ORIGINAL

Sprint

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January 24, 2006

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 January 2006 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 September 2005 through November 2005 as published in the October, November and December 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

Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
Tahitha Hunter
Lisa Harvey

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 24th day of January, 2006.

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

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January 2006 Root Cause Analysis Report (reflects November 2005 data published December 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	2Q 2006 ~~4Q 2005~~	100% of orders		This issue is expected to be resolved with a system enhancement that is scheduled to be implemented in April 2006.

Measure 2: Average FOC Notice Interval
Sub measure 02.03.02: Electronic/Manual Mix - Business POTS

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint continues to experience an increase in order volumes. Order volumes for November were 15% higher than October.	4Q 2005	TBD	TBD		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 notice timeframes, as well as call answer time.

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Measure 2: Average FOC Notice Interval Sub measure 02.03.101: Electronic/Manual Mix - UNE Loops xDSL Provisioned					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint continues to experience an increase in order volumes. Order volumes for November were 15% higher than October.	4Q 2005	TBD	TBD		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 notice timeframes, as well as call answer time.

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.	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 notice timeframes, as well as call answer time.

Measure 3: Average Reject Notice Interval Submeasure 3.03.02.02: Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint continues to experience an increase in order volumes. Order volumes for November were 15% higher than October.	4Q 2005	1Q 2006	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 notice timeframes, as well as call answer time.

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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	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. The research is expected to be completed in December 2005.

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.

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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**
System slow response times did not allow orders to flow through the system in a timely manner.	4Q2005	4Q2005	40-50% of orders		The slow response times were addressed immediately as they occurred. A project is underway for 2006 that will double the capacity and processing speed of the ordering system, which is expected to significantly reduce this issue going forward.
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 19.101: UNE Loops xDSL Provisioned					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Data is being accumulated to identify actionable causes for troubles. A 3-month study indicates that tickets are excluded with a disposition code of CPE a higher percentage of the time for retail troubles (34% average) than CLEC troubles (17% average). Sprint is investigating the difference and impacts.	4Q 2005	TBD	TBD		Sprint has an equipment replacement project planned for late 3Q and 4Q 2005. In the meantime Sprint is taking several improvement measures to mitigate troubles. • 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

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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 and equipment.	1Q 2005	4Q 2005 ~~2Q 2005~~	75% of trouble tickets	Nov 2005	Sprint has an equipment replacement project planned for late 3Q and 4Q 2005. In the meantime Sprint is taking several improvement measures to mitigate troubles. • 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 This measure is compliant in December.

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.	3Q 2005	4Q 2005	60% of Misses	Nov 2005	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. This measure is compliant in December.

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.	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.

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Measure 44: Center Responsiveness Submeasure 44.01: Ordering Center					
Description of Issue	**Start Date**	**Projected Improvement**	**Estimated Impact**	**End Date**	**Improvement Plan**
Sprint continues to experience an increase in order volumes. Order volumes for November were 15% higher than October.	4Q 2005	1Q 2006	100% of Calls		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 notice timeframes, as well as call answer time.