ORIGINAL

Sprint

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March 21, 2005

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

Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's March 2005 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 November 2004 through January 2005 as published in the December, January and February 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 ____
RCA ____
SCR ____
SEC 1
OTH ____

## 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 21st day of March, 2005.

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Susan S. Masterton

Sprint

# March 2005 Root Cause Analysis Report (reflects January 2005 data published February 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.

* **Definition of Project Orders**: Service requests that exceed the line size and/or level of complexity that would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.

**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 includes some manually handled orders in the All Electronic submeasure when they should be included in the Electronic/Manual Mix submeasure. The manual efforts are causing Sprint to miss the benchmark for the All Electronic submeasure.<br><br>Sprint continues to experience an increase in order volumes. December order volumes were up 22.8% from 2003. | 2Q 2004 | 2Q2005<br>~~1Q 2005~~<br>~~4Q 2004~~ | TBD | | A system enhancement was implemented in February 2005 to appropriately include all manually handled orders into the Electronic/Manual Mix submeasure. This enhancement will allow 70% - 80% of the orders previously included in the All Electronic submeasure to be appropriately included in the Electronic/Manual Mix submeasure. Due to slow response times in the Integrated Request Entry System (IRES) and other system issues, the benefits of this enhancement may not be realized until April 2005.<br><br>Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. |

**Measure 2: Average FOC Notice Interval**

| | Date | Improvement | Impact | Date | |
|---|---|---|---|---|---|
| Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions.<br><br>Sprint continues to experience an increase in order | 4Q 2003 | 2Q2005<br>~~3Q 2004~~ | 30-40% of orders | | The action plan includes the following:<br>• Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. This enhancement was implemented on 2/26/05. Sprint |

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| volumes. December order volumes were up 22.8% from 2003. | | | | | expects to experience improvements in March 2005 provided there are no system issues.<br>• Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.<br><br>Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. |
| Integrated Request Entry System (IRES) experienced downtime and slow response times during the month causing delays in order assignment and processing. | | 3Q 2005 | TBD | | Sprint established an IRES improvement team to address system issues. The IRES downtime issues were resolved in February with hardware upgrades and the slow response times have significantly improved. The team will continue working to resolve the open issues to further improve slow response times. Sprint expects to resolve the issues causing slow response times in the third quarter of 2005. |

**Measure 2: Average FOC Notice Interval**
**Submeasure 2.03.02: Electronic/Manual Mix – Busin ss POTS**

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions.<br><br>Sprint continues to experience an increase in order volumes. December order volumes were up 22.8% from 2003. | 2Q 2004 | 2Q 2005<br>~~3Q 2004~~ | 30-40% of orders | | The action plan includes the following:<br>• Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in March 2005 provided there are no system issues.<br>• Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.<br><br>Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. |
| Integrated Request Entry System (IRES) experienced downtime and slow response times during the month causing delays in order assignment and processing. | | 3Q2005 | TBD | | Sprint established an IRES improvement team to address system issues. The IRES downtime issues were resolved in February with hardware upgrades and the slow response times have significantly |

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| | | | | | improved. The team will continue working to resolve the open issues to further improve slow response times. Sprint expects to resolve the issues causing slow response times in the third quarter of 2005. |

**Measure 2: Average FOC Notice Interval**
**Submeasure 2.03.101: Electronic/Manual Mix - UNE l oops xDS , Provisioned**

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions.<br><br>Sprint continues to experience an increase in order volumes. December order volumes were up 22.8% from 2003. | 4Q 2003 | 2Q 2005<br>~~3Q 2004~~ | 30-40%of orders | | The action plan includes the following:<br>• Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in March 2005 provided there are no system issues.<br>• Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.<br><br>Sprint is performing analysis to determine how to assign and work he orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. |
| Integrated Request Entry System (IRES) experienced downtime and slow response times during the month causing delays in order assignment and processing. | | 3Q 2005 | TBD | | Sprint established an IRES improvement team to address system issues. The IRES downtime issues were resolved in February with hardware upgrades and the slow response times have significantly improved. The team will continue working to resolve the open issues to further improve slow response times. Sprint expects to resolve the issues causing slow response times in the third quarter of 2005. |

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions. | 4Q 2003 | 2Q 2005<br>~~3Q 2004~~ | 30-40% of orders | | The action plan includes the following:<br>• Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in March |

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| Sprint continues to experience an increase in order volumes. December order volumes were up 22.8% from 2003. | | | | | 2005 provided there are no system issues.<br>• Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention<br><br>Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. |
| Integrated Request Entry System (IRES) experienced downtime and slow response times during the month causing delays in order assignment and processing. | | 3Q 2005 | TBD | | Sprint established an IRES improvement team to address system issues. The IRES downtime issues were resolved in February with hardware upgrades and the slow response times have significantly improved. The team will continue working to resolve the open issues to further improve slow response times. Sprint expects to resolve the issues causing slow response times in the third quarter of 2005. |

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

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Sprint is experiencing an increase in orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions.<br><br>Sprint continues to experience an increase in order volumes. December order volumes were up 22.8% from 2003. | 2Q 2004 | 2Q 2005<br>~~3Q 2004~~ | 30-40% of orders | | The action plan includes the following:<br>• Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in March 2005 provided there are no system issues.<br>• Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention<br><br>Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. |
| Integrated Request Entry System (IRES) experienced downtime and slow response times during the month causing delays in order assignment and processing. | | 2Q 2005 | TBD | | Sprint established an IRES improvement team to address system issues. The IRES downtime issues were resolved in February with hardware upgrades and the slow response times have significantly improved. The team will continue working to resolve the open |

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| | | | | | issues to further improve slow response times. Sprint expects to resolve the issues causing slow response times in the third quarter of 2005. |

**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 orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions.<br><br>Sprint continues to experience an increase in order volumes. December order volumes were up 22.8% from 2003. | 3Q 2003 | 2Q 2005<br>~~3Q 2004~~ | 30-40% of orders | | The action plan includes the following:<br>• Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in March 2005 provided there are no system issues.<br>• Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention<br><br>Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. |
| Integrated Request Entry System (IRES) experienced downtime and slow response times during the month causing delays in order assignment and processing. | | 2Q 2005 | TBD | | Sprint established an IRES improvement team to address system issues. The IRES downtime issues were resolved in February with hardware upgrades and the slow response times have significantly improved. The team will continue working to resolve the open issues to further improve slow response times. Sprint expects to resolve the issues causing slow response times in the third quarter of 2005. |

**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 orders that require manual intervention by ordering center associates. Examples of these orders in include large projects and CLEC-to-CLEC conversions.<br><br>Sprint continues to experience an increase in order | 4Q 2003 | 2Q 2005<br>~~3Q 2004~~ | 30-40% of orders | | The action plan includes the following:<br>• Automation of complex orders, such as CLEC-to-CLEC conversions is scheduled to be implemented in February 2005. This project will help automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in March 2005 |

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| volumes, which are up 11% in 2004<br><br>Sprint continues to experience an increase in order volumes. December order volumes were up 22.8% from 2003. | | | | | provided there are no system issues.<br>• Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention<br><br>Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. The National Exchange Access Center (NEAC) ordering center added additional analysts and completed a training session with the goal of improving response times. |
| Integrated Request Entry System (IRES) experienced downtime and slow response times during the month causing delays in order assignment and processing. | | 2Q 2005 | TBD | | Sprint established an IRES improvement team to address system issues. The IRES downtime issues were resolved in February with hardware upgrades and the slow response times have significantly improved. The team will continue working to resolve the open issues to further improve slow response times. Sprint expects to resolve the issues causing slow response times in the third quarter of 2005. |

**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 |
|---|---|---|---|---|---|
| Retail orders have a higher frequency of same day due dates compared to CLEC orders, which is primarily due the types of orders submitted by retail and CLEC customers. | 3Q 2003 | 1Q2006<br>~~1Q 2005~~<br>~~4Q 2004~~<br>~~2Q 2004~~ | TBD | | Sprint is considering modifications to the measurement plan to improve the comparison between retail and CLEC orders (for example: exclude feature only orders) or converting to a benchmark measurement for certain submeasures. Implementation of this issue has been delayed since Sprint does not expect to propose any changes to the Florida Performance Measurement Plan until 2006. |
| Sprint ordering center representatives keyed a few orders late, which caused longer provisioning intervals | 3Q 2003 | 2Q 2005 | TBD | | To improve efficiency at the NEAC, Sprint developed a process to ensure that all orders are assigned to analysts by a designated assigner. |
| For orders requesting CLEC-to-CLEC conversions, Sprint's Integrated Request Entry System (IRES) does not systematically create the necessary orders. Therefore, ordering center representatives must manually create the orders required to complete the conversion. | 4Q 2004 | 2Q2005 | TBD | | A system enhancement is scheduled for February 2005 to automate |

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|

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| Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches. | 1Q 2004 | 2Q2005<br>~~1Q2005~~<br>~~4Q 2004~~<br>~~2Q 2004~~ | 50-60% of Days<br>~~10-50% of days~~<br>~~20-30% of days~~<br>~~70-80% of days~~<br>~~50-60% of days~~ | | Sprint is taking the following actions to resolve this issue:<br>• Sprint implemented Time Slot Interchanger (TSI) technology where feasible and trained associates as of December 31, 2004. This technology will allow Sprint to identify these situations and avoid extended intervals and double dispatches.<br>• Sprint implemented process changes in November 2004 to decrease the interval for identifying facilities for all orders to four days from six days. This allows Sprint to meet original due dates.<br><br>The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, the indicators will be re-loaded in March due to verification issues. Once the codes are loaded, Sprint will begin training for the Sprint CLEC provisioning center and provide additional training on the TSI product for field technicians. Sprint expects to experience improved provisioning intervals for these types of UNE loops beginning 2Q 2005. |
| For orders requesting CLEC-to-CLEC conversions, Sprint's Integrated Request Entry System (IRES) does not systematically create the necessary orders. Therefore, ordering center representatives must manually create the orders required to complete the conversion. | 4Q 2004 | 1Q2005 | TBD | | A system enhancement is scheduled for February 2005 to automate the CLEC-to-CLEC conversion process. Sprint expects to experience improvements in March 2005 provided there are no system issues. |

**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 |
|---|---|---|---|---|---|
| Retail orders have a higher frequency of same day due dates compared to CLEC orders, which is primarily due the types of orders submitted by retail and CLEC customers. | 3Q 2003 | 3Q2006<br>~~1Q2006~~<br>~~4Q 2004~~<br>~~TBD~~ | TBD | | Sprint is considering modifications to the measurement plan to improve the comparison between retail and CLEC orders (for example: exclude feature only orders) or converting to a benchmark measurement for certain submeasures.<br><br>The improvement plan will be delayed until mid-2006 since changes are recommended for the Florida Performance Measurement Plan to resolve issues with this measure. Sprint does not expect to propose any changes prior to mid-2006 due to requirements in the Nevada performance measurement stipulation that allows Sprint to propose changes in January 2006. Potential changes to this measure include adding a benchmark measurement for feature only orders. |

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| For orders requesting CLEC-to-CLEC conversions, Sprint's Integrated Request Entry System (IRES) does not systematically create the necessary orders. Therefore, ordering center representatives must manually create the orders required to complete the conversion. | 4Q 2004 | 1Q2005 | TBD | | A system enhancement is scheduled for February 2005 to automate the CLEC-to-CLEC conversion process. |
| A keying error by an analyst in Sprint's ordering center on the application date year caused a 254-day interval. | 1Q2005 | 1Q2005 | 60-70% of Days | 01-31-05 | Sprint provided coaching for analysts in the ordering center. |

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

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches. | 2Q 2003 | 1Q2005<br>~~1Q2005~~<br>~~4Q 2004~~<br>~~2Q 2004~~ | 30-40% of Orders<br>~~40-50% of orders~~<br>~~30-40% of days~~<br>~~20-30% of orders~~<br>~~30-40% of orders~~<br>~~)-30% orders~~ | | Sprint is taking the following actions to resolve this issue:<br>• Sprint implemented Time Slot Interchanger (TSI) technology where feasible and trained associates as of December 31, 2004. This technology will allow Sprint to identify these situations and avoid extended intervals and double dispatches.<br>• Sprint implemented process changes in November 2004 to decrease the interval for identifying facilities for all orders to four days from six days. This allows Sprint to meet original due dates.<br><br>The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, the indicators will be re-loaded in March due to verification issues. Once the codes are loaded, Sprint will begin training for the Sprint CLEC provisioning center and provide additional training on the TSI product for field technicians. Sprint expects to experience improved provisioning intervals for these types of UNE loops beginning 2Q 2005. |

**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 |
|---|---|---|---|---|---|
| Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches. | 2Q 2003 | 2Q2005<br>~~1Q2005~~<br>~~4Q 2004~~<br>~~2Q 2004~~ | 40-50% of orders<br>~~50-60% of orders~~<br>~~30-40% of orders~~ | | Sprint is taking the following actions to resolve this issue:<br>• Sprint implemented Time Slot Interchanger (TSI) technology where feasible and trained associates as of December 31, 2004. This technology will allow Sprint to identify these situations and avoid extended intervals and double dispatches. |

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| | | | ~~40-50% of orders~~ ~~60-70% of orders~~ ~~1-40% orders~~ ~~60-70% of orders~~ | | • Sprint implemented process changes in November 2004 to decrease the interval for identifying facilities for all orders to four days from six days. This allows Sprint to meet original due dates.<br><br>The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, the indicators will be re-loaded in March due to verification issues. Once the codes are loaded, Sprint will begin training for the Sprint CLEC provisioning center and provide additional training on the TSI product for field technicians. Sprint expects to experience improved provisioning intervals for these types of UNE loops beginning 2Q 2005. |

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| TBD | 1Q2005 | TBD | TBD | | TBD. Due to the research and analysis required for this submeasure and the timing of this report, Sprint expects to provide a thorough response next month. |

**Measure 18: Average Completion Notice Interval**

| Description of Issue | Start Date | Projected Improvemen | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Sprint technicians were not uploading tasks immediatel after order completion. Some temporary Sprint contractors working during the hurricane recovery period did not have the handheld devices required to electronically close the orders. | 3Q 2004 | 4Q 2004 | 1-10% of orders ~~40-50% of orders~~ ~~30-40% of orders~~ ~~40-50% of orders~~ | | Sprint developed a Technician Upload Report that is used by supervisors to provide coaching and corrective action for technicians who are not closing orders on a timely basis. |
| Integrated Request Entry System (IRES) experienced downtime and slow response times during the month causing delays in order assignment and processing. | 1Q2005 | 2Q2005 | 80-90% of orders 77% of minutes | | Sprint established an IRES improvement team to address system issues. The IRES downtime issues were resolved in February with hardware upgrades and the slow response times have significantly improved. The team will continue working to resolve the open issues to further improve slow response times. Sprint expects to resolve the issues causing slow response times in the third quarter of 2005. |

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Relational errors on orders listed on the passed due report are not cleared within the 24-hour objective. | 3Q 2004 | 1Q 2005 | 70-80% of orders ~~80-90% of orders~~ ~~70-80% of orders~~ ~~80-90% of orders~~ | | Sprint has identified possible system issues which are causing the relational issues, a system enhancement went in during December Sprint will not know the impacts until February or March. |

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Sprint experienced arbitrary non-compliance for this submeasure. | 3Q2004 | 1Q 2005 | TBD | | The submeasure was compliant in February. Since no cause could was determined and the submeasure is now compliant, no improvement plan was established. Sprint will continue to closely monitor this submeasure. |

**leasure 19: Customer Trouble Report Rate**
**ubmeasure 19.147: EELS**

| Description of Issue | Start Date | Projected mprovement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| here are comparison issues between retail and CLEC ircuits with this particular product type. | 3Q 2004 | 3Q2006 ~~1Q 2005~~ | 20% of trouble tickets | | Sprint is considering modifications to the measurement plan to improve the comparison between retail and CLEC customer trouble report rates. Sprint technicians and engineers are conducting additional analysis to look at the EELS product type, to determine why this failure rate is higher. Additionally, we will be looking at locations based on wire centers and termination locations to see possible patterns of failure in specific areas.<br><br>The improvement plan will be delayed until mid-2006 since changes are recommended for the Florida Performance Measurement Plan to resolve issues with this measure. Sprint does not expect to propose any changes prior to mid-2006 due to requirements in the Nevada performance measurement stipulation that allows Sprint to propose changes in January 2006. |

**Measure 20: % of Customer Trouble Not Resolved within Estimated Time**
**Submeasure 20.101.01: UNE Loops- xDSL Provisioned- Dispatch**

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Over the past 3 months, the Central and South Florida areas encountered a steady increase in seasonal visitors. This seasonal influx, combined with a residual effect of latent troubles caused by the recent Hurricanes, resulted in a significant increase in both service order and trouble ticket load. The increased load resulted in missed commitments. | 1Q2005 | 1Q2005 | 100% | | Sprint increased technician overtime in the Central and South Florida areas to reduce workload and meet commitments for service orders and trouble tickets. |

**Measure 20: % of Customer Trouble Not Resolved within Estimated Time**
**Submeasure 20.101.02: UNE Loops xDSL Provisioned - No Dispatch**

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Sprint found that tickets were picked up after the commit date/time. | 4Q 2004 | 1Q2005 ~~4Q2004~~ | 100% | | As restoration and clean-up efforts improve, Sprint will be able to meet their commit date/times. Sprint increased technician overtime in the Central and South Florida areas to reduce workload and meet commitments for service orders and trouble tickets. |

**Measure 31: Usage Completeness**
**Submeasure 31.04 Facilities/Interconnection**

| Description of Issue | Start Date | Projected mprovement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| CLECs to be non-compliant. | 4Q 2004 | 1 Q 2005 | TBD | | Beginning in January 2005, the bill schedule was adjusted again to produce access bills at least one day after the bill date. Sprint expects measurement results to improve with the February results, which are published in March. |

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|---|---|---|---|---|
| Some orders were received on weekends causing Sprint to miss the 48 hour update timeframe. | 1Q2005 | TBD | TBD | | Sprint is working with the county 911 coordinators to investigate the cause of the issue and to discuss coordination to ensure orders are received during the appropriate timeframes. |