

Diamond Williams

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Thursday, March 17, 2011 4:51 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt - February 2011
Attachments: Embarq's RCA Rpt-February 2011,3-17-11.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. – February 2011

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

Number Pages: 6 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt – February 2011

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3/18/2011

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK



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March 17, 2011

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 February 2011 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 October 2010 through December 2010 as published in the November, December and January 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

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

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 17th day of February, 2010.

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

**** Requested RCA report not be sent via email.
ATT will access from FPSC website if needed.**



February 2011 Root Cause Analysis Report (reflects December 2010 data, published January 20, 2011)

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.	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 02.01.101: All Electronic - UNE Loops xDSL Provisioned					
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.	2Q2010			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 02.01.11: All Electronic - UNE Loops Non-designed					
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 02.01.16: 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.	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 3: Average Reject Notice Interval					
Submeasure 03.03.02.01: Electronic/Manual Mix - Content Errors (other edits) - Resale Orders					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level the center/system did not provide within time limitations a rejected notice. The aggregate result was 17.45 hours compared to a benchmark of 6 hours. This is because of the way EASE handles orders as compared to IRES benchmarks.	2Q2010			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 3 to accommodate EASE as part of the next cookbook filing.

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 23 non-compliant orders, nine or 39% were delayed due to technician workload, seven or 30% were delayed due to order errors, three or 13% were delayed in Assignment three or 13% were delayed in Service Provisioning and one or 4% was delayed due to lack of facilities.	1Q2010		24%	Ongoing	Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner. The appropriate management has been notified of the importance of timely error correction and prevention. They are also working to improve the processing of related orders and the assignment process.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.02.02: Business POTS – No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the three non-compliant order, 2 order were held orders related to an order that was closed incorrectly and one was held to match a related order. The last order was missed because of a provisioning system error.	1Q2010			Ongoing	

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 five non-compliant orders, three or 60% were delayed in Service Provisioning and two or 40% were delayed due to lack of facilities.	1Q2008		27%	Ongoing	The appropriate management has been notified of the importance of timely error correction and prevention. Dispatching centers continue efforts to balance workload with resources to ensure orders are completed in a timely manner and dispatched to the proper group.



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 seven non-compliant orders four or 57% were delayed in Service Provisioning and one or 14% was delayed due to lack of facilities, one or 14% was delayed due to order error and one or 14% was delayed waiting on a CIRAS order.	1Q2008		35%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. The appropriate management has been advised of the importance of adding the CIRAS COMP fid when the CIRAS order closes. The timely processing of CIRAS orders, assignment and error correction have also been communicated.

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 eight orders followed by tickets five or 63% were due to deteriorated Buried Cable and Buried Drop. Two or 25% were due to an incorrectly wired jumper or a missing jumper and one or 13% was due to an issue with provisioning of a feature.	2Q2008		2%	Ongoing	The appropriate management continues to coach order technicians on the importance of completing all related work and following proper installation procedures when completing a service order. The dispatching organization is working to ensure orders are dispatched to the appropriate technicians when necessary for order completion.

Measure 18: Average Completion Notice Interval					
Submeasure 18.01: All Electronic					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
On an aggregate level we were non-compliant, we were non-compliant because they were held up in the system before an analyst found them and cleared them for completion. Additionally, we were reporting how EASE handles orders as compared to IRES benchmarks.	1Q2008			Ongoing	The issue with closing dates not being received from ARC into EASE 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. The reporting team is also in the process of redesigning measure 18 to accommodate EASE as part of the next cookbook filing.