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April 24, 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

RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 2 copies of Sprint's April 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 December 2005 through February 2005 as published in the January, February and March 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 *sah*

Enclosures

cc: David Rich
Jerry Hallenstein
Tabitha Hunter
Lisa Harvey

DOCUMENT NUMBER-DATE

03619 APR 24 08

FPSC-COMMISSION CLERK

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 April, 2006.

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

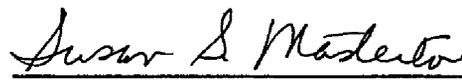
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Susan S. Masterton *Suh*



April 2006 Root Cause Analysis Report (reflects February 2006 data published March 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					
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 February 2006 were 47% higher than February 2005.	4Q 2005	2Q 2006	30-40%		Sprint developed a process model to systematically assign and prioritize orders. The new process is currently implemented <i>full time</i> 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.

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	2Q 2006 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 <i>full time</i> 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.

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	3Q 2006 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	Feb 2006	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. This measure is compliant with February data.
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	Feb 2006	The technician's supervisor was made aware of the incident and has conducted counseling with the appropriate technician. This measure is compliant with February data.
Lack of tech training extended an interval for one order 13 additional days.	1Q 2006	1Q 2006	60-70% of days	Feb 2006	Sprint is conducting additional technician training on the process for high speed data services. This measure is compliant with February data.

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. Sprint is closely monitoring results to ensure the fix is sufficient to restore compliance.
Needless referrals by contractors caused missed due dates.	4Q 2005	1Q 2006	10-20% of orders		Sprint plans to hire more full-time technicians.

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	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



		2Q 2004			expected until 2Q 2006. Sprint is closely monitoring results to ensure the fix is sufficient to restore compliance.
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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 reporting facilities issues than ILEC customers.	2Q 2005	2Q 2006 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.	4Q2005	2Q 2006 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	2Q 2006 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 2Q 2006.

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	4Q2005	2Q 2006	60-70% of orders 30-40% of		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



indicator. This also prevents downstream systems from sending the orders back in a timely fashion.			orders		pending.
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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. Tickets from the National Integrated Business System (NIBS) are mostly coded as "other" which does not adequately differentiate the cause of troubles.	1Q 2006 4Q 2005	2Q 2006 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 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. The enhancement will allow for further refinement of reporting by breaking out the tickets coded as "other" to provide a clearer picture of what was worked on.

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 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. CLEC tickets will be directed to Sprint employees to ensure the highest level of expertise. 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. The enhancement will allow for further refinement of reporting by breaking out the tickets coded as "other" to provide a clearer picture of what was worked on.



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. CLEC tickets will be directed to Sprint employees to ensure the highest level of expertise. 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. The enhancement will allow for further refinement of reporting by breaking out the tickets coded as "other" to provide a clearer picture of what was worked on.

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		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.