ORIGINAL

Sprint

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February 23, 2004

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 February 2004 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 October 2003 through December 2003 as published in the November, December and January 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

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Enclosures

cc: **Lisa Harvey**
Jerry Hallenstein
David Rich

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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 23rd day of February, 2004.

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Susan S. Masterton

Sprint.

February 2004 Root Cause Analysis Report (reflects December 2003 data published January 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 2: Average FOC Notice Interval
Submeasure 2.03.01: Electronic/Manual Mix – Residential POTS

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC project orders which require more manual intervention. For example, a large CLEC is converting from one product type to another.	4Q 2003	2Q 2004	TBD		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. A new Resource Management Tool was completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate.

Measure 2: Average FOC Notice Interval
Submeasure 2.03.02: Electronic/Manual Mix – Business POTS

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC project orders which require more manual intervention. For example, a large CLEC is converting from one product type to another.	3Q 2003	2Q 2004	TBD		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. A new Resource Management Tool was completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate.

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Measure 2: Average FOC Notice Interval Submeasure 2.03.101: Electronic/Manual Mix – UNE Loops – xDSL Provisioned					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint is experiencing an increase in CLEC project orders which require more manual intervention. For example, a large CLEC is converting from one product type to another.	3Q 2003	2Q 2004	TBD		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. A new Resource Management Tool was completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate.

Measure 2: Average FOC Notice Interval Submeasure 2.03.11: Electronic/Manual Mix – UNE Loops – Non Designed					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint is experiencing an increase in CLEC project orders which require more manual intervention. For example, a large CLEC is converting from one product type to another.	4Q 2003	2Q 2004	TBD		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. A new Resource Management Tool was completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate.

Measure 3: Average Reject Notice Interval Submeasure 3.03.02.01: Electronic/Manual Mix – Content Errors – Resale Orders					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint is experiencing an increase in CLEC project orders which require more manual intervention. For example, a large CLEC is converting from one product type to another.	3Q 2003	2Q 2004	TBD		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. A new Resource Management Tool was completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate.

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Measure 3: Average Reject Notice Interval Submeasure 3.03.02.02: Electronic/Manual Mix – Content Errors – UNE Loops and Ports					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint is experiencing an increase in CLEC project orders which require more manual intervention. For example, a large CLEC is converting from one product type to another.	4Q 2003	2Q 2004	TBD		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. A new Resource Management Tool was completely implemented in January 2004. Sprint is analyzing historical data to determine scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate.

Measure 6: Average Jeopardy Notice Interval Submeasure 6.01.02: Residential POTS – Installation					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Keying errors by service center representatives are causing an increase in the interval for ILEC jeopardized orders. Examples of keying errors include using incorrect dates, data entry, etc.	4Q 2003	1Q 2004	Less than 1% of jeopardized ILEC orders		The errors were sent to the appropriate supervisors for coaching purposes.

Measure 7: Average Completed Interval Submeasure 7.01.02: Residential POTS – No Field Work					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Cause analysis is ongoing. One cause that has already been identified as a contributor to shorter ILEC intervals is "no physical work" orders. These orders yield short ILEC intervals.	3Q 2003	TBD	TBD		The lack of "no physical work" orders for CLEC results is inherent to the business. For example: a "no physical work" order is a "change of ownership" in which a Sprint retail customer calls Sprint and requests a change to the person billed for service (for example, when one roommate transfers the bill to another roommate's name). If a CLEC customer called a CLEC with the same request, the CLEC would handle this internally and would not submit an order to Sprint on their customer's behalf. A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals.

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Measure 7: Average Completed Interval
Submeasure 7.11.01: UNE Loops Non-Designed – Field Work

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	1Q 2004	70-80% 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 7: Average Completed Interval
Submeasure 7.131.02: UNE Platform – No Field Work

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Cause analysis is ongoing. One cause that has already been identified as a contributor to shorter ILEC intervals is "no physical work" orders. These orders yield short ILEC intervals.	3Q 2003	TBD	TBD		The lack of "no physical work" orders for CLEC results is inherent to the business. For example: a "no physical work" order is a "change of ownership" in which a Sprint retail customer calls Sprint and requests a change to the person billed for service (for example, when one roommate transfers the bill to another roommate's name). If a CLEC customer called a CLEC with the same request, the CLEC would handle this internally and would not submit an order to Sprint on their customer's behalf. A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals.

Measure 8: Percent Completed Within Standard Interval
Submeasure 8.101: UNE Loops x-DSL Provisioned

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.	4Q 2003	1Q 2004	70-80% 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.

Unusually high workload related to weather caused an increase in the number of trouble tickets and were dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders.	3Q 2003	1Q 2004	10-20% 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.

Measure 11: Percent of Due Dates Missed
Submeasure 11.101.01: UNE Loops x-DSL Provisioned – Field Work

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	1Q 2004	30-40% 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.
Unusually high workload related to weather increased the volume of trouble tickets. Trouble tickets are weighed higher and dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders	3Q 2003	1Q 2004	50-60% 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.

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
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	1Q 2004	60-70% 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.
Unusually high workload related to weather increased the volume of trouble tickets worked each month. Trouble tickets are weighed higher and dispatched first, causing an increase in service order carryovers. This impacted both ILEC and CLEC service orders.	3Q 2003	1Q 2004	20-30% 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.

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Measure 17a: Percentage Troubles in 5 Days for New Orders
Submeasure 17a.01: Residential POTS

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 automatically flow through provisioning systems 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.	4Q 2003	4Q 2004	85-95% 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.

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

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
A communication issue between ARC (Automatic Routing System) and SOE (Service Order Entry) caused orders to fail completion.	4Q 2003	1Q 2004	20-30% of orders	1/31/04	A code change is planned for ARC in January, 2004 to attempt completion more than once.
When CIRAS (Circuit Administration System) orders are completed beyond the due date, SOE (Service Order Entry) due dates are not being revised to match the completion date of CIRAS orders.	4Q 2003	1Q 2004	5-10% of orders		A new process will be implemented in 1Q 2004 to revise due dates for SOE orders when CIRAS orders are completed beyond the due date.
Multiple system outages caused delays in order completion.	3Q 2003	4Q 2003	10-20% of orders	1/31/04	System owners analyzed outages to determine root causes and developed improvement plans to prevent future system outages. Root cause analysis indicates a significant improvement since the development of these plans.
Some Sprint technicians have delayed uploading tasks into their handheld device after completion. This does not delay order completion but it does delay the completion notification.	3Q 2003	4Q 2003	20-30% 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.

Measure 19: Customer Trouble Report Rate
Submeasure 19.01: Residential POTS

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 automatically flow through provisioning systems 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	1Q 2004	70-80% of trouble tickets		Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data was accumulated to identify causes for troubles and provided to the field teams for appropriate corrective action plans. Sprint is doing additional analysis to target specific problem areas.

Measure 19: Customer Trouble Report Rate
Submeasure 19.147: EELS

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Lines were impacted by miscellaneous maintenance issues related to High-Bit-Rate Digital Subscriber Line (HDSL) equipment failure and ONEAC (brand name of lightning protector device) protectors on Central Offices for lightning.	3Q 2003	4Q 2004	50-60% of trouble tickets		There is currently a process in place to replace all HDSL units when there is an outage affecting one. The same applies to ONEAC protectors on Central Offices for lightning protection. They were replaced as the old protectors fail. Sprint continues to investigate maintenance issues and resolve them as they occur.

Measure 20: Percentage of Customer Trouble Not Resolved Within Estimated Time
Submeasure 20.11.01: UNE Loops Non-Designed - Dispatched

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. This had a greater impact on CLEC results than on ILEC results.	2Q 2003	1Q 2004	85-95% 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.

Measure 21: Average Time to Restore
Submeasure 21.11.02: UNE Loops – Non-designed – No Dispatch

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
There was major outage caused by a fire at a power company transformer that damaged a fiber cable. Consequently, numerous trouble tickets were submitted including two that exceeded the commit time by 50 hours.	4Q 2003	1Q 2004	40% of trouble tickets		Sprint is reviewing its field operations process for damaged fiber cables in order to improve the outage resolution timeframe.