

ORIGINAL



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February 21, 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

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RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 2 copies of Sprint's February 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 October 2005 through December 2005 as published in the November, December and January 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.

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- SEC   1
- DTH \_\_\_\_\_

Sincerely,

*Susan S. Masterton*

Susan S. Masterton

Enclosures

cc: David Rich  
Jerry Hallenstein  
Tabitha Hunter  
Lisa Harvey

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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 21<sup>st</sup> day of February, 2006.

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

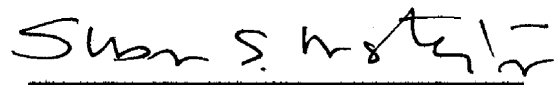
**AT&T (GA)  
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**Susan S. Masterton**



## February 2006 Root Cause Analysis Report (reflects December 2005 data published January 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 December 2005 were 41.8% higher than December 2004.	4Q 2005	2Q 2006	30-40%		Sprint developed a process model to systematically assign and prioritize orders. The new process is currently implemented on a trial basis to assess the benefits. This process allows 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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<b>Measure 2: Average FOC Notice Interval</b>					
<b>Sub measure 02.03.101: Electronic/Manual Mix - UNE Loops xDSL Provisioned</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Sprint continues to experience an increase in order volumes. Order volumes for December 2005 were 41.8% higher than December 2004.	4Q 2005	1Q 2006	30-40% of orders	Dec 2005	Sprint developed a process model to systematically assign and prioritize orders. The new process is currently implemented on a trial basis to assess the benefits. This process allows 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. <b>This measure is compliant in January 2006. The ordering center reevaluated the handling of incoming orders based on order type and location to ensure they are worked accordingly.</b>

<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 3.03.02.01: Electronic/Manual Mix - Content Errors - Resale Orders</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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 developed a process model to systematically assign and prioritize orders. The new process is currently implemented on a trial basis to assess the benefits. This process allows 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.

<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 3.03.02.02: Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Sprint continues to experience an increase in order volumes. Order volumes for December 2005 were 41.8% higher than December 2004.	4Q 2005	1Q 2006	30-40% of orders	Dec 2005	Sprint developed a process model to systematically assign and prioritize orders. The new process is currently implemented on a trial basis to assess the benefits. This process allows 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. <b>This measure is compliant in January. The ordering center reevaluated the handling of incoming orders based on order type and location to ensure they are worked accordingly.</b>



<b>Measure 7: Average Completed Interval</b>					
<b>Submeasure 7.01.02: Residential POTS – No Field Work</b>					
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 a change to the criteria for same day intervals which would allow more orders to complete on the day they are received, such as orders for feature changes.

<b>Measure 7: Average Completed Interval</b>					
<b>Submeasure: 7.101.01: UNE Loops xDSL Provisioned – Field Work</b>					
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	1Q 2006 4Q-2005 2Q-2005 1Q-2005 4Q-2004 2Q-2004	30-40% of days 40-50% of days 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. The data is now correct and the indicators are currently in use however positive results are not expected until 2Q 2006.

<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.101.01: UNE Loops x-DSL Provisioned – Field Work</b>					
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	2Q 2006 4Q-2005 2Q-2005 1Q-2005 4Q-2004 2Q-2004	20-30% of orders 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. The data is now correct and the indicators are currently in use however positive results are not expected until 2Q 2006.

<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.11.01: UNE Loops Non-Designed – Field Work</b>					
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	2Q 2006 4Q-2005 2Q-2005 1Q-2005 4Q-2004 2Q-2004	70-80% of orders 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. The data is now correct and the indicators are currently in use however positive results are not expected until 2Q 2006.



<b>Measure 17a: Percentage of Troubles within 5 days for New Orders</b>					
<b>Submeasure 17a.01: Residential POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
A disproportionate number of CLEC customers are reporting facilities issues than ILEC customers.	2Q 2005	4Q 2005 3Q 2005	96% of trouble tickets		Extensive analysis is underway 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.

<b>Measure 17a: Percentage of Troubles within 5 days for New Orders</b>					
<b>Submeasure 17a.101: UNE Loops xDSL Provisioned</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
A disproportionate number of CLEC customers are reporting facilities issues than ILEC customers.	4Q2005	TBD	TBD		Extensive analysis is underway 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.

<b>Measure 18: Average Completion Notice Interval</b>					
<b>Submeasure 18.01: All Electronic</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Several Sprint systems are reporting longer completion notice intervals than customers actually experience.	2Q2005	3Q 2005	10-15% of orders		A system enhancement was implemented in October 2005 to allow Sprint to appropriately report the actual completion notice intervals. Sprint expects this issue to be resolved in 1Q 2006.

<b>Measure 18: Average Completion Notice Interval</b>					
<b>Submeasure 18.03: Electronic/Manual Mix</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Service center reps are not clearing errors within the objective. Orders are not completed by Sprint's order routing system if they contain a specific indicator. This also prevents downstream systems from sending the orders back in a timely fashion.	4Q2005	2Q 2006	30-40% of orders		The appropriate centers are evaluating examples of this situation for corrective action. Enhancements will be made to two systems in January to correct the issue. One system enhancement is pending.

<b>Measure 19: Customer Trouble Report Rate</b>					
<b>Submeasure 19.101: UNE Loops xDSL Provisioned</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Data is being accumulated to identify actionable causes	4Q 2005	1Q 2006			Sprint has an equipment replacement project planned for late 3Q



<p>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.</p>					<p>and 4Q 2005.</p> <p>In the meantime 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 faulty pairs in plant that can lead to trouble</li> </ul>
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<b>Measure 20: % of Customer Trouble Not Resolved within Estimated Time</b>					
<b>Submeasure 20.101.02: UNE Loops xDSL Provisioned - No Dispatch</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Technician errors caused the majority of missed commitment times.</p>	<p>3Q 2005</p>	<p>4Q 2005</p>	<p>60% of Misses</p>	<p>Dec 2005</p>	<p>Sprint is providing refresher training overviews with all Sprint technicians as well as contract companies on CLEC Methods &amp; Procedures to help bring awareness, education and attention to these types of issues.</p> <p><b>This measure is compliant in January 2006.</b></p>

<b>Measure 44: Center Responsiveness</b>					
<b>Submeasure 44.01: Ordering Center</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>Sprint continues to experience an increase in order volumes. Order volumes for December 2005 were 41.8% higher than December 2004.</p>	<p>4Q 2005</p>	<p>1Q 2006</p>	<p>100% of Calls</p>	<p>Dec 2005</p>	<p>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.</p> <p><b>This measure is compliant in January 2006.</b></p>