

ORIGINAL



Susan S. Masterton  
Attorney

Law/External Affairs  
FTLHQ0103  
1313 Blair Stone Rd.  
Tallahassee, FL 32301  
Voice 850 599 1560  
Fax 850 878 0777  
susan.masterton@mail.sprint.com

October 21, 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 October 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 June 2004 through August 2004 as published in the July, August and September 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

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
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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 21<sup>st</sup> day of October, 2004.**

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

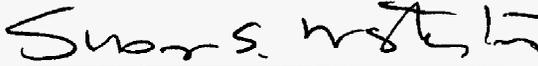
**AT&T (GA)  
Virginia C. Tate/Lisa A. Riley  
1200 Peachtree St., NE  
Suite 8100  
Atlanta, GA 30309**

**Florida Cable Telecommunications Assoc., Inc.  
Michael A. Gross  
246 E. 6<sup>th</sup> Avenue, Suite 100  
Tallahassee, FL 32303**

**AT&T Communications of the Southern States, Inc.  
Tracy Hatch  
101 North Monroe Street, Suite 700  
Tallahassee, FL 32301-1549**

**Pennington Law Firm  
Peter Dunbar/Karen Camechis  
P.O. Box 10095  
Tallahassee, FL 32301**

**Time Warner Telecom of Florida, L.P.  
Ms. Carolyn Marek  
Time Warner Telecom  
233 Bramerton Court  
Franklin, TN 37069-4002**

  
Susan S. Masterton  
Susan S. Masterton



# October 2004 Root Cause Analysis Report (reflects August 2004 data published September 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 2.01.02: All Electronic - Business POTS					
Description of Issue		Improvement	Estimated Impact	End Date	Improvement Plan
Sprint is experiencing an increase in CLEC project orders (see definition below) which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.	4Q 2003	2Q 2005 3Q 2004	30-40% of orders		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> <li>Sprint established a group of dedicated employees to handle complex orders which require manual intervention</li> </ul>

Measure 2: Average FOC Notice Interval					
Submeasure 2.01.131: All Electronic - UNE Platform					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint's ordering system processes the manual re-queuing of the order as an electronic order when it should be an electronic/manual mix order. For instance, if an order is received by Sprint's ordering center in error and the analyst corrects the error, the analyst resubmits (original date and time are not impacted) the order so that the system can systematically complete a firm order confirmation notice to the customer.	3Q 2004	4Q 2004			A system enhancement request was submitted to appropriately include any order manually entered into the queue by an analyst in the electronic/manual mix submeasure. The request is in the level of effort stage; future updates will include the projected improvement dates and estimated impacts.

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Measure 2: Average FOC Notice Interval					
Submeasure 2.01.16: All Electronic – LNP					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint's ordering system processes the manual re-queuing of the order as an electronic order when it should be an electronic/manual mix order. For instance, if an order is received by Sprint's ordering center in error and the analyst corrects the error, the analyst resubmits (original date and time are not impacted) the order so that the system can systematically complete a firm order confirmation notice to the customer.	2Q 2004	4Q 2004	TBD		A system enhancement request was submitted to appropriately include any order manually entered into the queue by an analyst in the electronic/manual mix submeasure. The request is in the level of effort stage; future updates will include the projected improvement dates and estimated impacts.

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. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.	4Q 2003	2Q 2005 3Q 2004	30-40% of orders		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> <li>Sprint established a group of dedicated employees to handle complex orders which require manual intervention</li> </ul>

Measure 2: Average FOC Notice Interval					
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. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.	2Q 2004	2Q 2005 3Q 2004	30-40% of orders		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> <li>Sprint established a group of dedicated employees to handle complex orders which require manual intervention</li> </ul>

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. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.	4Q 2003	2Q 2005 3Q 2004	30-40% of orders		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> <li>Sprint established a group of dedicated employees to handle complex orders which require manual intervention</li> </ul>
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or

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. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.	4Q 2003	2Q 2005 3Q 2004	30-40% of orders		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> <li>Sprint established a group of dedicated employees to handle complex orders which require manual intervention</li> </ul>

**Measure 2: Average FOC Notice Interval**  
**Submeasure 2.03.131 Electronic/Manual Mix – UNE Platform**

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. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.	2Q 2004	2Q 2005 3Q 2004	30-40% of orders		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> <li>Sprint established a group of dedicated employees to handle complex orders which require manual intervention</li> </ul>

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Compliance has been impacted due to the complexity and manual intervention required for these types of orders.	3Q 2004	4Q 2004	30-40% of orders		Sprint has designated specific order assigners to handle these types of orders.



**Measure 3: Average Reject Notice Interval**

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. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.	3Q 2003	2Q 2005 <del>3Q 2004</del>	30-40% of orders		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> <li>Sprint established a group of dedicated employees to handle complex orders which require manual intervention</li> </ul>

**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. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.	4Q 2003	2Q 2005 <del>3Q 2004</del>	30-40% of orders		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> <li>Sprint established a group of dedicated employees to handle complex orders which require manual intervention</li> </ul>

**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	4Q 2004 <del>2Q 2004</del>	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.



High order volumes have caused a backlog of orders in the NEAC. This has resulted in extended intervals due to the manual completion of orders.	3Q 2003	2Q 2005	TBD		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders such as, CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> </ul>
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Measure 7: Average Completed Interval					
Submeasure 7.02.02: Business POTS – No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
High order volumes have caused a backlog of orders in the NEAC. This has resulted in extended intervals due to the manual completion of orders.	3Q 2003	2Q 2005	TBD		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders such as, CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> </ul>

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	4Q 2004 2Q 2004	70-80% of days 50-60% of days 40-50% of days 60-70% of days 40-50% of days		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.
Severe summer storms caused orders to be carried over.	3Q 2004	3Q 2004	5-10% of days 10-20% of days		This is a seasonal issue that will be resolved as weather conditions improve.

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 2004 <del>2Q 2004</del>	60-70% of days 70-80% of days 50-60% of days 90-100% of days 10-20% of days 60-70% of days		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.
A representative generated corrective order using the incorrect process created a 56-day interval.	3Q 2004	3Q 2004	10-20% of orders	August, 2004	This order was referred to the supervisor for corrective action.

**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	4Q 2004 TBD	TBD		The lacks of “no physical work” orders for CLEC results are 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.
High volumes of complex orders have caused a backlog of orders in the NEAC. This has resulted in extended intervals due to the manual completion of orders.	3Q 2003	2Q 2005	TBD		The action plan includes the following: <ul style="list-style-type: none"> <li>Automation of complex orders such as, CLEC-to-CLEC conversions</li> <li>Representatives are working overtime Monday through Saturday</li> </ul>

**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	2Q 2003	4Q 2004 <del>2Q 2004</del>	30-40% of orders <del>20-30% of</del>		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.



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.			orders 30-40% of orders 40-50% of orders 20-30% of orders orders 30-40% of orders		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
Severe summer storms caused orders to be carried over.	2Q 2004	3Q 2004	30-40% of orders 40-50% of orders 20-30% of orders orders 10-20% of orders		This is a seasonal issue that should be resolved as weather conditions improve.

**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	4Q 2004 2Q 2004	40-50% of orders 60-70% of orders 30-40% of orders 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.
Severe summer storms caused orders to be carried over.	3Q 2004	3Q 2004	20-30% of orders		This is a seasonal issue that should be resolved as weather conditions improve.

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Representative errors due to inaccurate and incomplete information are causing missed due dates	3Q 2003	4Q 2004	70-80% of orders		Order examples were sent to the appropriate centers for corrective action as well as coaching and counseling.



**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	70-80% of trouble tickets 80-90% of trouble tickets 85-95% of trouble tickets		<p>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.</p> <p>Sprint implemented a process to automate ticket submission to technicians via a hand held device. However, some orders were not getting to the Central Office technicians via the hand held device. ARC (Automated Routing Completion) was inadvertently closing some orders. The non-worked orders caused Sprint to experience an increase in trouble activity. These orders were all sent via printers in the last week of April until the hand held devices could be fixed.</p> <p>Sprint is in the process of identifying wire centers where chronic non-compliance exists. Once a wire center is deemed 'chronic', which includes per 100 and repeats (mostly cleared to outside plant or high level disposition for facilities), Sprint plans to upgrade those facilities.</p> <p>Sprint is also performing refresher training in the districts to improve accuracy of closing troubles related to defective/deteriorated cable.</p> <p>A new defective cable program will be implemented in 2005.</p>

**Measure 17a: Percentage Troubles in 5 Days for New Orders**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The addition of vendor contractors due to the Hurricane Charley and Frances clean up efforts resulted in instances of incorrect coding and service orders not being worked correctly.	3Q 2004	4Q 2004			Supplemental training was provided to technicians and their Supervisors to decrease the amount of errors caused by this issue. It is expected that this submeasure will improve as things return to normal.



Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Technicians are not uploading tasks upon completion within the 20-minute objective.	3Q 2004	4Q 2004	30-40% of orders 40-50% of orders		Technician information was sent to the Administrative Managers for corrective action.
Representative errors caused orders to fail completion on the due date.	3Q 2004	4Q 2004	10-20% of orders		Order examples were sent to the appropriate centers for corrective action as well as coaching and counseling.
Representatives failed to re-due date SOE orders associated with CIRAS orders when CIRAS orders were completed after the due date.	3Q 2004	4Q 2004	10-20% of orders		Order examples were sent to the appropriate centers for corrective action as well as coaching and counseling.

**Measure 18: Average Completion Notice Interval**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Service center workload is shifting to order types which require additional manual intervention. This is preventing the clearing of errors on orders prior to the due date.	3Q 2004	1Q 2005	80-90% of orders <del>70-80% of orders</del> <del>80-90% of orders</del>		Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management.
Due to a keyword issue, orders with 10-digit triggers are not completed on the due date.	3Q 2004	3Q 2004	1-10% of orders	August 2004	A new process was implemented in August 2004. If an order has a specific keyword related to 10-digit trigger, the order will be automatically completed.

**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
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 2004	2Q 2005 <del>3Q 2004</del>	50-60% of trouble tickets		<p>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.</p> <p>Sprint implemented a process to automate ticket submission to technicians via a hand held device. However, some orders were not getting to the Central Office technicians via the hand held device. ARC (Automated Routing Completion) was inadvertently closing some orders. The non-worked orders caused Sprint to experience an</p>



					<p>increase in trouble activity. These orders were all sent via printers in the last week of April until the hand held devices could be fixed.</p> <p>Sprint is in the process of identifying chronic wire centers. Once a wire center is deemed 'chronic', which includes per 100 and repeats (mostly cleared to outside plant or high level disposition for facilities), Sprint plans to upgrade those facilities.</p> <p>Sprint is also performing refresher training in the districts to improve accuracy of closing troubles related to defective/deteriorated cable.</p> <p>A new defective cable program will be implemented in 2005.</p>
A major outage occurred due to the failure of an older model pair gain device.	3Q 2004	3Q 2004	40-50% of trouble tickets	August 2004	Sprint reset the breaker on the pair gain device to restore service.

<b>Measure 19: Customer Trouble Report Rate</b>					
<b>Submeasure 19.147: EELS</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Several issues impacting compliance are related to defective equipment, lightning damage, cable issues, and Sprint employee error.	3Q 2004	1Q 2005	20% of trouble tickets		<p>Equipment and infrastructure maintenance issues continue to be a company-wide priority. It is standard Sprint policy to repair or replace properties identified as sub-standard whenever appropriate. However, many network outages can not be determined until they occur on an individual basis as opposed to an overall network problem. Sprint has been replacing older equipment with new HDSL equipment as a nation-wide initiative.</p> <p>Employee caused errors are addressed on an individual coaching and counseling level.</p>

<b>Measure 20: Percentage of Customer Trouble Not Resolved Within Estimated Time</b>					
<b>Submeasure 20.101.01: Residential POTS - Dispatch</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Heavy workload due to severe weather caused missed commits.	3Q 2004	4Q 2004	70-80% of trouble tickets		This is a seasonal issue that should be resolved as weather conditions improve.



<b>Measure 21: Average Time to Restore</b>					
<b>Submeasure 21.11.01: UNE Loops – Non-Designed - Dispatch</b>					
<b>Description of Issue</b>	<b>Date</b>	<b>Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Heavy workload due to severe weather caused missed commits.	3Q 2004	4Q 2004	40-50% of trouble tickets		This is a seasonal issue that should be resolved as weather conditions improve.
Cable cuts and damage outside of Sprint's control caused missed commits.	3Q 2004	4Q 2004	10-20% of trouble tickets		Last year the Winter Garden District team sponsored meetings with county officials and local law enforcement to encourage them to enforce the Sunshine law (Chapter 556, Florida Statutes Underground Facility Damage Prevention and Safety Act) to control unnecessary facilities damages. As a result of these meetings, Orange County has taken a proactive approach by paying off-duty officers to check excavators for legitimate locate tickets. If they don't have such tickets, a \$250 fine is levied along with a citation. The fines are considered revenue for the issuing agency.
Deterioration and corrosion of facilities caused missed commitments.	3Q 2004	2Q 2005	10-20% of trouble tickets		A new defective cable program will be implemented in 2005.

<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>
Non-compliance is attributed to failed migrate records.  <b>Definition of Migrate Records:</b> A transaction record sent to the E911 database by the recipient company which failed to process because the E911 record is still locked to the previous company.	3Q 2004	TBD	TBD		In a future review of the performance measurement plan, Sprint recommends the elimination or disaggregation of migrate records into a different submeasure.  Sprint will be urging the CLECs be more responsive with releasing information to enable Sprint to meet the benchmark.

<b>Measure 44: Center Responsiveness</b>					
<b>Submeasure 44.01: Ordering Center</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>
Due to increases in 2004 CLEC order volumes and significant manual order intervention, more resources were required to process orders. This resulted in an increase in call answer times.	3Q 2004	4Q 2004	TBD		Sprint has contacted the CLECs with the highest percentage of call volumes to discuss how CLECs can help improve the ordering process. This is expected to decrease the amount of calls coming into the service centers and also decrease the current response time. Analysis indicates that about 35-45% of the calls that come into the center are for information the CLECs are able to view online in IRES.