CO Code (NXX) Administration

Industry & Other Question: NANPA provided timely, accurate, and courteous service in the assignment and administration of central office codes.

State Regulatory Commission Question: NANPA effectively managed the process of central office code administration and reclamation, and coordinated with state regulators to reclaim abandoned resources.

**NPA Relief Planning**

Industry & Other Question: NANPA demonstrated regional knowledge and effective facilitation skills in NPA relief planning activities, and kept the industry apprised of the status and changes related to NPA relief projects.

State Regulatory Commission Question: NANPA initiated communications with regulators and responded to their requests for assistance with and information about NPA relief planning and pending NPA relief activities.

Numbering Resource Utilization/Forecast (NRUF)

Industry & Other Question: NANPA provided accurate and timely updates and assistance for completing and submitting utilization and forecast data via the NRUF Form 502 reporting process.

State Regulatory Commission Question: NANPA assisted states with access to and understanding of the NRUF utilization and forecast data available to them via NAS and/or the state NRUF database.

Other NANP Resources

(5XX and 9YY NXXs, CICs, Vertical Services Codes, 800-855 and 555 line numbers)

Question: NANPA provided direction in applying for resources, and provided assistance in understanding the purpose of these resources and associated reclamation processes.

NANP Administration System (NAS)

Question: NAS provided accurate numbering information and access to reports. The NAS-NANP Notification System (NAS-NNS) communicated planned NAS maintenance and availability, changes to system features and functions, and information pertaining to NANP administration (e.g., NPA relief planning, NRUF submissions, Planning Letters).

NANPA Website and Reports

Question: The NANPA website (www.nanpa.com) was accessible and easy to navigate, and contained accurate and up-to-date information and reports.

NANPA Industry Activities

Question: NANPA representatives effectively participated in and contributed to discussion and/or resolution of numbering resource assignment and administration issues at industry forums such as the Industry Numbering Committee (INC) and North American Numbering Council (NANC).

Overall Assessment of the NANPA

Question: Based upon your experiences in the 2017 performance year, how would you rate NANPA's overall service?