

ORIGINAL

Matilda Sanders

From: Kelly, Tamela D [EQ] [Tamela.Kelly@embarq.com]
Sent: Wednesday, November 29, 2006 2:09 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S [EQ]
Subject: Docket 000121B-TP, Embarq's RCA Rpt-November 2006
Attachments: Embarq's RCA Rpt- November 2006.pdf

Filed on Behalf of: Susan S. Masterton

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Docket No. 000121B-TP

Title of filing: Embarq's RCA Report - November 2006

Filed on behalf of: Embarq Florida, Inc.

No of pages: 7 pages

Description: Embarq's Root Cause Analysis (RCA) Report - November 2006

<<Embarq's RCA Rpt- November 2006.pdf>>

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DOCUMENT NUMBER-DATE

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November 29, 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

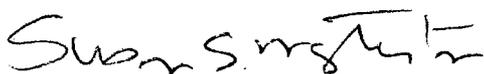
RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed for filing on behalf of Embarq Florida, Inc. is Embarq's November 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 Embarq, which shall then be published on a monthly basis. This report is for results for the period of July 2006 through September 2006 as published in the August, September and October reports.

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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DOCUMENT NUMBER-DATE

10882 NOV 29 06

FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by electronic mail to all known parties of record this 29th day of November, 2006.

Felicia West
Florida Public Service Commission
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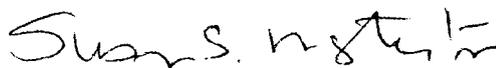
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Susan S. Masterton



November 2006 Root Cause Analysis Report (reflects September 2006 data published October 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, Embarq shall provide a report of root cause analysis on a monthly basis. Embarq'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 02.03.01: Electronic/Manual Mix – Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Assignment of orders in PASS is causing non-compliance for this issue.	4Q 2006	Dec 2006			The PASS system is being modified to change the priority of PONs coming into IRES. Currently there is a large backup of orders falling into the 1 hour prior to FOC miss category. We have found with help from the NEAC center that this category is too late to identify orders, the priority was moved to the category labels 1 to 3 hours prior to FOC due and this is showing preliminary improvement of 30%. This will be implemented in December.

Measure 2: Average FOC Notice Interval					
Submeasure 02.03.02: Electronic/Manual Mix – Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Assignment of orders in PASS is causing non-compliance for this issue.	4Q 2006	Dec 2006			The PASS system is being modified to change the priority of PONs coming into IRES. Currently there is a large backup of orders falling into the 1 hour prior to FOC miss category. We have found with help from the NEAC center that this category is too late to identify orders, the priority was moved to the category labels 1 to 3 hours prior to FOC due and this is showing preliminary improvement of 30%. This will be implemented in December.

Measure 2: Average FOC Notice Interval					
Submeasure 02.03.11: Electronic/Manual Mix – UNE Loops Non-Designed					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Assignment of orders in PASS is causing non-compliance for this issue.	4Q 2006	Dec 2006			The PASS system is being modified to change the priority of PONs coming into IRES. Currently there is a large backup of



					orders falling into the 1 hour prior to FOC miss category. We have found with help from the NEAC center that this category is too late to identify orders, the priority was moved to the category labels 1 to 3 hours prior to FOC due and this is showing preliminary improvement of 30%. This will be implemented in December.
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Measure 3: Average Reject Notice Interval					
Submeasure 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Assignment of orders in PASS is causing non-compliance for this issue.	4Q 2006	Dec 2006			The PASS system is being modified to change the priority of PONs coming into IRES. Currently there is a large backup of orders falling into the 1 hour prior to FOC miss category. We have found with help from the NEAC center that this category is too late to identify orders, the priority was moved to the category labels 1 to 3 hours prior to FOC due and this is showing preliminary improvement of 30%. This will be implemented in December.

Measure 3: Average Reject Notice Interval					
Submeasure 03.03.02.02: Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Assignment of orders in PASS is causing non-compliance for this issue.	3Q 2006	4Q 2006			The PASS system is being modified to change the priority of PONs coming into IRES. Currently there is a large backup of orders falling into the 1 hour prior to FOC miss category. We have found with help from the NEAC center that this category is too late to identify orders, the priority was moved to the category labels 1 to 3 hours prior to FOC due and this is showing preliminary improvement of 30%. This will be implemented in December.

Measure 7: Average Completed Interval					
Submeasure 7.02.02: Business POTS - No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Orders from a certain ordering system are erroneously routing to the ordering center for completion and are creating a backlog. Additionally, the center has an unusually high volume of orders being routed back over	3Q 2006	4Q 2006	60-70% of orders		Investigation is in progress to determine the proper method for these orders to be completed and if the ordering center is really where these orders should be routed. If they should be routing to the ordering center a new process will be created to minimize the



the hot printer.					number of orders which are routed to the hot printer. This measure is compliant in September 2006.
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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
Embarq cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	3Q 2006 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, Embarq 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. The Analysis team continues to address the indicator issue with the National CLEC Provisioning Center. Follow up meeting have uncovered some coaching opportunities and incorrect TOS indicators. Meetings are ongoing to ensure proper procedures are followed.

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
Embarq cannot currently identify UNE loops behind remote end offices prior to dispatch, which is causing extended intervals and double dispatches.	1Q 2004	3Q 2006 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, Embarq 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. The Analysis team continues to address the indicator issue with the National CLEC Provisioning Center. Follow up meeting have uncovered some coaching opportunities and incorrect TOS indicators. Meetings are ongoing to ensure proper procedures are followed.

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. Buried drop requests led to non-compliance this month.	2Q 2005	4Q 2006 2Q 2006 1Q 2006 4Q 2005 3Q 2005	96% of trouble tickets		Embarq is meeting with contractors on a weekly basis to ensure proper procedures are followed. We continue to emphasize completion testing on service orders and are replacing outside plant cables that contribute to trouble tickets. Embarq is also reaching out to CLECs with high levels of troubles to further



					investigate the issue. Embarq's account management and analysis team are working with affected CLECs to improve understanding and communication of repair issues.
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Measure 17a: Percentage of Troubles within 5 days for New Orders

Submeasure 17a.11: UNE Loops Non-designed

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Tickets from the National Integrated Business System (NIBS) are mostly coded as "other" which does not adequately differentiate the cause of troubles.	3Q 2006	4Q 2006			Embarq is waiting on a NIBS system fix project to implement. The project is in the funding process now and we should have an implementation date by the end of November. Once the system fix is in place Embarq will be able to provide a better root cause analysis for this submeasure. This month, missing jumpers caused the majority of the non-compliance. Contractor errors were also a factor and contractors will now be trained and coached while working tickets.

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 Embarq's order routing system if they contain a specific indicator. This also prevents downstream systems from sending the orders back in a timely fashion.	4Q 2005	4Q 2006 2Q 2006	40-50% of orders 60-70% of orders 30-40% of orders		The appropriate centers are evaluating examples of this situation for corrective action. Enhancements were made to two systems in January to correct the issue and one system enhancement is scheduled for 4Q 2006.

Measure 20: Percent 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
Embarq 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 Embarq customer that has xDSL equipment on an xDSL loop.	3Q 2006	1Q 2007 3Q 2006	60%		Embarq is training additional technicians on how to work ISDN orders. Additionally, Embarq plans to implement a new workforce management system in 2007 that will combine several systems into one which will reduce ticket referrals.

Measure 21: Average Time to Restore

Submeasure 21.101.01: UNE Loops xDSL Provisioned - Dispatch



Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Embarq 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 Embarq customer that has xDSL equipment on an xDSL loop.	1Q 2006	1Q 2007 3Q 2006 2Q 2006	60%		Embarq is training additional technicians on how to work ISDN orders. Additionally, Embarq plans to implement a new workforce management system in 2007 that will combine several systems into one which will reduce ticket referrals.

Measure 39: E911 MS Database Update Interval
Submeasure 39.02: Direct Gateway Input

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
CLECs used the wrong function code when sending migrated records. Due to the age of the disconnected Embarq records, Embarq records were modified to allow the CLEC records to update the 911 database.	3Q 2006	4Q 2006	3%	10/2006	Embarq will provide additional training on the procedure to return the record back to the CLEC for proper function code.