

ORIGINAL



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August 22, 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 2 copies of Sprint's August 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 April 2005 through June 2005 as published in the May, June and July 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.

CMP _____ Sincerely,

COM _____ *Susan S. Masterton*

CTR _____
ECR _____ Susan S. Masterton

GCL _____ Enclosures

OPC _____
RCA _____ cc: Lisa Harvey
Jerry Hallenstein
David Rich

SGA _____

SEC 1

OTH _____

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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 22nd day of August, 2005.

**Felicia Banks
Florida Public Service Commission
2540 Shumard Oak Blvd
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Susan S. Masterton



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August 2005 Root Cause Analysis Report (reflects June 2005 data published July 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 2.01.16: All Electronic - LNP					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint's ordering system reports some manually handled orders in the All Electronic submeasure when they should be reported in the Electronic/Manual Mix submeasure. The manual efforts are causing Sprint to miss the benchmark for the All Electronic submeasure, but are within the benchmark for the Electronic/Manual Mix submeasure.	2Q 2005	4Q 2005	100% of orders		This issue will be corrected with a system enhancement that is scheduled to be implemented in October 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
Due to increased order volumes, some orders are not assigned to a service center representative for investigation in time to meet the reject notice interval. In June, order volumes increased 20% compared to the same period in 2004.	2Q 2004	4Q 2005 2Q-2005 3Q-2004	30-40% of orders		Sprint is performing analysis to determine how to assign and work the orders prior to missing FOC or rejection timeframes. Sprint's ordering center, the National Exchange Access Center (NEAC), added additional analysts and completed a training session with the goal of improving response times.

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	1Q 2006 1Q-2005 4Q-2004 2Q-2004	50% of days		Sprint is investigating the possibility of completing more orders on the day they are received, such as orders for feature changes.
Sprint ordering center (National Exchange Access Center or NEAC) representatives keyed a few orders	2Q 2005	4Q 2005 2Q-2005	10-20% of days		To improve efficiency at the NEAC, Sprint developed a process to ensure that all orders are assigned to analysts by skill set to



late, which caused longer provisioning intervals.					decrease errors and increase timeliness. Additionally, the NEAC added additional analysts and completed a training session with the goal of improving response times.
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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
Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	4Q 2005 2Q-2005 1Q-2005 4Q-2004 2Q-2004	60-70% of days		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, during testing it was discovered that many wire centers will need to be refreshed and the indicators need to be reloaded to ensure accuracy. Sprint's CLEC provisioning center will begin the training process and also provide additional training on the TSI product for field technicians in the third quarter of 2005. Sprint expects to experience improved provisioning intervals for UNE loops once this is completed.
Sprint ordering center (National Exchange Access Center or NEAC) representatives keyed a few orders late, which caused longer provisioning intervals.	2Q 2005	4Q 2005 2Q-2005	10-20% of days		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. Additionally, the NEAC added additional analysts and completed a training session with the goal of improving response times.

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
Sprint cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	2Q 2004	4Q 2005	60-70% of days		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, during testing it was discovered that many wire centers will need to be refreshed and the indicators need to be reloaded to ensure accuracy. Sprint's CLEC provisioning center will begin the training process and also provide additional training on the TSI product for field technicians in the third quarter of 2005. Sprint expects to experience improved provisioning intervals for UNE loops once this is completed.

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 cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	4Q 2005 2Q 2005 1Q 2005 4Q 2004 2Q 2004	60-70% of days		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, during testing it was discovered that many wire centers will need to be refreshed and the indicators need to be reloaded to ensure accuracy. Sprint's CLEC provisioning center will begin the training process and also provide additional training on the TSI product for field technicians in the third quarter of 2005. Sprint expects to experience improved provisioning intervals for UNE loops once this is completed.
Sprint total service order and trouble ticket load increased compared to the same period in 2004.	1Q 2004	2Q 2005 3Q 2005	30-40% of orders		Sprint is adding new analysts, contractors and working overtime. This is expected to improve completion intervals, missed due dates, and trouble resolution.

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.	1Q 2004	4Q 2005 2Q 2005 1Q 2005 4Q 2004 2Q 2004	60-70% of days		The indicators used to identify UNE loops behind remote end offices were initially loaded into Sprint's systems. However, during testing it was discovered that many wire centers will need to be refreshed and the indicators need to be reloaded to ensure accuracy. Sprint's CLEC provisioning center will begin the training process and also provide additional training on the TSI product for field technicians in the third quarter of 2005. Sprint expects to experience improved provisioning intervals for UNE loops once this is completed.
Sprint total service order and trouble ticket load increased compared to the same period in 2004.	1Q 2004	2Q 2005 3Q 2005	30-40% of orders		Sprint is adding new analysts, contractors and working overtime. This is expected to improve completion intervals, missed due dates, and trouble resolution.

Measure 17a: Percentage of Troubles within 5 days for New Orders

Submeasure 17a.01: Residential POTS

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
A disproportionate number of CLEC customers are experiencing facilities issues than ILEC customers.	2Q 2005	3Q 2005	TBD		Sprint is working to decrease the frequency of troubles in the first 5 days after order completion. Sprint continues to emphasize completion testing on service orders and is replacing outside plant cables that contribute to trouble tickets.

Measure 18: Average Completion Notice Interval

Submeasure 18.01: All Electronic

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
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Several Sprint systems are reporting longer completion notice intervals than customers actually experience.	2Q2005	3Q 2005	10-15% of orders		A system enhancement is scheduled for October 2005 that will allow Sprint to appropriately report the actual completion notice intervals.
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Measure 19: Customer Trouble Report Rate
Submeasure 19.147: EELS

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The majority of the trouble reports are due to faulty cable.	1Q 2005	4Q 2005 2Q 2005	TBD		<p>Sprint has an equipment replacement project planned for late 3Q and 4Q 2005.</p> <p>In the meantime Sprint is taking several improvement measures to mitigate troubles.</p> <ul style="list-style-type: none"> • Load reduction -Continue to replace defective cable in areas with a high trouble rate • Preventive maintenance - Check and repair faulty pairs in plant that can lead to trouble

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
A recent review of CLEC and ILEC maintenance processes did not produce any material differences.	2Q 2005	3Q 2005	TBD		<p>Sprint is adding new analysts, contractors and working overtime. This is expected to improve completion intervals, missed due dates, and trouble resolution.</p>

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 trouble ticket load has increased for xDSL, and many of the issues have been caused by defective cards which cannot be repaired as easily and quickly causing a longer than expected trouble resolution.	1Q 2004	4Q 2005 2Q 2005	TBD		<p>Sprint has an equipment replacement project planned for late 3Q and 4Q 2005. Included in this project is the replacement of existing HDSL cards throughout several Florida wire centers.</p> <p>Sprint is taking several improvement measures to mitigate load allowing for greater focus on the timely completion of tasks.</p> <ul style="list-style-type: none"> • Load reduction -Continue to replace defective cable in areas with a high trouble rate. • Preventive maintenance - Check and repair faulty pairs in plant that can lead to trouble • Increase the grouping of troubles geographically by techs to allow for greater productivity in clearing tasks • Managing load to workforce by adding additional



					technicians and working overtime
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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
Sprint has experienced instances of CLECs sending orders prior to the due dates on the orders. This creates a delay until a disconnected ("unlocks") record is received from either the CLEC or Sprint.	1Q2005	3Q 2006	TBD		<p>Sprint is considering modifications to the measurement plan to exclude function codes associated with orders that are delayed per the CLECs requested due date.</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>