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April 22, 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

RE: Docket No. 000121B-TP

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APR 22 PM 4:35  
COMMISSION  
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Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's April 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 December 2003 through February 2004 as published in the January, February and March 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

Enclosures

cc: Lisa Harvey  
Jerry Hallenstein  
David Rich

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM S \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
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DOCUMENT NUMBER-DATE

04802 APR 22 04

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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 April, 2004.

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

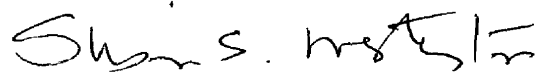
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Susan S. Masterton



# April 2004 Root Cause Analysis Report (reflects February 2004 data published March 20)

## Florida Public Service Commission

### Background

If there is non-compliance 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	3Q 2004	30-40%		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>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.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.</p>

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.	2Q 2004	3Q 2004	30-40%		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>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.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.</p>

DOCUMENT NUMBER DATE

04802 APR 22 8



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	3Q 2004	30-40 %		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>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.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.</p>

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.	4Q 2003	3Q 2004	30-40 %		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>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.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.</p>

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	3Q 2004	30-40 %		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>A new Resource Management Tool was completely implemented in January 2004. Sprint is analyzing historical data to determine</p>



					<p>scheduling needs and constraints. Once this process is completed, Sprint will make changes to improve cycle time as appropriate.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.</p>
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<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 3.03.02.02: Electronic/Manual Mix – Content Errors – UNE Loops and Ports</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>
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	3Q 2004	30-40 %		<p>Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.</p> <p>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.</p> <p>Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.</p>

<b>Measure 6: Average Jeopardy Notice Interval</b>					
<b>Submeasure 6.01.02: Residential POTS – Installation</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>
<p>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.</p> <p>An ILEC order had a keying error (Jeopardy Notice Installation date) that created a 252-day interval. This caused the ILEC interval to appear much longer when compared to the CLEC interval.</p> <p>In February, an ILEC order had a keying error (Jeopardy Notice Installation date) that created a 756-day interval. This caused the ILEC interval to appear much longer when compared to the CLEC interval.</p>	4Q 2003	3Q 2004	Less than 1% of jeopardized ILEC orders		The errors were sent to the appropriate supervisors for coaching and counseling 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		<p>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.</p> <p>A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals.</p> <p>Sprint is in the process of implementing a system change to exclude orders for feature only changes which pertain to access line/feature bundle services (no net gain of an access line). This change is expected to balance the CLEC and ILEC intervals.</p>

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	2Q 2004	40-50% of days		<p>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.</p> <p>Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005.</p>
An order had keying error in the year of the application date that created a 254-day interval.	1Q 2004	2Q 2004	50% of days		The error was sent to the appropriate supervisors for coaching and counseling purposes.



Measure 7: Average Completed Interval					
Submeasure 7.101.01: UNE Loops xDSL 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.	1Q 2004	2Q 2004	40-50% of days		<p>M&amp;Ps (Methods and Procedures) have been written for most of the impacted systems (Marconi, AFC/UMC 1000, LITESPAN etc) Winter Park/Winter Garden Facility Assignors have been trained and several M&amp;Ps are loaded to the NSL.</p> <p>The Winter Park District has (8) remote sites loaded and ready for TSI deployment. (24) sites are being loaded and should be ready for deployment by 2/27/04.</p> <p>The Winter Garden/Kissimmee area will have (6) remote sites loaded for TSI Technology use by 2/13/04. (10) additional sites are being evaluated and will have an update by 2/27/04.</p>

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		<p>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.</p> <p>A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals.</p> <p>Sprint is in the process of implementing a system change to exclude orders for feature only changes which pertain to access line/feature bundle services (no net gain of an access line). This change is expected to balance the CLEC and ILEC intervals.</p>



<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.101.01: UNE Loops x-DSL Provisioned – Field Work</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>
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	2Q 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.  Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005.
One technician group is unnecessarily referring some orders back for dispatch to a different technician team on the due date.	2Q 2004	2Q 2004	30-40% of orders		Sprint is standardizing the referral process to avoid unnecessary referrals.

<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.11.01: UNE Loops Non-Designed – Field Work</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>
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	2Q 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.  Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005.
An unexpected spike in the workload caused orders to be carried over.	1Q 2004	2Q 2004	10-20% of orders		This is expected to be a temporary condition. The results are improving for February 2004.





**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 18.03: Electronic Manual/Mix**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Some orders with errors are not being cleared within the objective because they require manual intervention.	1Q 2004	2Q 2004	40-50% of orders		Sprint added service center representatives to augment its staff to process CLEC orders. The new group of representatives should be fully operational within six months.
Some orders with porting indicators fail completion.	1Q 2004	1Q 2004	10-20% of orders	2Q 2004	Sprint implemented a process change to eliminate issues with these orders. The change went into effect 2-16-04.
Some orders with specific errors fail completion (These errors apply to orders when Sprint must rearrange facilities for an existing customer prior to providing service to a new customer).  CLAS are being used for purposes other than assigning orders. Such as information gathering and analysis.	1Q 2004	2Q 2004	5-10% of orders		Sprint implemented changes to several tables within the ARC (Automated Routing Completion) system to minimize failures.  Sprint is performing a study of these errors and will inform the appropriate Centers.

**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	2Q 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 19.11: UNE Loops Non-designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is erroneously including trouble tickets with records orders in this submeasure.	1Q 2004	3Q 2004	33% of orders		Sprint has submitted a system modification to exclude trouble tickets with records orders from this submeasure.

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
An unexpected spike in the workload caused orders to be carried over.	1Q 2004	2Q 2004	20-30% of orders		An enhancement to Sprint's scheduling system was implemented in mid-December 2003. Root cause analysis performed in the month of February found that entry errors and misunderstanding of the functionality of the enhancement caused an overstatement of resources, which in turn, caused an overbooking of tasks. Sprint plans to complete the audit and corrections by the end of March.

Measure 39: E911 MS Database Update Interval					
Submeasure 39.02: Direct Gateway Input					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is erroneously including CLEC caused errors in this submeasure.	2Q 2004	3Q2004	TBD		Sprint has submitted a system modification to appropriately remove CLEC caused errors from this submeasure.