

Ruth Nettles

000121B-TP

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Friday, November 06, 2009 4:57 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - October 2009
Attachments: 000121B-TP, CenturyLink's RCA Rpt, October 2009.pdf

Filed on Behalf of: Susan S. Masterton

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - October 2009

Filed on behalf of: Embarq Florida, Inc. dba CenturyLink

Number Pages: 6 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - October 2009

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November 6, 2009

Ms. Ann Cole
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Florida Public Service Commission
2540 Shumard Oak Blvd.
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RE: Docket No. 000121B-TP

Dear Ms. Cole:

Enclosed for filing on behalf of Embarq Florida, Inc. dba CenturyLink, attached is CenturyLink's October 2009 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 CenturyLink, which shall then be published on a monthly basis. This report is for results for the period of June 2009 through August 2009 as published in the July, August and September 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
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 6th day of November, 2009.

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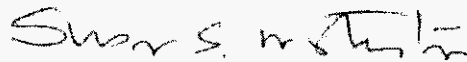
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Susan S. Masterton



CenturyLink

October 2009 Root Cause Analysis Report (reflects August 2009 data, published September 2009)

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 07.02.01 : Business POTS - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD) is causing non-compliance.	2Q2009			Ongoing	This issue is being investigated to see if it is a CLEC training issue or a system/analyst problem which can be corrected with training. Once this is determined proper course of action will be taken. Embarq will continue to monitor this measure to ensure parity is maintained.

Measure 7: Average Completed Interval					
Submeasure 07.02.02 : Business POTS - No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD) is causing non-compliance.	2Q2008			Ongoing	This issue is being investigated to see if it is a CLEC training issue or a system/analyst problem which can be corrected with training. Once this is determined proper course of action will be taken. Embarq will continue to monitor this measure to ensure parity is maintained.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.02.01 : Business POTS - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 22 non-compliant orders 8 or 36% were delayed due to technician workload, 6 or 27% were delayed due to facilities, 4 or 18% were delayed due to order errors. 2 or 9% were customer called and requested a different date prior to the appointed due date. 1 or 5% were delayed due to service provisioning, and 1 or 5% were missed due to a system issue.	2Q2009	N/A	15%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. They also adjust technician placement, working hours and dispatching in an effort to adjust technician availability to accommodate workload.

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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 11 orders non-complaint, 6 or 55% were delayed in service provisioning, 3 or 27% was not dispatched until after the due date, and 2 or 18% had an assignment change.	1Q2008	N/A	11%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner. In addition, assignment is working to improve accuracy of initial assignments.

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 21 orders followed by trouble, 9 or 43% were due to defective/deteriorated facilities, 4 or 19% were due to missing components and 4 or 19% were due to Embarq employee errors, 1 or 5% was due to invalid translations, and 1 or 5% was due to a issue with the jumper.	2Q2005	N/A	4%	Ongoing	Legacy 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. Legacy Embarq's account management and analysis team are working with affected CLEC's to improve understanding and communication of repair issues.

Measure 18: Average Completion Notification Interval					
Submeasure 18.01: All Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 29 orders non-complaint by >20 minutes, 10 or 34% were delayed because the /ACTC fid was not added or added after the notification limit expired, eight or 28% were missing the /CIRAS COMP fid and four or 14% were closed off the PDSO report in IRES.	2Q2009	N/A	N/A	Ongoing	Management has been notified of the various missing or late fids and plan on coaching the appropriate team members.



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 24 non-compliant orders by 24 hours or more 16 or 67% were delayed because of missing closing dates in IRES, three or 13% were due to order errors.	2Q2007	N/A	N/A	Ongoing	The issue with closing dates not being received from ARC into IRES is being addressed by IT. Management responsible for clearing errors is coaching associates on error resolution process. The NEAC has been notified of the importance of correcting errors as soon as they happen rather than correcting them all at once before month end.

Measure 19: Customer Trouble Report Rate					
Submeasure 19.143: UNE DS1/ISDN PRI					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
57 trouble reports 22 – lightning caused 8 defective HDSL cards 7 defective HRU cards 6 tech error – disconnected power 5 defective cable pairs 2 third party cable cuts 1 defective jack 1 defective NID 1 defective NIU 1 defective rectifier 1 defective cable section 1 broken jumper 1 damaged cable pair – buried drop	2Q2009			Ongoing	All defective/damaged equipment issues have been rectified with replacement equipment. All Embarq issues were repaired or replaced.



Measure 19: Customer Trouble Report Rate					
Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
28 trouble reports 6 lightning caused 5 defective cable pairs 2 defective HDSL cards 2 defective cable splice 1 not attenuated prperly at install 1 broken jumper 1 defective connector at cross box 1 defective HRU card 1 defective rectifier 1 defective slot in housing 1 disconnect in error 1 insect damage to housing 1 test point wiring reversed at install 1 third party cable cut 3 coded incorrectly to EMBARQ miss – 2 s/b customer miss for no grounding and 1 for no trouble found	1Q2009			Ongoing	All outages restored. all defective/damaged equipment issues have been rectified with replacement equipment. Storms in area caused excessive lightning damage. 3 tickets were coded incorrectly to EMBARQ error. These will be recoded properly to reflect customer grounding issue and an “no trouble found”.