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June 20, 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

COMMISSION  
CLERK

05 JUN 20 PM 4:52

FPSC

Dear Mrs. Bayó:

Enclosed is an original and 2 copies of Sprint's June 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 February 2005 through April 2005 as published in the March, April and May 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,

JMP \_\_\_\_\_

COM \_\_\_\_\_

CTR \_\_\_\_\_

ECR \_\_\_\_\_

GCL \_\_\_\_\_

OPC \_\_\_\_\_

MMS \_\_\_\_\_

RCA \_\_\_\_\_

SCR \_\_\_\_\_

SEC 1

OTH \_\_\_\_\_

*Susan S. Masterton*  
Susan S. Masterton

Enclosures

cc: Lisa Harvey  
Jerry Hallenstein  
David Rich

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

**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 20th day of June, 2005.**

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

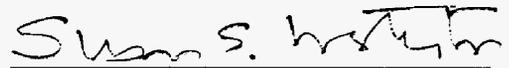
**AT&T (GA)  
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**Susan S. Masterton**



# June 2005 Root Cause Analysis Report (reflects April 2005 data published May 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 2.03.101: 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 orders that require manual intervention by ordering center associates. Examples of these orders include large projects and CLEC-to-CLEC conversions.	2Q 2004	2Q 2005 3Q 2004	30-40% of orders		<p>The implementation of the complex order automation has reduced the manual billing workload approximately 30-40%. The service center is now evaluating reallocation of headcount to work service orders.</p> <p>The action plan includes the following:</p> <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions implemented in February 2005. This project has helped automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in by then end of 2Q 2005 provided there are no system issues.</li> <li>Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.</li> </ul>
Sprint continues to experience an increase in order volumes. April order volumes increased over 11,000 PONs (19%) from April 2004, and up 10% over March 2005. With the significant and rapid increase in order volumes, Sprint was unable to achieve this benchmark.	1Q 2005	TBD	TBD		<p>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. The NEAC will continue to monitor order volumes. If they continue to increase at this rate an additional increase to staff will be considered.</p>

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**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 include large projects and CLEC-to-CLEC conversions.	2Q 2004	2Q 2005 3Q 2004	30-40% of orders		<p>The implementation of the complex order automation has reduced the manual billing workload approximately 30-40%. The service center is now evaluating reallocation of headcount to work service orders.</p> <p>The action plan includes the following:</p> <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions implemented in February 2005. This project has helped automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in by then end of 2Q 2005 provided there are no system issues.</li> <li>Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.</li> </ul>
Sprint continues to experience an increase in order volumes. April order volumes increased over 11,000 PONs (19%) from April 2004, and up 10% over March 2005. With the significant and rapid increase in order volumes, Sprint was unable to achieve this benchmark.	1Q 2005	TBD	TBD		<p>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. The NEAC will continue to monitor order volumes. If they continue to increase at this rate an additional increase to staff will be considered.</p>

**Measure 3: Average Reject Notice Interval**

**Orders – UNE Loops and Ports**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
manual intervention by ordering center associates. Examples of these orders include large projects and CLEC-to-CLEC conversions.		2Q 2005 3Q 2004	30-40% of orders		<p>The implementation of the complex order automation has reduced the manual billing workload approximately 30-40%. The service center is now evaluating reallocation of headcount to work service orders.</p> <p>The action plan includes the following:</p> <ul style="list-style-type: none"> <li>Automation of complex orders, such as CLEC-to-CLEC conversions implemented in February 2005. This project has helped automate approximately 35% of the orders that require manual intervention. Sprint expects to experience improvements in by then end of 2Q 2005 provided there are no system issues.</li> </ul>



<p>Sprint continues to experience an increase in order volumes. April order volumes increased over 11,000 PONs (19%) from April 2004, and up 10% over March 2005. With the significant and rapid increase in order volumes, Sprint was unable to achieve this benchmark.</p>	1Q 2005	TBD	TBD	<ul style="list-style-type: none"> <li>Sprint is in the early stages of planning for a system enhancement to automate certain supplemental orders in IRES to further reduce manual intervention.</li> </ul> <p>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. The NEAC will continue to monitor order volumes. If they continue to increase at this rate an additional increase to staff will be considered.</p>
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**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 to the types of orders submitted by retail and CLEC customers.	3Q 2003	1Q2006 1Q-2005 4Q-2004 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.
Orders late, which caused longer provisioning intervals.		2Q 2005	TBD		<p>To improve efficiency at the NEAC, Sprint developed a process to ensure that all orders are assigned to analysts by skill set to decrease errors, and increase timeliness.</p> <p>The implementation of the complex order automation has reduced the manual billing workload approximately 30-40%. The service center is now evaluating reallocation of headcount to work service orders.</p>

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint total service order and trouble ticket load increased by 20% compared to the same period last year.	1Q 2004	2Q2005	33% of non-compliance		To maintain a balance of workforce to incoming load, Sprint is adding new analysts, contractors and working overtime. This is expected to improve completion intervals, missed due dates, and trouble resolution.



Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	2Q2005 <del>1Q2005</del> 4Q-2004 2Q-2004	67% of non-compliance		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, the indicators were 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.
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**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
Sprint total service order and trouble ticket load increased by 20% compared to the same period last year.	1Q 2004	2Q2005	33% of non-compliance		To maintain a balance of workforce to incoming load, Sprint is adding new analysts, contractors and overtime. This is expected to improve completion intervals, missed due dates, and trouble resolution.
Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	2Q2005 <del>1Q2005</del> 4Q-2004 2Q-2004	67% of non-compliance		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, the indicators were 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 total service order and trouble ticket load increased by 20% compared to the same period last year.	1Q 2004	2Q2005	33% of non-compliance		To maintain a balance of workforce to incoming load, Sprint is adding new analysts, contractors and overtime. This is expected to improve completion intervals, missed due dates, and trouble resolution.
Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	2Q2005 <del>1Q2005</del> 4Q-2004 2Q-2004	67% of non-compliance		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, the indicators were 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 19: Customer Trouble Report Rate**

**Submeasure 19.101: UNE Loops xDSL Provisioned**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
April non-compliance was caused by a small number of troubles- only 13 CLEC troubles in Florida.	1Q 2004	2Q 2005	TBD		<p>Sprint is taking several improvement measures to mitigate troubles.</p> <ul style="list-style-type: none"> <li>• Load Reduction -Continue to replace defective cable in areas with a high trouble rate</li> <li>• Preventive maintenance - Check and repair bad pairs in plant that can lead to trouble</li> </ul>

**Measure 19: Customer Trouble Report Rate**

**Submeasure 19.147: EELS**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
There are comparison issues between retail and CLEC circuits with this particular product type.	3Q 2004	3Q2006 <del>1Q 2005</del>	TBD		<p>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.</p> <p>The improvement plan will be delayed until mid-2006 since changes may be 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.</p>
The majority of the trouble reports for March were due to bad cable. Much of the damaged cable can be attributed to hurricane damage and heavy rainfall.	1Q 2005	TBD	TBD		<p>Sprint is taking the following actions to reduce trouble reports related to bad cable.</p> <ul style="list-style-type: none"> <li>• Load Reduction - Continue to replace defective cable in areas with a high trouble rate</li> <li>• Preventive maintenance - Check and repair bad pairs in plant that can lead to trouble</li> </ul>

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
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Sprint trouble ticket load increased by 26% compared to the same period last year.	1Q 2004	2Q2005	TBD		Sprint is taking several improvement measures to mitigate load allowing for greater focus on the timely completion of tasks. <ul style="list-style-type: none"> <li>• Load Reduction -Continue to replace defective cable in areas with a high trouble rate.</li> <li>• Preventive maintenance - Check and repair bad pairs in plant that can lead to trouble</li> <li>• Increase the grouping of troubles geographically by techs to allow for greater productivity in clearing tasks.</li> <li>• Managing load to workforce by adding additional technicians and working overtime</li> </ul>
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**Measure 39: E911 Database Update**  
**Submeasure 39.02: Direct Gateway Input**

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
We have experienced CLECs sending in orders prior to the due date on the order. This creates a delay until a disconnected (unlocks) record is received from either the CLEC or Sprint.	1Q2005	3Q 2006	TBD		Sprint is considering modifications to the measurement plan to exclude function codes associated with orders that are delayed per the CLECs requested due date.  The improvement plan will be delayed until mid-2006 since changes may be 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.