterton

Susan S. Masterton

Enclosures

cc: David Rich
    Jerry Hallenstein
    Lisa Harvey

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 July, 2010.

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

EMBARQ

June 2010 Root Cause Analysis Report (reflects April 2010 data, published May 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 1: Average Response Time to Pre-Order Queries
Submeasure 01.01.01: All Electronic – Address Verification/Dispatch Required - All Electronic

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the system did not provide within time limitations a return query for pre-orders. The aggregate result was 12.26 seconds compared to a benchmark of 6 seconds. EASE processes pre-orders differently than IRES, EASE has several tasks that need to be completed before returning a query.	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. We expect EASE orders to process faster once we have migrated our provisioning systems later in the year from the old Embarq systems.

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 11.01 hours compared to a benchmark of 6 hours.	2Q2009			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders with less rejects now that EASE has been implemented.

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.

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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 14 orders that were non-compliant, 4 or 29% were missed because of system issues, 4 or 29% were due to errors on the orders, 3 or 21% was missed because of work force availability, 2 or 14% were missed because Customer requested different due date, and 1 or 7% was missed because of an issue during installation.	1Q2010			Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner. In addition, assignment is working to improve accuracy of initial assignments.

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 6 orders that were non-complaint all 6 were missed because of provisioning issues having to do with missing information on the service order after it was sent to Network to be completed.	1Q2008			Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner. In addition, assignment is working to improve accuracy of initial assignments.

Measure 18: Average Completion Notice Interval
Submeasure 18.01: All Electronic

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 7 orders non-compliant, all were missed because they were help up in the system before an analyst found them and cleared them for completion.	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.

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EMBARQ

Measure 19: Customer Trouble Report Rate Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
7 – Defective NIU 4 – Defective CA/PR 4 – Fiber Cut 3 – Cable Cut 2 – Central Office Grounding Issues 2 – Missing Jumpers 1 – Damaged Inside Wire	1Q2009			Ongoing	All issues repaired or corrected

FPSC RCA Report –January, 2010