

**Marguerite McLean**

000121B-TP

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**Sent:** Wednesday, May 12, 2010 4:29 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - April 2010  
**Attachments:** 000121B-TP, Embarq's RCA Rpt - April 2010.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - April 2010

Filed on behalf of: Embarq Florida, Inc. d/b/a CenturyLink

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Description: CenturyLink's Root Cause Analysis (RCA) Rpt - April 2010

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5/12/2010

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May 12, 2010

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. d/b/a CenturyLink is CenturyLink's April 2010 Root Cause Analysis (RCA) report. This report is being provided 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 December 2009 through February 2010 as published in the January, February and March reports.

Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

A handwritten signature in cursive script that reads "Susan S. Masterton".

*del*  
Susan S. Masterton

Enclosures

cc: David Rich  
Jerry Hallenstein  
Lisa Harvey

DOCUMENT NUMBER-DATE

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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 12th day of May, 2010.**

**Adam Teitzman  
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**Susan S. Masterton  
Senior Counsel**



## April 2010 Root Cause Analysis Report (reflects February 2010 data, published March 2010)

### 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 02.01.01: All Electronic – Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.01.02: All Electronic - Business POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	4Q2009			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

Measure 2: Average FOC Notice Interval					
Submeasure 02.01.16: All Electronic - LNP					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	4Q2009			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.



<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.03.01: Electronic/Manual Mix – Residential POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	3Q2009			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.03.02: Electronic/Manual Mix – Business POTS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not Firm Order Commit the orders within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	1Q2010			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders now that EASE has been implemented. The reporting team is also in the process of redesigning measure 2 to accommodate EASE as part of the next cookbook filing.

<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
On an aggregate level the center/system did not provide within time limitations a rejected notice. The aggregate result was 9.11 hours compared to a benchmark of 6 hours.	2Q2009			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of orders with less rejects now that EASE has been implemented.

<b>Measure 7: Average Completed Interval</b>					
<b>Submeasure 07.02.02: Business POTS - No Field Work</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
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.



<b>Measure 7: Average Completed Interval</b>					
<b>Submeasure 07.11.01: UNE Loops Non-designed - Field Work</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Of the 8 orders out of compliance by 24 hours or more, two or 25% were due to missing or delayed /CIRAS COMP fids, two or 25% were delayed due to facilities, two or 25% were due to order errors and two or 25% were due to multiple transfers between departments in order to complete the orders.	2Q2008	N/A	10%	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.

<b>Measure 11: Percent of Due Dates Missed</b>					
<b>Submeasure 11.11.01: UNE Loops Non-Designed Field Work</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Of the 15 orders out of compliance, 6 or 40% was due to Ciras was issued late, 4 or 27% were due to facilities issues, 2 or 13% were missed because of closing issues, 2 or 13 % were related to ordering issues and 1 or 7% was missed because of no tech availability.	1Q2008	N/A	6%	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.

<b>Measure 18: Average Completion Notification Interval</b>					
<b>Submeasure 18.03: Electronic/Manual Mix</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
Of the 11 orders non-compliant, five or 45% were due to order errors, 3 or 27% were due to missing /CIRAS COMP fids, 2 or 18% were missed because of system errors, and 1 or 9% was canceled.	2Q2007	N/A	5%	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.



<b>Measure 19: Customer Trouble Report Rate</b>					
<b>Submeasure 19.147: EELS</b>					
<b>Description of Issue</b>	<b>Start Date</b>	<b>Projected Improvement</b>	<b>Estimated Impact</b>	<b>End Date</b>	<b>Improvement Plan</b>
4 – Cable Cut – 3 <sup>rd</sup> Party 4 – Defective Cable Pair 2 – Defective HRU 3 – Mis-wired Jumpers 1 – Defective Office Card 1 – Connecting Company Issue	1Q2009			Ongoing	All issues repaired or corrected