

ORIGINAL



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September 22, 2003

Mrs. Blanca S. Bayó, Director  
Division of the Commission Clerk and  
Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

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RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's September 2003 Root Cause Analysis (RCA) report 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 Sprint, which shall then be published on a monthly basis. This report is for results for the period of May 2003 through July 2003 as published in the June, July and August reports.

A copy of this letter is enclosed. Please stamp it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

*Susan S. Masterton / sah*  
Susan S. Masterton

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cc: Lisa Harvey  
Jerry Hallenstein  
David Rich

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 U.S. mail to all known parties of record this 22<sup>nd</sup> day of September, 2003.

Felicia Banks  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

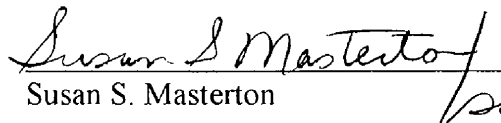
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Susan S. Masterton



## September, 2003 Root Cause Analysis Report (reflects July 2003 data published August 20)

### Florida Public Service Commission

#### Background

If there is noncompliance at the aggregate level in three consecutive months for a given level of disaggregation, Sprint shall provide a report of root cause analysis on a monthly basis. Sprint'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

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
This issue was closed this month; results were compliant. Sprint will continue to monitor results. In some cases, Field Teams were placing loop pre-qualification orders in held status instead of referring them back to the CLEC for additional information.	1Q 2003	3Q 2003	29% of orders	August 2003	The teams that were placing orders in held status were identified. Additional training and review of methods and procedures was provided to these teams to ensure proper handling of these orders. A cross functional team will continue to monitor results to ensure the additional training was effective.

#### Measure 6: Average Jeopardy Notice Interval

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
In some cases, ILEC intervals are longer than CLEC intervals due to advance notice from customers of new construction e.g., new home, trailer, etc. This situation does not occur with the same frequency for CLEC customers, so it only impacts ILEC (Sprint retail) results, which can cause non-parity results. This is not a customer service issue; this is a recurring problem that is inherent to new construction.	2Q 2003	4Q 2003	95% of orders		Investigation is being conducted to evaluate the proper method of handling extended prior notifications by ILEC customers.  A proposed resolution to this issue may include a threshold for long intervals, or excluding new construction orders from this measurement. For example, Sprint would be willing to exclude any (ILEC or CLEC) jeopardy notice interval that exceeds 30 days. DOCUMENT NUMBER-DATE

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**Measure 7: Average Completed Interval**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers.	2Q 2003	4Q 2003	28% of orders		Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date.

**Measure 8: Percent of Orders Completed within Standard Interval**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers.	2Q 2003	4Q 2003	91% of orders		Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date.
Due to bad weather conditions in June and July, trouble tickets were weighed higher and dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders.	3Q 2003	4Q 2003	33% of orders		Steps have been taken to change the default due time to 5:00 PM from 7:00 PM to increase parity for trouble ticket and service order dispatch. The earlier cut-off time allows more service orders to be scheduled for the day, decreasing the amount of service order carryovers for the day. Sprint is monitoring this change and will reassess next month.



Measure 11: Percent of Due Dates Missed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers.	2Q 2003	4Q 2003	48% of orders		Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date.
Due to bad weather conditions in June and July, trouble tickets were weighed higher and dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders.	2Q 2003	4Q 2003	42% of orders		Steps have been taken to change the default due time to 5:00 PM from 7:00 PM to increase parity for trouble ticket and service order dispatch. The earlier cut-off time allows more service orders to be scheduled for the day, decreasing the amount of service order carryovers for the day. Sprint is monitoring this change and will reassess next month
Manual process errors caused some orders not to be completed on the due date. In July, there were two errors for eleven orders. Due to the small volumes of CLEC activity compared to the Sprint retail activity, isolated cases of human entry error impacted compliance.	3Q 2003	4Q 2003	18% of orders		Specific examples were provided to process owners for coaching and corrective action.

Measure 17a: Percentage of Troubles within 5 Days of New Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Troubles are being reported on some non-dispatched orders. Non-dispatchable orders flow through provisioning systems automatically and are completed with no indication of any trouble condition until a customer calls. For example, there may be a disconnected jumper at the site. In these situations, the CLEC will contact Sprint to report a trouble.	2Q 2003	4Q 2003	78% of troubles		Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data is being accumulated to identify actionable causes for troubles. Corrective actions will be implemented as appropriate. Sprint is also investigating potential ideas for ameliorating the impact of small CLEC volumes in cases where low CLEC ticket volume may decrease the effectiveness of the statistical parity comparisons.



**Measure 18: Average Completion Notice Interval**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Errors in CLAS (Customer Loop Assignment System) are causing orders to fail completion. The specific error is associated with orders linked to plant (cable / pair) rearrangements. This is a benchmark measurement and these orders failed to meet the 24-hour objective.	1Q 2003	4Q 2003	3% of orders		A system enhancement implemented in September 2003 to ARC (Automated Routing and Completion) identifies orders with this type of error and completes them. October results will be analyzed to assess the impact of this enhancement.
ARC (Automated Routing Completion) is sending completion notification for inward orders to SOE (Service Order Entry) faster than SOE can register the related outward order as completed. This causes an error and the inward orders can not be completed in SOE.	1Q 2003	4Q 2003	9% of orders		A system enhancement to ARC (Automated Routing and Completion) was made in July 2003. This enhancement identifies orders with this type of error and completes them. August results will be analyzed to assess the impact of this enhancement.
Some Sprint technicians have delayed uploading tasks into their handheld device within the 20-minute objective. This is a benchmark measurement and these orders failed to meet the 20-minute objective.	3Q 2003	4Q 2003	5% of orders		Specific examples have been sent to the Field Management Team for corrective action. A report is also being developed that will capture information daily so that any issues can be addressed with the technicians in a more timely basis. Estimated completion of this report is expected in September 2003.
Multiple system outages caused delays in order completion. This is a benchmark measurement and these orders failed to meet the 20-minute objective.	3Q 2003	4Q 2003	90% of orders		System owners analyzed outages to determine root causes and are developing improvement plans to prevent future system outages.
Some orders fail completion in IRES (Integrated Request Entry System) because there is no service order number on the PON (purchase order number) so the PON doesn't close correctly. Service order numbers must be manually added to PONs in this situation, which delays the completion notification process.	3Q 2003	4Q 2003	9% of orders		Specific examples of orders were sent to supervisors for coaching and corrective action.
SOE (Service Order Entry) orders associated with NIBS (National Integrated Business Services) orders aren't getting completed the same time as NIBS orders. This is a benchmark measurement and these orders failed to meet the 24-hour objective.	3Q 2003	4Q 2003	3% of orders		A system enhancement was implemented August 2003 in ARC to automate the closing of SOE orders associated with NIBS orders.



**Measure 19: Customer Trouble Report Rate**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Troubles are being reported on some non-dispatched orders. Non-dispatchable orders flow through provisioning systems automatically and are completed with no indication of any trouble condition until a customer calls. For example there may be a disconnected jumper at the site. In these situations, the CLEC will contact Sprint to report a trouble.	2Q 2003	4Q 2003	80% of trouble tickets		Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data is being accumulated to identify actionable causes for troubles. Corrective actions will be implemented as appropriate. Sprint is also investigating potential ideas for ameliorating the impact of small CLEC volumes in cases where low CLEC ticket volume may decrease the effectiveness of the statistical parity comparisons.
A lawn maintenance company accidentally damaged a buried telephone line while digging. This produced multiple trouble tickets.	3Q 2003	3Q 2003	27% of trouble tickets		This was an isolated incident not requiring an improvement plan.

**Measure 20: Percentage of Customer Trouble not Resolved within Estimated Time**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Unusually high workload related to weather caused some troubles to be carried over past the original commitment time.	2Q 2003	4Q 2003	78% of trouble tickets		Changes to systems, processes and procedures to reduce carrying over CLEC tasks are being investigated and corrective actions will be implemented, as appropriate.