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March 20, 2006

Ms. 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 March 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 November 2005 through January 2005 as published in the December, January and February 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,

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 20th day of March, 2006.

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

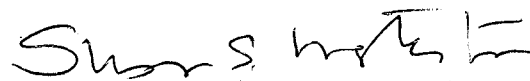
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Susan S. Masterton



March 2006 Root Cause Analysis Report (reflects January 2006 data published February 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
<p>Sprint's ordering system includes some manually handled orders in the All Electronic submeasure when they should be included in the Electronic/Manual Mix submeasure. The manual efforts are causing Sprint to miss the benchmark for the All Electronic submeasure.</p> <p>Sprint continues to experience an increase in order volumes. Order volumes for January 2006 were 64% higher than January 2005.</p>	2Q 2004	1Q 2005 4Q-2004	TBD	Jan 2006	<p>A system enhancement is scheduled to be implemented in February 2005 to appropriately include all manually handled orders into the Electronic/Manual Mix submeasure.</p> <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.</p> <p>This measure is compliant in January 2006.</p>

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
<p>Sprint continues to experience an increase in order volumes. Order volumes for January 2006 were 64% higher than January 2005.</p>	4Q 2005	2Q 2006	30-40%		<p>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.</p>

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
<p>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.</p>	2Q 2004	2Q 2006 4Q-2005 2Q-2005 3Q-2004	30-40% of orders		<p>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</p>



					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 has found that most CLEC orders do not meet the criteria for same day intervals. 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.

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	2Q 2006 1Q 2006 4Q 2005 2Q 2005 1Q 2005 4Q 2004 2Q 2004	10-20% of days 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. Additional training was conducted at the provisioning center and Sprint plans to hire more full-time technicians.
One corrective order generated a 10-day interval. A technician completed the initial order correctly but opened a corrective order to update the database. The corrective order utilized an incorrect date leading to the non-compliance.	1Q 2006 4Q 2005	1Q 2006 4Q 2005	20-30% of days 40-50% of days		The technician's supervisor was made aware of the incident and has conducted counseling with the appropriate technician.
Lack of tech training extended an interval for one order 13 additional days.	1Q 2006	1Q 2006	60-70% of days		Sprint is conducting additional technician training on the process for high speed data services.

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	2Q 2006 4Q 2005 2Q 2005 1Q 2005 4Q 2004 2Q 2004	40-50% of orders 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.



Needless referrals by contractors caused missed due dates.	4Q 2005	1Q 2006	10-20% of orders		Sprint plans to hire more full-time technicians.
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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	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.

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 reporting facilities issues than ILEC customers.	2Q 2005	1Q 2006 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. Sprint is also reaching out to CLECs with high levels of troubles to further investigate the issue.

Measure 17a: Percentage of Troubles within 5 days for New Orders					
Submeasure 17a.101: UNE Loops xDSL Provisioned					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
A disproportionate number of CLEC customers are reporting facilities issues than ILEC customers.	4Q 2005	1Q 2006	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. Sprint is also reaching out to CLECs with high levels of troubles to further investigate the issue.
A Sprint system erroneously defaults all UNE Loops xDSL order codes to "Other".	1Q 2006	4Q 2006	TBD		A corrective enhancement to the system has been identified and is scheduled to be implemented in 4Q 2006.

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	1Q 2006 3Q 2005	80-90% of minutes 10-15% of orders		A system enhancement was implemented in October 2005 to allow Sprint to appropriately report the actual completion notice intervals. Updates to another system are pending. Sprint expects this issue to be resolved in 1Q 2006.
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Measure 18: Average Completion Notice Interval					
Submeasure 18.03: Electronic/Manual Mix					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Service center representatives 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	60-70% of orders 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.

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.	1Q 2006 4Q 2005	1Q 2006	20% of trouble tickets		Sprint has completed an equipment replacement project designed to lessen customer troubles. In addition, Sprint is making several improvement measures to mitigate troubles. <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 <p>Sprint is also reaching out to CLECs with high levels of troubles to further investigate the issue.</p>
A Sprint system erroneously defaults all UNE Loops xDSL order codes to "Other".	1Q 2006	4Q 2006	TBD		A corrective enhancement to the system has been identified and is scheduled to be implemented in 4Q 2006.

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. The process of coordinating testing and vendor meets are causing extended intervals. CLECs occasionally purchase xDSL capable loops and use ISDN equipment. Sprint technicians or contractors working the xDSL loops refer the trouble tickets to technicians with ISDN knowledge. This results in	1Q 2006	2Q 2006	60-90% of orders		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. Sprint is also planning to hire more Sprint technicians. <p>A small sample size made this submeasure compliant for January, but this does not reset the chronic indicator.</p>



longer intervals for a CLEC that has installed ISDN on an xDSL loop than it does for a Sprint customer that has xDSL equipment on an xDSL loop.					Therefore, this submeasure remains in a chronic state.
A Sprint system erroneously defaults all UNE Loops xDSL order codes to "Other".	1Q 2006	4Q 2006	TBD		A corrective enhancement to the system has been identified and is scheduled to be implemented in 4Q 2006.

Measure 21: Average Time to Restore

Submeasure 21.101.02: 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. The process of coordinating testing and vendor meets are causing extended intervals. CLECs occasionally purchase xDSL capable loops and use ISDN equipment. Sprint technicians or contractors working the xDSL loops refer the trouble tickets to technicians with ISDN knowledge. This results in longer intervals for a CLEC that has installed ISDN on an xDSL loop than it does for a Sprint customer that has xDSL equipment on an xDSL loop.	1Q 2006	2Q 2006	60-90% of orders		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. Sprint is also planning to hire more Sprint technicians.
A Sprint system erroneously defaults all UNE Loops xDSL order codes to "Other".	1Q 2006	4Q 2006	TBD		A corrective enhancement to the system has been identified and is scheduled to be implemented in 4Q 2006.

Measure 31: Usage Completeness

Submeasure 31.04: Facilities/Interconnection

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Sprint uncovered a billing issue with a large FL CLEC/IXC where the appropriate Carrier Identification Codes for Local CLEC traffic (vs. Interconnection) were not being used. Sprint also determined that additional billing account changes are needed to allow traffic to bill appropriately without manual corrections. In addition, a recurring manual edit of usage for another large CLEC was scheduled improperly.	1Q 2006	2Q 2006	TBD	TBD	Sprint is coordinating between billing and the service centers to make the necessary billing account changes. The manual edit of usage has been rescheduled effective for April 2006.