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October 25, 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 October 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 June 2005 through August 2005 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.

- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- RCA _____
- SCR _____
- SGA _____
- SEC 1
- OTH _____

Sincerely,

Susan S. Masterton

Enclosures

cc: Lisa Harvey
Jerry Hallenstein
David Rich

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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 25th day of October, 2005.

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

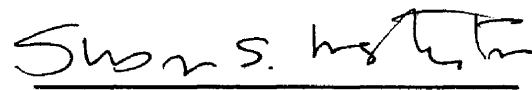
**AT&T (GA)
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Atlanta, GA 30309**

**Florida Cable Telecommunications Assoc., Inc.
Michael A. Gross
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Tallahassee, FL 32303**

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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



October 2005 Root Cause Analysis Report (reflects August 2005 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 2.01.16: 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 is expected to be resolved 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 August, order volumes increased 30% compared to the same period in 2004.	2Q 2004	4Q 2005 2Q-2005 3Q-2004	30-40% of orders		Sprint is developing a process model to systematically assign and prioritize orders. Once the process model is developed in the fourth quarter of 2005, Sprint will implement it on a trial basis to assess the benefits. This process will allow Sprint to determine the most efficient way to assign and work orders in a manner that will ensure meeting FOC and rejection timeframes.

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.

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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		During implementation of a process to identify UNE Loops behind remote end offices in September 2005, Sprint discovered that many of the indicators used to identify UNE loops behind remote end offices were inaccurate. Sprint plans to clean up the data and re-implement this program in the upcoming months.

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		During implementation of a process to identify UNE Loops behind remote end offices in September 2005, Sprint discovered that many of the indicators used to identify UNE loops behind remote end offices were inaccurate. Sprint plans to clean up the data and re-implement this program in the upcoming months.

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		During implementation of a process to identify UNE Loops behind remote end offices in September 2005, Sprint discovered that many of the indicators used to identify UNE loops behind remote end offices were inaccurate. Sprint plans to clean up the data and re-implement this program in the upcoming months.

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	4Q 2005 3Q 2005	96% of trouble tickets		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
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.

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 and equipment.	1Q 2005	4Q 2005 2Q 2005	75% of trouble tickets		<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
Technician errors caused the majority of missed commitment times in August.	3Q 2005	4Q 2005	60% of Misses		Sprint is providing refresher training overviews with all Sprint technicians as well as contract companies on CLEC Methods & Procedures to help bring awareness, education and attention to these types of issues.

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
Technician errors caused the majority of missed commitment times in August.	3Q 2005	4Q 2005	60% of Misses		Sprint is providing refresher training overviews with all Sprint technicians as well as contract companies on CLEC Methods & Procedures to help bring awareness, education and attention to these types of issues.