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**May 5, 2020 NANC MEETING SUMMARY**

**Pooling and Routing Number Administrator (PA and RNA) Information and Performance Measurement Details**

**April 2019 through March 2020**

**The PA continues to meet all performance measurements:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Apr-19** | **May-19** | **Jun-19** | **Jul-19** | **Aug-19** | **Sep-19** | **Oct-19** | **Nov-19** | **Dec-19** | **Jan-20** | **Feb-20** | **Mar-20** |
| **Number of applications (Part 3As) processed** | **11,355** | **11,684** | **8,962** | **8,691** | **13,186** | **10,930** | **10,660** | **9,611** | **7,782** | **13,655** | **10,687** | **11,776** |
| **Number of Part 1s passed to NANPA** | **408** | **727** | **517** | **516** | **568** | **677** | **586** | **556** | **361** | **1,214** | **521** | **500** |
| **Applications not processed within 7 calendar days** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Number of codes opened for pool replenishment** | **175** | **335** | **172** | **170** | **263** | **185** | **330** | **96** | **192** | **171** | **259** | **235** |
| **Number of new blocks on reclamation list** | **188** | **81** | **217** | **146** | **35** | **73** | **113** | **129** | **74** | **204** | **185** | **194** |
| **Total number of blocks on reclamation list** | **279** | **184** | **297** | **256** | **174** | **197** | **237** | **252** | **212** | **366** | **396** | **425** |
| **Number of blocks reclaimed** | **0** | **1** | **0** | **1** | **0** | **2** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Phone calls not returned within 24 hours** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Number of formal complaints** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Number of rate center status changes** | **9** | **4** | **8** | **2** | **13** | **8** | **11** | **13** | **21** | **3** | **23** | **10** |
| **Reports provided for NANPA meetings** | **0** | **4** | **2** | **4** | **4** | **5** | **1** | **1** | **1** | **1** | **4** | **5** |
| **Number of NANPA meetings attended** | **0** | **1** | **1** | **2** | **1** | **1** | **2** | **0** | **1** | **0** | **1** | **3** |
| **Number of RCs with < 6 months inventory based on forecast** | **638** | **599** | **568** | **664** | **648** | **656** | **568** | **516** | **518** | **718** | **668** | **620** |
| **Number of RCs with < 6 mos. Inventory based on forecast, and zero blocks** | **182** | **160** | **154** | **154** | **165** | **171** | **133** | **147** | **137** | **202** | **175** | **188** |
| **Number of RCs with blocks in pending status** | **539** | **556** | **568** | **488** | **522** | **532** | **607** | **502** | **457** | **441** | **517** | **479** |
| **Trouble tickets opened** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **1** | **0** | **0** | **1** |
| **Trouble tickets closed** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **1** | **0** |
| **Trouble tickets pending** | **0** | **0** | **0** | **0** | **0** | **0** |  | **0** | **0** | **1** | **0** | **0** |
| **Percent PAS scheduled uptime** | **100** | **100** | **100** | **99.95[[1]](#footnote-1)** | **100** | **100** | **100** | **100** | **100** | **100** | **100** | **100** |
| **Number of change orders submitted** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

**Routing Number Administrator (RNA) Information and Performance Measurement Details**

**April 2019 through March 2020**

**The RNA continues to meet all performance measurements:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Apr-19** | **May-19** | **Jun-19** | **Jul-19** | **Aug-19** | **Sep-19** | **Oct-19** | **Nov-19** | **Dec-19** | **Jan-20** | **Feb-20** | **Mar-20** |
| **Number of applications (Part 3s) processed** | **1,151** | **645** | **598** | **1,622** | **322** | **1,218** | **2,688** | **298** | **77** | **71** | **130** | **269** |
| **Number of applications not processed in 5 business days** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Phone calls not returned within 24 hours** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Trouble tickets opened** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Trouble tickets closed** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Trouble tickets pending** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Number of formal complaints** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Percent RNAS scheduled uptime** | **100** | **100** | **100** | **100** | **100** | **100** | **100** | **100** | **100** | **100** | **100** | **100** |
| **Number of Change Orders submitted** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

**Other Projects:**

* **COVID-19 Activity:**
  + **In March, we processed 3 expedited requests for blocks related to COVID-19.**
* **2019 Annual Report:** 
  + **The PA submitted the** *2019 National Pooling and Routing Number Administrator Annual Report* **to the FCC on March 27 per Contract Data Requirements List (CDRL) 5.6.1 and Section 2.21.2. The report is available on the PA and RNA websites.**
* **2019 PA and RNA Highlights:**
  + **Performance Metrics:**
    - **The PA met all performance measurements for 2019.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Required Service** | **Performance Standards** | **Acceptable Quality Levels** | **2019 Quality Level** | **Met**  **Or Not Met**  **Y or N** |
| **Process Applications**  **(See Sections 2.20.4,2.22.4.6, 2.22.4.7)** | **PAS applications processed within 7 calendar days; RNAS applications processed within 5 business days** | **99%** | **100%** | **Y** |
| **Answer calls**  **(See Section 2.22.4.3)** | **Calls answered within 1 business day** | **100%** | **100%** | **Y** |
| **Submission of Deliverables**  **(See Sections 5.2, 5.3, 5.4, 5.5, 5.6, 5.6.1, 5.6.2.1, 5.6.2.2, 5.6.3.1, 5.7, 5.8, 5.9, 5.10)** | **Deliverables submitted no later than the due dates** | **100%** | **100%** | **Y** |
| **Submission of Deliverables**  **(See Sections 5.6.4.1, 5.6.4.2, 5.6.4.3, 5.6.4.4, 5.6.5)** | **Deliverables submitted no later than the due dates** | **100%** | **100%** | **Y** |
| **PAS and RNAS Availability**  **(See Sections 3.3 and 4.3)** | **Pooling Administration System is available; Routing Number Administration System is available** | **99.9%** | **PAS: 99.996%**  **RNAS: 100%** | **Y** |
| **Maintenance**  **(See Sections 3.3 and 4.3)** | **Unscheduled maintenance of the PAS is less than 9 hours in any 12 month period; Unscheduled maintenance of the RNAS is less than 9 hours in any 12 month period** | **100%** | **100%** | **Y** |
| **Maintenance**  **(See Sections 3.3 and 4.3)** | **Scheduled maintenance of the PAS is less than 24 hours in any 12 month period; Scheduled maintenance of the RNAS is less than 24 hours in any 12 month period** | **100%** | **100%** | **Y** |

* **Transition:**
  + **The transition of PA services and personnel from Neustar to Somos was successfully completed on January 1, 2019.**
    - **RNAS transferred to Somos on December 7.**
    - **PAS and NAS transferred to Somos on December 15.**
    - **Somos, PA and NANPA staff conducted an overview on the transition, as well as an overview of NANPA and PA at the NARUC winter meeting on February 11.**
    - **NANPA/PA/RNA Transition Survey**
      * **Was distributed on March 25 to users from NAS, PAS and RNAS.**
      * **Results were very positive; 88% of respondents indicated they were “extremely satisfied” or “very satisfied” with the overall communications about the transition, including the frequency, timeliness and thoroughness of the communications.**
      * **100% of respondents were able to access the systems after transition.**
      * **Feedback used in describing the transition included “Seamless”, “Transparent”, “Smooth”, and “Didn’t notice any changes other than email addresses”.**
  + **Effective November 1, the PA contract was extended. The extension is for six months with two additional 3-month options.**
* **Monthly Summaries:**
  + **Pooling Administration:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Totals** |  |
| **Number of applications (Part 3As) processed** | **7,412** | **7,422** | **9,102** | **11,355** | **11,684** | **8,962** | **8,691** | **13,186** | **10,930** | **10,660** | **9,611** | **7,782** | **116,797** |  |
| **Number of Part 1s passed to NANPA** | **506** | **437** | **466** | **408** | **727** | **517** | **516** | **568** | **677** | **586** | **556** | **361** | **6,325** |  |
| **Applications not processed within 7 calendar days** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |  |
| **Number of codes opened for pool replenishment** | **272** | **221** | **245** | **175** | **334** | **172** | **170** | **262** | **184** | **328** | **96** | **192** | **2,651** |  |
| **Number of new blocks on reclamation list** | **42** | **174** | **34** | **188** | **81** | **217** | **146** | **35** | **73** | **113** | **129** | **74** | **1,306** |  |
| **Total number of blocks on reclamation list** | **156** | **269** | **139** | **279** | **184** | **297** | **256** | **174** | **197** | **237** | **252** | **212** | **2,652** |  |
| **Number of blocks reclaimed** | **1** | **2** | **0** | **0** | **1** | **0** | **1** | **0** | **2** | **0** | **0** | **0** | **7** |  |
| **Phone calls not returned within 24 hours** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |  |
| **Number of formal complaints** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |  |
| **Number of rate center status changes** | **24** | **168** | **12** | **9** | **4** | **8** | **2** | **13** | **8** | **11** | **13** | **21** | **293** |  |
| **Reports provided for NANPA meetings** | **2** | **2** | **3** | **0** | **4** | **2** | **4** | **4** | **5** | **1** | **1** | **1** | **29** |  |
| **Number of NANPA meetings attended** | **0** | **3** | **1** | **0** | **1** | **1** | **2** | **1** | **1** | **2** | **0** | **1** | **13** |  |
| **Number of RCs with < 6 months inventory based on forecast** | **751** | **724** | **660** | **638** | **599** | **568** | **664** | **648** | **656** | **568** | **516** | **518** | **7,510** |  |
| **Number of RCs with < 6 mos. inventory based on forecast, and zero blocks** | **209** | **179** | **175** | **182** | **160** | **154** | **154** | **165** | **171** | **133** | **147** | **137** | **1,966** |  |
| **Number of RCs with blocks in pending status** | **511** | **580** | **659** | **539** | **556** | **568** | **488** | **522** | **532** | **607** | **502** | **457** | **6,521** |  |
| **Trouble tickets opened** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **1** | **1** |  |
| **Trouble tickets closed** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |  |
| **Trouble tickets pending** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |  |
| **Percent PAS uptime** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **99.95%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** |  |
| **Number of change orders submitted** | **1** | **1** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **2** |  |

* + **P-ANI Administration:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **TOTAL** |
| **Number of applications (Part 3s) processed** | **332** | **165** | **191** | **1,151** | **645** | **598** | **1,622** | **322** | **1,218** | **2,688** | **298** | **77** | **9,307** |
| **Number of applications not processed in 5 business days** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Phone calls not returned within 24 hours** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Trouble tickets opened** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Trouble tickets closed** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Trouble tickets pending** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Number of formal complaints** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Percent RNAS uptime** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** |
| **Number of Change Orders submitted** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

* **Systems Performance:**
  + **Pooling Administration System (PAS):**
* **PAS had 21 minutes of unscheduled downtime for the year and was accessible for use** 99.996% **of scheduled available time.** 
  + - **The performance metric for PAS requires that there be less than 9 hours of unscheduled down time in any 12-month period which equates to 99.9% availability.**
* **Conducted PAS maintenance eight times, using 2 hours 45 minutes of FCC-approved downtime.**
* **Implemented Change Orders 8 and A:** 
  + **Change Order 8: relating to INC Issue 869 - NPAC Help Desk information is incorrect on system generated TBPAG Part 1B form was implemented in PAS on May 16.**
  + **Change Order A: relating to INC Issue 839 - Combine the Central Office Code (NXX) Assignment Guidelines (COCAG) and the Thousands-Block (NXX-X) Administration Guidelines (TBPAG) into one Document was implemented in PAS on October 30.**
* **Trouble Tickets:**
  + **Opened one trouble ticket.**
  + **Routing Number Administration System (RNAS):**
* **RNAS had no unscheduled downtime for the year and was accessible for use 100% of scheduled available time.** 
  + **The performance metric for RNAS requires that there be less than 9 hours of unscheduled down time in any 12-month period which equates to 99.9% availability.**
* **No trouble tickets opened.**
* **Conducted RNAS maintenance one time on August 15, using one hour and 45 minutes of FCC-approved down time.**
* **Industry Support:**
* **Participated in 49 industry meetings either in-person or by conference call.**
* **Answered 100% of the 1,120 received calls within 1 business day.**
* **Handled 511 Help Desk calls.**
* **Submitted 8 new issues and 12 new contributions at the Industry Numbering Committee (INC).**
* **Made 293 changes to rate center information in 123 NPAs and 69 states.**
* **Met 10 times with the Number Administration Oversight Working Group Contract Oversight Subcommittee (NAOWG COSC):** 
  + **At the request of the NAOWG COSC, the PA and RNA began reporting significant customer focus item details with the April monthly report.** 
    - * **Noted a total of 149 significant PA and P-ANI customer focus items for March through December; 115 for PA and 34 for p-ANI.**
* **Continued sending Tips-of-the-Quarter.**
* **Had no formal complaints.**
* **Reporting:**
* **Produced a total of 522 reports for the FCC, states, the North American Numbering Council (NANC), North American Numbering Plan Administration (NANPA), service providers, and other.**
* **Submitted all 69 required Contract Data Requirements List (CDRL) reports on time and posted them to the website.**
  + **Produced all 79 requested by-request [ad hoc] reports within three business days.**
* **Submitted all 15 additional contract-required reports on time and posted them to the website.**
* **Training:**
* **Facilitated eight state regulatory commission educational sessions on pooling processes and website information.**
* **Other Activity:**

### Changes to Metropolitan Statistical Area (MSA) Rank and Name:

**The PA maintains a current list of rate centers that are in the top-100 Metropolitan Statistical Areas (MSAs) in which carriers are required to pool under FCC orders. If there are changes to MSA information, the federal Office of Management and Budget (OMB) releases a bulletin. The OMB usually releases any updates to the definitions and/or composition (i.e., counties or other political divisions) of MSAs once per year.  The PA monitors the OMB website and when a bulletin is issued, investigates the impact on the status designations of rate centers in the pools.  These bulletins can contain any or all of the following:**

* **Changes to the composition of a specific MSA**
* **Creation of new MSAs**
* **Deletion of an MSA where its political divisions have been reassigned to another or newly-created MSA**
* **Renaming of MSAs based on city populations (each MSA name contains up to three principal cities in decreasing order of population). This usually amounts to reordering of city names or the removal or addition of principal city names.**

**In addition, the PA monitors the federal Census Bureau website to determine when new population estimates are available. When the PA finds something new, they correlate the new MSA data with the new population estimates and make all of the appropriate updates to the ranking of the top-100 MSAs.**

**After the OMB published Bulletin OMB 18-04 entitled “Revised Definitions of Metropolitan Statistical Areas, Micropolitan Statistical Areas, and Combined Statistical Areas, and Guidance on Uses of the Definitions of These Areas,” the PA analyzed the data, made the appropriate revisions, and notified all registered PAS users on February 19. Following is a summary of the revisions:**

1. **Changed the names of 17 of the current top 100 MSAs**

**2. Changed the MSA association for 111 rate centers**

**3. Added six new MSAs to the top 100:**

* **Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area**
* **Hartford-East Hartford-Middletown, CT Metropolitan Statistical Area**
* **Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area**
* **Augusta-Richmond County, GA-SC Metropolitan Statistical Area**
* **El Paso, TX Metropolitan Statistical Area**
* **Baton Rouge, LA Metropolitan Statistical Area**

**4. Changed 42 rate center designations as follows:**

* **3 were changed from Optional (O) to Single Service Provider Mandatory (M\*);**
* **15 were changed from Optional (O) to Mandatory (M);**
* **14 were changed from State Mandatory (M) to Mandatory (M);**
* **1 was changed from State Mandatory (M) to Single Service Provider Mandatory (M\*); and**
* **9 were changed from Excluded (X) to Single Service Provider Mandatory (M\*)**
* **Seeking Voluntary Disconnects:**

**In a proactive effort to prevent the unnecessary opening of NXX codes, we developed a process beginning in late May 2010 that could conserve numbers in rate centers when an incoming SP requests that the rate center designation be changed from “Excluded” to “Optional”.  In this circumstance, we seek voluntary block disconnects from existing SP(s) in that rate center so that the incoming SP can request blocks instead of opening a new NXX code.  The process of requesting blocks involves verifying which SPs presently operate in the rate center, getting the contact information for them, and then sending each of them emails, which takes the PA a lot of extra time.**

**In 2019, the PA attempted to secure voluntary block disconnects for 47 rate centers being changed from Excluded to Optional.  We were able to obtain disconnects (formerly donations) for 30 of those rate centers, thereby potentially saving the opening of 30 NXX codes.**

**At times a carrier will also contact us to request that we seek disconnects in a pooling rate center it is entering that has no blocks available because it is either a single-service provider rate center or it is already available for pooling, to prevent the opening of an NXX code.  This is especially useful in low population areas where blocks added to the pool from opening an NXX code may never be utilized.  In 2019, we were asked to request voluntary block disconnects in 29 optional pooling rate centers that did not have any available blocks.  We requested disconnects and received disconnects for 12 of the rate centers which saved 12 NXX codes from being opened.**

* **Abandoned Codes/Blocks:**

**When we are made aware that a company has abandoned pooled codes and blocks, we work with state regulators to obtain permission to reclaim the numbering resources as abandoned.  We also work with NANPA for pooled code reclamation and the NPAC to disconnect any LRNs or ported TNs from the NPAC for these companies.  If there are customers on the codes or blocks, we seek new code holders so that customers are not put out of service.**

**The following is a summary of abandoned code/block activity for this period:**

* **Nine companies in 11 states abandoned pooled codes and/or blocks.**
* **We sent 29 emails seeking new code or block holders.**
* **17 pooled codes were transferred to new code holders.**
* **20 pooled blocks were transferred to  new block holders.**
* **88 blocks were disconnected and put back into the available pools.**
* **New York Blockable Codes Project**
* **Effective May 17, 2018, the New York Public Service Commission issued an Order in Case 17-C-0278, that directed service providers to remove the blocking service on those NXX codes that have been excluded from the tariffs, and to ensure those central office codes are reflected in the LERG with the COC type of EOC (end office code) rather than the COC type of INP (Information Provider). The PA and NANPA worked extensively with affected code holders over the past year to complete the project which ultimately resulted in 86 blocks being made available in pools and 25 codes returned to NANPA.**

* **Support for Interconnected VoIP Providers:**
* **Continued to support the 42 authorized interconnected VoIP (iVoIP) providers;**
* **Continued daily monitoring of the FCC website for any new iVoIP applications, docket filings, public notices, or orders;**
* **Continued to notify the states whenever there is a filing, notice, order or initial code request.**
* **Continued responding to iVoIP providers and state regulatory staff inquiries on application processing requirements, proper supporting documentation, 30-day notification letters and adherence to state-specific requirements.**

**P-ANI:**

* **Continued working with carriers to resolve data discrepancies.**
* **Continued working on reconciling duplicate assignment issues.**
* **Processed carriers’ annual reports and semi-annual forecasts.**
* **Continued sending *Tip of the Quarter*.**
* **Participated in the Emergency Services Interconnection Forum (ESIF).**
* **Completed and posted the *P-ANI Activity and Projected Exhaust Report*.**
* **Continued working with carriers on supporting documentation issues.**

1. **PAS unscheduled unavailability: July 20 for 14 minutes and July 21 for 7 minutes for a total of 21 minutes, due to an AWS infrastructure issue. No customers were affected.** [↑](#footnote-ref-1)