

**Eric Fryson**

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**From:** Kelly, Tamela D [Tamela.Kelly@CenturyLink.com]  
**Sent:** Tuesday, July 17, 2012 4:37 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** 000121B-TP, CenturyLink's RCA Rpt - June 2012  
**Attachments:** CenturyLink's RCA Rpt-June 2012.pdf

**Filed on Behalf of:**

Susan S. Masterton  
Senior Corporate Counsel  
Embarq Florida, Inc. d/b/a CenturyLink  
315 S. Calhoun Street, Suite 500  
Tallahassee, FL 32301  
Telephone: 850/599-1560  
Fax: 850/224-0794  
Email: [susan.masterton@centurylink.com](mailto:susan.masterton@centurylink.com)

Docket No. 000121B-TP

Title of filing: CenturyLink's RCA Rpt. - June 2012

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

Number Pages: 6 pages

Description: CenturyLink's Root Cause Analysis (RCA) Rpt - June 2012

**Tamela Kelly**  
Regulatory/Government Affairs  
CenturyLink  
Voice: 850.599.1029 | Fax: 850.224.0794 | Email: [tamela.kelly@centurylink.com](mailto:tamela.kelly@centurylink.com)

7/17/2012

DOCUMENT NUMBER-DATE

0477 | JUL 17 2012

FPSC-COMMISSION CLERK



July 17, 2012

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 June 2012 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 February 2012 through April 2012 as published in the March, April and May 2012 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".

*SS* Susan S. Masterton

Enclosures

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Susan S. Masterton  
Senior Corporate Counsel  
315 S. Calhoun Street, Suite 500  
Tallahassee, FL 32301  
850-599-1560 (voice)  
850-224-0794 (fax)  
susan.masterton@centurylink.com

**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 July, 2012.

**Adam Teitzman**  
**Florida Public Service Commission**  
**2540 Shumard Oak Blvd**  
**Tallahassee, FL 32399-0850**  
[ateitzman@psc.state.fl.us](mailto:ateitzman@psc.state.fl.us)

**Florida Cable Telecommunications**  
**Assoc., Inc.**  
**David A. Konuch**  
**246 E. 6<sup>th</sup> Avenue, Suite 100**  
**Tallahassee, FL 32303**  
[dkonuch@fcta.com](mailto:dkonuch@fcta.com)

**Time Warner Telecom of Florida, L.P.**  
**Ms. Carolyn Ridley**  
**Time Warner Telecom**  
**233 Bramerton Court**  
**Franklin, TN 37069-4002**  
[carolyn.ridley@twtelecom.com](mailto:carolyn.ridley@twtelecom.com)

**Gunster Law Firm**  
**Matthew J. Feil**  
**215 South Monroe Street**  
**Suite 601**  
**Tallahassee, Florida**  
**32301-1804**  
[mfeil@gunster.com](mailto:mfeil@gunster.com)

**AT&T Florida/TCG South Florida,**  
**Inc.**  
**E. Edenfield/T. Hatch**  
**c/o Mr. Gregory Follensbee \*\***  
**150 South Monroe Street, Suite 400**  
**Tallahassee, FL 32301-1561**  
[greg.follensbee@att.com](mailto:greg.follensbee@att.com)

**Covad Communications Company**  
**Ms. Lael Atkinson**  
**7000 North MoPac Expressway, Floor 2**  
**Austin, TX 78731-3045**  
[latkinson@covad.com](mailto:latkinson@covad.com)



 **Susan S. Masterton**  
**Senior Counsel**

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



## June 2012 Root Cause Analysis Report (reflects April 2012 data, published May 20, 2012)

### Florida Public Service Commission

**Background**

If there is non-compliance at the aggregate level in three consecutive months for a given level of disaggregation, CenturyLink shall provide a report of root cause analysis on a monthly basis. CenturyLink's root cause analysis shall include a plan for corrective action with key activities and anticipated completion dates for implementation.

<b>Measure 1: Average Response Time to Pre-Order Queries</b>					
<b>Submeasure 01.01.01: Address Verification/Dispatch Required - All Electronic</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 return the query within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	3Q2010			Ongoing	The reporting team is in the process of redesigning measure 1 to accommodate EASE as part of the next cookbook filing.

<b>Measure 1: Average Response Time to Pre-Order Queries</b>					
<b>Submeasure 01.02.01: Request For Telephone Number - All Electronic</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 return the query within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	3Q2010			Ongoing	The reporting team is in the process of redesigning measure 1 to accommodate EASE as part of the next cookbook filing.

<b>Measure 1: Average Response Time to Pre-Order Queries</b>					
<b>Submeasure 01.03.01: Request For Customer Service Record Simple - All Electronic</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 return the query within average time limitations because of the way EASE handles orders as compared to IRES benchmarks.	3Q2010			Ongoing	The reporting team is in the process of redesigning measure 1 to accommodate EASE as part of the next cookbook filing.

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<b>Measure 2: Average FOC Notice Interval</b>					
<b>Submeasure 02.01.01: All Electronic - 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.	1Q2010			Ongoing	The reporting team is 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 02.01.02: All Electronic - 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	The reporting team is 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 02.01.11: All Electronic - UNE Loops Non-designed</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	The reporting team is 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 02.01.16: All Electronic - LNP</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	The reporting team is 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	The reporting team is 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 02.03.16: Electronic/Manual Mix - LNP</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	The reporting team is 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. This is because of the way EASE handles orders as compared to IRES benchmarks. There is a number of reporting related issues that are effecting reporting but not customer service.	2Q2010			Ongoing	The reporting team is in the process of redesigning measure 3 to accommodate EASE as part of the next cookbook filing.

<b>Measure 3: Average Reject Notice Interval</b>					
<b>Submeasure 03.03.02.02: Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports</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. This is because of the way EASE handles orders as compared to IRES benchmarks. There is a number of reporting related issues that are effecting reporting but not customer service.	2Q2010			Ongoing	The reporting team is in the process of redesigning measure 3 to accommodate EASE as part of the next cookbook filing.



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<b>Measure 18: Average Completion Notice 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>
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 is a number of reporting related issues that are effecting reporting but not customer service.	3Q2011			Ongoing	Management has identified the reporting issues with this measurement and we are working towards implementation of a data fix.