

Ruth Nettles

From: Kelly, Tamela D [EQ] [Tamela.Kelly@Embarq.com]
Sent: Thursday, September 20, 2007 10:09 AM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: Docket 000121B-TP, Embarq's RCA Rpt - September 2007
Attachments: 000121B-TP, Embarq's RCA Rpt - Sept 2007.pdf

Filed on Behalf of: Susan S. Masterton

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Docket No. 000121B-TP

Title of filing: Embarq's RCA Rpt. - September 2007

Filed on behalf of: Embarq Florida, Inc.

No of pages: 5 pages

Description: Embarq's Root Cause Analysis (RCA) Rpt - September 2007

<<000121B-TP, Embarq's RCA Rpt - Sept 2007.pdf>>

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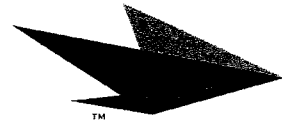
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September 20, 2007

Ms. Ann Cole
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 000121B-TP

Dear Ms. Cole:

Enclosed for filing on behalf of Embarq Florida, Inc. is Embarq's September 2007 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 May 2007 through July 2007 as published in the June, July and August 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
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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 20th day of September, 2007.

Adam Teitzman
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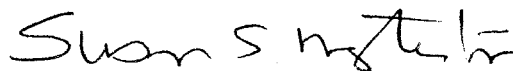
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Susan S. Masterton



September 2007 Root Cause Analysis Report (reflects July 2007 data published August 2007)

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 7: Average Completed Interval					
Submeasure 07.01.02 : Res Pots No Field work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Order Volumes due to increase project orders caused delays in follow up for the PDSO report, in turn causing a miss with MRP 7. The NEAC is currently working more manual orders than pervious months.	3Q 2007	2Q 2008		4Q 2007	Order volumes should decrease in 4Q, also with the installation of EASE, there should be less manual work in the NEAC, which will result in shorter follow up times.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.101.01: UNE Loops xDSL Provisioned - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
UNE loops behind remote end offices are not identified prior to dispatch, which is causing missed commits. Inclement weather caused a higher than normal volume of service orders.	3Q 2007	4Q 2007	46%	4Q2007	Order information is sent to OSP supervisors to get TSI information loaded into CLAS to allow orders to flow properly. Embarq planning to conduct refresher training for technicians using TSI technology.



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
UNE loops behind remote and offices are not identified prior to dispatch, which is causing missed commits.	3Q 2007	2Q 2008	75%	4Q2007	Order information is sent to OSP supervisors to get TSI information loaded into CLAS to allow orders to flow properly. Embarq is planning to conduct refresher training for CO and field technicians using TSI technology.

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
<p>A disproportionate number of CLEC customers are reporting facilities issues than ILEC customers. Buried drop requests led to non-compliance this month.</p> <p>Details of the issues</p> <p>Out of 46 tickets, 34 (74%) were auto-completed in both WFM</p> <p>4 tickets dispatched to WFM CO, none were preventable</p> <p>4 tickets dispatched to WFM I-R, 4 were preventable</p> <p>4 tickets dispatched to both WFM I-R and WFM CO, 2 were preventable.</p> <p>Out of 46 total tickets, only 6 (13%) were preventable.</p>	2Q 2005	4Q 2007	96% of trouble tickets		<p>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.</p> <p>This issue was sent to Director of Wholesale Operations to see if they could come up with an alternative action plan</p>

Measure 18: Average Completion Notification Interval					
Submeasure 18.03: Electronic-Manual Mix					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The ACTC is not systematically being added to some orders causing manual intervention to add the ACTC. The manual adding of ACTC does not always occur	2Q 2007	4Q2007	87%		<p>We plan to meet with all parties involved in the process to develop a corrective action plan.</p> <p>Embarq's vendor has delivered a possible fix to the issue where</p>



within our objective. NEAC reps aren't correcting errors on orders in time to meet our objective.					Order Path was sending messages to Server SPICE on intra-company ports and disconnects. The fix will need to be tested prior to being placed into production.
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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
Fifteen EELs circuits with reported trouble for July: 6 due to lightning damage. Four due to defective or damaged cable pair. Two were part of a major outage caused by a defective DS3 card card in the same office. One was due to a defective cable module on the frame in the COR. One was due to a hard loop left in the DSX panel by an EMBARQ employee. One was due to a cable cut by the end user customer at the BT (this one was erroneously coded to EMBARQ)	3Q2007	4Q2007	2.65%		The majority of the issues were caused by lightning that damaged the ONEAC protectors. While the protectors themselves were damaged and replaced, the circuits themselves did withstand the lightning due to the protectors and were restored. The cable pair issues were all corrected by replacing the cable pairs.

Measure 20: Percentage 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
Some techs are referring tasks back unnecessarily for a circuit tech.	3Q 2007	4Q 2007	33% of tickets		Embarq has sent these tickets to the field techs for coaching purposes.
Inclement weather caused a higher than normal volume of trouble tickets.	3Q 2007	4Q 2007	33% of tickets		This is a seasonal occurrence.