

Diamond Williams

From: Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]
Sent: Thursday, October 20, 2011 5:22 PM
To: Filings@psc.state.fl.us
Cc: Masterton, Susan S
Subject: 000121B-TP, CenturyLink's RCA Rpt-September 2011
Attachments: 000121B-TP, CenturyLink- RCA Report, Sept. 2011.pdf

Filed on Behalf of:

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Docket No. 000121B-TP

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

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

Number Pages: 5 pages

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

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10/21/2011

DOCUMENT NUMBER - DATE
07717 OCT 21 =
FPSC-COMMISSION CLERK

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October 20, 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 September 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 May 2011 through July 2011 as published in the June, July & August reports.

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

Sincerely,

A handwritten signature in black ink that reads "Susan S. Masterton".

Susan S. Masterton

Enclosures

DOCUMENT NUMBER-DATE

07717 OCT 21 =

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 20th day of October, 2011.

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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.**



September 2011 Root Cause Analysis Report (reflects July 2011 data, published August 20, 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 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. This is because of the way EASE handles orders as compared to IRES benchmarks. There are a number of reporting related issues that are effecting reporting but not customer service.	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 3: Average Reject Notice Interval					
Submeasure 03.03.02.02: Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports					
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. This is because of the way EASE handles orders as compared to IRES benchmarks. There are a number of reporting related issues that are effecting reporting but not customer service.	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 07.02.01: Business POTS - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Customer requested due dates accounted for 64%, provisioning delays accounted for 26%, lack of facilities accounted for 10% of the non-compliant orders.	2Q2008			Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. They are also reviewing the processes to identify ways to minimize no access situations for the technicians.

Measure 18: Average Completion Notice Interval					
Submeasure 18.03: Electronic/Manual Mix					
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 completion notice. This is because of the way EASE handles orders as compared to IRES benchmarks. There are a number of reporting related issues that are effecting reporting but not customer service.	3Q2011			Ongoing	Management is working to address ordering issues and exhaust issues to allow for timelier processing of order completions now that EASE has been implemented.

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
53 Trouble Tickets 1 – Stolen Jumper – CenturyLink 1 – Defective Frame Module 1 – Broken Wire – XBOX 2 – Bad DS3 Jack 2 – Defective Aerial Drop 2 – Defective Module – Servicing Terminal 3 – Fiber Cut – 3 rd Party 7 – Cable Cut – 3 rd Part 9 – Defective CO Card 10 – Defective CA/PR 15 – Defective NIU Card	3Q2011			Ongoing	All troubles have been repaired.



Measure 32: Recurring Charge Completeness

Submeasure 32.02: UNE

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Billing clean up activity post conversion to new billing system impacted this measure	3Q2011			Ongoing	Management is working to quickly correct any residual billing problems

Measure 33: Non-Recurring Charge Completeness

Submeasure 33.02: UNE

Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Billing clean up activity post conversion to new billing system impacted this measure	3Q2011			Ongoing	Management is working to quickly correct any residual billing problems