

Ruth Nettles

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Sent: Thursday, June 26, 2008 2:25 PM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt. - June 2008
Attachments: 000121B-TP, Embarq's RCA Rpt, 6-26-08.pdf

Filed on Behalf of: **Susan S. Masterton**
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Docket No. 000121B-TP

Title of filing: Embarq's RCA Rpt. - June 2008

Filed on behalf of: Embarq Florida, Inc.

No of pages: 4 pages

Description: Embarq's Root Cause Analysis (RCA) Rpt - June 2008

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June 26, 2008

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 June 2008 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 February 2008 through April 2008 as published in the March, April and May 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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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 26th day of June, 2008.

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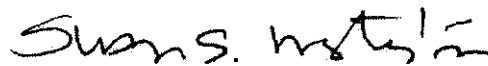
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Susan S. Masterton



June 2008 Root Cause Analysis Report (reflects April 2008 data, published May 2008)

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 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
Of the 3 orders missing their due dates by more than 24 hours, 2 were missed due to workload and 1 the \CIRAS COMP fid was not added to the order prior to the due date which delayed the closing process.	05/08	06/08	15%	2Q	WFM analysis was coached on the importance of matching the order to the proper skill level of the technician.

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
Of the 9 orders missing their due dates by more than 24 hours, 4 were missed due to heavy workload. On two the \CIRAS COMP fid was not added to the order prior to the due date which delayed the closing process. The final 1 was RRD to a date prior to the first revised due date causing the due date to be missed. If the due date had not been changed the second time we would have completed this order on time.	05/08	06/08		2Q	These issues have been discussed with field and Business Office management and they were coached on the importance of the proper skill level of the 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



Of the 35 tickets contributing to non-compliance 21 or 62% were cleared to deteriorated buried cable and buried drop and missing jumpers on the frame.	2Q 05	2Q 08	5%	Ongoing	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 18: Average Completion Notification Interval Submeasure 18.03: Electronic-Manual Mix					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 34 orders exceeding the notification interval by 24 hours or more, 22 of them were due to R orders on the PON having closing dates beyond the notification interval. 4 orders had SOE errors which delayed notification and 4 had associated Z orders which were completed after the notification interval.	3Q 07		11%	2009	The fact that R orders often are the last order on the PON to close and typically close after the due date continue to cause an out of compliant situation on this measure. We are trying to determine what needs to be done to allow completion dates to flow automatically into IRES on all orders so that manual intervention will not be necessary. Management responsible for clearing errors are coaching associates on error resolution process.