

**Ruth Nettles**

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**Sent:** Tuesday, November 27, 2007 4:16 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Susan Masterton  
**Subject:** 000121B-TP, Embarq's RCA Rpt - November 2007  
**Attachments:** 000121B-TP, Embarq's RCA Rpt - November 2007.pdf

**Filed on Behalf of:** Susan S. Masterton

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**Docket No.** 000121B-TP

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

**Filed on behalf of:** Embarq Florida, Inc.

**No of pages:** 6 pages

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

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

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November 27, 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 November 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 July 2007 through September 2007 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  
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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 27th day of November, 2007.

**Adam Teitzman**  
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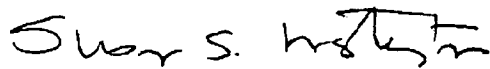
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**Susan S. Masterton**



## November 2007 Root Cause Analysis Report (reflects September 2007 data published October 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.

<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure : 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders</b>					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
With the decommissioning of UNEP services, CLECs are converting service back to Resale. The increase in Resale orders and an overall PON increase to IRES attributed to this miss.	4Q07	4Q07		1Q08	Embarq is currently working on the implementation of a new ordering system as well as new internal processes. The new system is expected to shorten cycle time in many areas and improve the CLEC customer experience. In the meantime we are working to prioritize and assign orders in the most efficient way.

<b>Measure 7: Average Completed Interval</b>					
<b>Submeasure 07.02.02 : Res Pots No Field work</b>					
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. In addition the increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD). Is also causing non-compliance.	4Q	2Q 2008	25%		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 11.11.01: UNE Loops Non-Designed Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
UNE loops behind remote end offices are not identified prior to dispatch, which is causing missed commits.	3Q 2007	4Q 2007	75% of orders 86% of orders		Order information is sent to OSP supervisors to get TSI information loaded into CLAS to allow orders to flow properly. Embarq is continuing to conduct refresher training for technicians using TSI technology on an "as needed" basis. Staff will develop an M&P for CO technicians.

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>Out of 53 tickets, 44 (83%) were auto-completed in both WFM I-R and WFM CO. Out of 3 tickets dispatched to WFM CO, 0 were preventable. Out of 3 tickets dispatched to WFM I-R, 0 were preventable. Out of 3 tickets dispatched to both WFM I-R and WFM CO, 3 were preventable. Out of 53 total tickets, only 3 (6%) were preventable. We could only miss 28 tickets to be compliant.</p>	2Q 2005	4Q 2007 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 analysis team are working with affected CLECs to improve understanding and communication of repair issues.



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 within our objective.	2Q2007	3Q2008	21% 17% 30% 60%		Embarq has been working with the NEAC and ARC trying to develop a corrective plan. Embarq's vendor has delivered a possible fix to the issue where 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.
NEAC reps aren't correcting errors on orders in time to meet our objective.			61% 70% 45% 20%		Embarq is meeting with IRES, NEAC, ARC and SOE employees to develop a corrective action plan for this sub-measure. We uncovered several issues that are being worked on.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.143: UNE DSI/ISDN PRI					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
FL experienced 47% or 15 tickets due to lightning. Six outages were caused by third party cuts or damage and the rest were due to defective/deteriorated equipment.					Damaged and defective equipment was repaired and/or replaccd.

Measure 19: Customer Trouble Report Rate  
Submeasure 19.147: EELS



Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
FL experienced 36% due to lightning. Four tickets were due to loose or damaged equipment and the remainder were due defective/deteriorated equipment.					Damaged and defective equipment was repaired and/or replaced.

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
Techs are managing and/or clearing tasks incorrectly.	3Q 2007	4Q 2007	100% of tickets		Embarq is working with the field on how to process the tickets correctly.
Inclement weather caused a higher than normal volume of trouble tickets.	3Q 2007	4Q 2007	<del>33% of tickets</del> 42% of tickets	4Q 2007	This is a seasonal occurrence.