Report to the North American Numbering Council (NANC) of the National Thousands Block Pooling Administrator

March 29, 2012

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1. Pooling Administration (PA) Activity Summary Reports – pages 2-5
2. Pooling Administration System (PAS) Performance Report – page 5-6
3. Other Pooling Administration Activities – pages 7-9
4. 2011 Highlights of PA Performance – pages 10-13

**Pooling Administration (PA) Activity Report**

# March 2011 through February 2012

# PA Activity Summary Data

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ACTIVITY** | **MAR** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEP** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** |
| Total applications (Part 3s) processed | 13,250 | 10,960 | 14,422 | 10,061 | 10,512 | 14,633 | 12,600 | 9,057 | 11,296 | 8,341 | 8,218 | 9,357 |
| # of applications not processed in 7 calendar days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| # of block assignments made | 5,295 | 3,873 | 5,091 | 3,774 | 4,459 | 4,382 | 4,324 | 4,053 | 4,536 | 3,033 | 3,057 | 4,450 |
| # of change requests to existing blocks | 6,017 | 5,478 | 5,456 | 4,688 | 4,101 | 7,747 | 5,018 | 1,975 | 5,123 | 3,573 | 3,210 | 2,134 |
| # of requests to cancel | 120 | 66 | 213 | 125 | 64 | 111 | 100 | 183 | 245 | 57 | 117 | 80 |
| # of block disconnect requests | 1,360 | 1,090 | 1,213 | 1,135 | 1,443 | 1,932 | 2,612 | 2,378 | 1,141 | 1,379 | 1,316 | 2,232 |
| # of block requests denied | 259 | 403 | 354 | 196 | 382 | 219 | 253 | 353 | 215 | 173 | 325 | 232 |
| # of blocks reclaimed | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 7 |
| # of block reservation requests | 7 | 7 | 2 | 6 | 9 | 13 | 9 | 7 | 4 | 4 | 7 | 11 |

#### Part 3 Summary Data

|  |  |  |  |
| --- | --- | --- | --- |
|  | **PAS** | **Manual** | **TOTAL** |
| Approved | 107,681 | 106 | 107,787 |
| Denied | 3,363 | 3 | 3,366 |
| Suspended | 18,075 | 0 | 18,075 |
| Withdrawn | 1,481 | 0 | 1,481 |
| **TOTALS** | **130,600** | **109** | **130,709** |

#### Part 3 Summary Data Sorted By Type

|  | **Approved** | **Denied** | **Suspended** | **Withdrawn** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Block Modifications | 43,382 | 172 | 0 | 455 | 44,009 |
| Block Disconnects | 8,404 | 110 | 8,927 | 72 | 17,513 |
| Block Cancel Disconnect | 27 | 0 | 0 | 1 | 28 |
| Individual Blocks | 40,531 | 1,952 | 0 | 536 | 43,019 |
| Block Reservations | 154 | 19 | 0 | 8 | 181 |
| Process/Cancel Block Reservations | 150 | 3 | 0 | 8 | 161 |
| Code Modifications | 5,110 | 92 | 5,135 | 174 | 10,511 |
| Code Disconnects | 127 | 436 | 1,139 | 16 | 1,718 |
| LRN Blocks | 833 | 251 | 511 | 74 | 1,669 |
| Dedicated Blocks | 710 | 69 | 73 | 22 | 874 |
| Pool Replenishment Blocks | 8,253 | 259 | 2,290 | 115 | 10,917 |
| Manual | 106 | 3 | 0 | 0 | 109 |
| **TOTALS** | **107,787** | **3,366** | **18,075** | **1,481** | **130,709** |

#### NXX Codes Opened

####

|  |  |
| --- | --- |
| **Purpose** | **Total** |
| LRN | 509 |
| Dedicated Customer | 71 |
| Pool Replenishment | 2,247 |
| **TOTAL** | **2,827** |

# Summary of Rate Center Information Changes – March 2011 through February 2012

|  |  |  |  |
| --- | --- | --- | --- |
| **MONTH** | **NUMBER OF CHANGES** | **NUMBER OF AFFECTED NPAs** | **NUMBER OF AFFECTED STATES** |
| March | 22 | 9 | 6 |
| April | 29 | 7 | 5 |
| May | 8 | 6 | 4 |
| June | 32 | 11 | 7 |
| July | 21 | 10 | 7 |
| August | 76 | 17 | 9 |
| September | 127[[1]](#footnote-1) | 15 | 11 |
| October | 42 | 11 | 10 |
| November | 31 | 12 | 8 |
| December | 15 | 2 | 2 |
| January | 18 | 11 | 11 |
| February | 16 | 10 | 9 |

**Reclamation Summary – March 2011 through February 2012**

|  |  |  |  |
| --- | --- | --- | --- |
| **MONTH** | **TOTAL NUMBER OF BLOCKS WITH OVERDUE PART 4s** | **TOTAL NUMBER OF NEW BLOCKS WITH OVERDUE PART 4s**  | **TOTAL NUMBER OF BLOCKS AUTHORIZED TO BE RECLAIMED** |
| March | 941 | 181 | 8 |
| April | 881 | 343 | 0 |
| May | 844 | 346 | 0 |
| June | 1004 | 479 | 0 |
| July | 1013 | 361 | 0 |
| August | 853 | 369 | 0 |
| September | 848 | 355 | 0 |
| October | 557 | 169 | 0 |
| November | 525 | 140 | 0 |
| December | 512 | 193 | 2 |
| January | 511 | 158 | 1 |
| February | 582 | 202 | 7 |

**Pooling Administration System (PAS) Performance**

**March 2011 through February 2012**

|  |  |  |
| --- | --- | --- |
| **Reporting Period** | **Percent Scheduled Availability** | **Instances of Unscheduled Unavailability** |
| 03/01/11 – 03/31/11 | 100% | 0 |
| 04/01/11 – 04/30/11 | 100% | 0 |
| 05/01/11 – 05/31/11 | 100% | 0 |
| 06/01/11 – 06/30/11 | 100% | 0 |
| 07/01/11 – 07/31/11 | 100% | 0 |
| 08/01/11 – 08/31/11 | 100% | 0 |
| 09/01/11 – 09/30/11 | 99.979%[[2]](#footnote-2) | 1 |
| 10/01/11 – 10/31/11 | 100% | 0 |
| 11/01/11 – 11/30/11 | 100% | 0 |
| 12/01/11 – 12/31/11 | 100% | 0 |
| 01/01/12 - 01/31/12 | 100% | 0 |
| 02/01/12 - 02/29/12 | 100% | 0 |

OTHER POOLING-RELATED ACTIVITIES

1. Compliance:
	1. Contract Reporting
		1. All contractual reporting requirements for March 2011 through February 2012 have been submitted on time and posted to the website, as required.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **MONTHLY REPORTS** | **MAR**  | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEP** | **OCT** | **NOV**  | **DEC** | **JAN**  | **FEB**  |
| Staffing ([4.6.4.3)](http://www.nationalpooling.com/reports/fcc/fcc_reports/Staffing/2009_0501_Apr09_staffing_report.pdf)  | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Ad Hoc Reports (2.22.4.5) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| System Performance ([4.6.4.2)](http://www.nationalpooling.com/reports/fcc/fcc_reports/System/2009_0612_May2009SystemPerformanceReport.pdf) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Thousands-Block Pooling ([4.6.4.1)](http://www.nationalpooling.com/reports/fcc/fcc_reports/Thousand-Block/FCC05-09DATA06-15-09RPTFINAL.pdf) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Monthly Metrics (2.22.4) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| **QUARTERLY REPORTS** |  |  |  |  |  |  |  |  |  |  |  |  |
| Pooling Matrices (4.6.3.1) |  | ✓ |  |  | ✓ |  |  | ✓ |  |  | ✓ |  |
| Quarterly Metrics (2.22.4) |  | ✓ |  |  | ✓ |  |  | ✓ |  |  | ✓ |  |
| **SEMI-ANNUAL** |  |  |  |  |  |  |  |  |  |  |  |  |
| Forecasted Demand (4.6.2.1) |  |  |  |  |  | ✓ |  |  |  |  |  | ✓ |
| Rate Area Inventory Pool Status ([4.6.2.2)](http://www.nationalpooling.com/reports/fcc/fcc_reports/Rate_Area_Inventory_Pool_Status/2009_0213_4.6.2.2FinalFeb2009.xls) |  |  |  |  |  | ✓ |  |  |  |  |  | ✓ |
| **ANNUAL** |  |  |  |  |  |  |  |  |  |  |  |  |
| Annual Report (4.6.1) | ✓ |  |  |  |  |  |  |  |  |  |  |  |
| Inventory |  |  |  | ✓ |  |  |  |  |  |  |  |  |

* 1. Contract Modifications:
		1. The FCC issued no contract modifications since the last meeting.
1. **Regulatory**

Delegated Authority Petition Update

* + - 1. There is currently one petition for additional delegated authority pending before the FCC. On November 22, the Montana Public Service Commission filed a petition for additional delegated authority for the 406 NPA.
1. **P-ANI Administration as of February 29:**
	* 1. ESQK requests processed as of *February 29, 2012*: (*increased by 7*) **750** (Status: **737** approved and  **13** denied)
		2. ESQK registrations processed as of *February 29, 2012*: (*increased by 1*) **17** (Status: **9** approved and **8** denied)
		3. p-ANI Change Order (#19) *–* APPROVED
			1. Sent a notice to the industry on Feb 6 *(via the PAS, NAS, INC, ESIF, NENA, APCO, and CTIA distribution lists)* regarding the dates for transition to the permanent Routing Number Administrator (RNA).
			2. Sent notices on Feb 13 and on Mar 5 to those companies that filed an Assignee Initial Report reminding them of the 2nd reporting requirement.
			3. Sent notices on Feb 13 and on Mar 5 to those companies that filed an Assignor Report reminding them of the 2nd reporting requirement.
			4. Sent a notice to the industry on Feb 27 *(via the PAS, NAS, INC, ESIF, NENA, APCO, and CTIA distribution lists)* regarding the dates for website and RNAS overview. Conducted training on the website and RNAS on March 13 (13 participants), March 14 (19 participants), March 15 (15 participants) and March 20 (10 participants) for service providers and March 21 (6 participants) for regulatory users.
			5. Sent a notice on Mar 5 *(via the PAS, NAS, INC, ESIF, NENA, APCO, and CTIA distribution lists)* notifying the industry that new p-ANI website and RNAS user registration are now available.
			6. Sent a notice on Mar 5 to the PSAPs notifying them that Neustar will be the permanent RNA.
			7. Sent a notice on Mar 19 *(via the PAS, NAS, INC, ESIF, NENA, APCO, and CTIA distribution lists)* notifying the industry that the RNAS is now available and of the current forecast requirement.
			8. Processed the 2nd Assignee Initial Reports and the 2nd Assignor Reports.
			9. Continued work on creating [www.nationalpani.com](http://www.nationalpani.com) website and successfully launched the website on March 5. We have also been processing new user registrations since that date.
			10. Proactively arranged a conference call with a 911 Board to learn about its 911 number assignment process, and their p-ANI status, and to understand how that related to our function, as well as to obtain necessary information about carriers with p-ANIs in  that jurisdiction.
			11. Analysis of the data we received from all of the p-ANI assignees via the Initial Report showed situations where either the same p-ANI range or part of a p-ANI range is being reported by more than one carrier. We notified the affected carriers, and continue to work with them on reconciling the data.
			12. Continued development work and system testing of the RNA System (RNAS) and facilitated the successful implementation of the RNAS on March 19.
		4. Attended the ESIF advisory group conference call on February 14.
2. **NOWG:**
	* 1. Participated in the regular monthly meetings with the NOWG on December 20, January 17 and February 21.
		2. We worked over the holidays to post the annual NANC survey to the PA website by January 3, as requested by the NOWG. We sent email notification to both the PAS and regulatory distribution lists on January 3, with a reminder on January 13. On January 26, the NOWG extended the deadline for the survey to February 15. We sent a notice of the deadline extension on January 30 and an additional reminder notification about the deadline on February 13.
		3. Prepared presentation for and participated in the annual performance review in our Concord, CA office on March 7-8. Provided highlights of 2011 PA performance and responses to the NOWG to the 4 questions that were submitted to us as part of the operational review presentation on March 23.
3. **Change Orders:**
	* 1. The PA has not submitted any change orders since the last NANC meeting.
		2. The following table shows the status of all current change orders:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NUMBER** | **SUBJECT** | **DATE SUBMITTED TO FCC** | **STATUS** | **DATE FCC APPROVED** | **DATE IMPLEMENTED** |
| 19 | Permanent p-ANI Administration  | 1/27/11 | APPROVED | 6/28/11 | 3/19/12 |
| 20 | User-Proposed Enhancements | 2/18/11 | APPROVED | 6/28/11 | PENDING |
| 21 | INC Issue #710– NANC Action Item “multi-OCN Issue” | 8/5/11 and 11/11/11 | APPROVED | 12/13/11 | PENDING |
| 22 | INC Issue #698– Auto-Populate Total Numbering Resources on TBPAG MTE Form | 8/5/11 | APPROVED | 12/13/11 | PENDING |

All FCC-approved change orders are posted on our website under DOCUMENTS.

1. **Other PA activities:**
	* 1. The PA completed the first draft of the 2011 Annual Report and sent it to the NOWG on February 24 for its review and comments. The final report will be submitted to the FCC on or before March 30 and will also be posted to the PA website.
2. **2011 PA Highlights:**
* **Pooling Contract:**
* Option Period II for the Pooling Administration (PA) contract ended on August 14, 2011. The FCC issued Contract Modification #18 on July 18, 2011, exercising Option Period III beginning August 15, 2011, in accordance with FAR 52.217-9.
* The PA earned a “More Than Met” rating for 2011 performance.
* There were four changes in pooling personnel in 2011.
* Pooling Administration Services Center (PASC) Productivity for 2011:

In 2011, the PASC staff:

* Processed:
	+ A record high 132,429 applications (Part 3s).
* This total represents a 29.4% increase from the 2010 total of 102,368.
* 100% of applications on time.
* 30,922 requests for new resources (both multiple block and code requests).
	+ Assigned 52,059 blocks.
	+ Opened 2,774 NXX codes.
* 55,638 change requests.
* 18,336 disconnects.
* Number of Part 3s processed by response type:
	+ 110,045 approvals.
	+ 17,549 suspensions.
	+ 1,600 withdrawals.
	+ 8,028 donations.
	+ 3,235 block or code request denials.
* 40 Red Light Rule denials.
* Reclaimed 10 blocks.
* Pooling Administration System (PAS) System:
* PAS was available for use 99.998% of the time, which far exceeded the contract performance metric of 99.9%.Of the possible total of 8,760 hours that PAS could be available in 2011, it was accessible for 8,759 hours and 51 minutes.
* We submitted four change order proposals to the FCC (19, 20, 21, and 22).
* We implemented two change orders (16 and 18) with no PAS down time.
* We performed three PAS builds, one of which was related to change orders and two that were for system maintenance. In addition, we completed routine system maintenance on October 14 and 21 with no down time.
* **Reporting:**
* We produced all requested ad hoc reports in less than one business day, although we are allowed up to three business days.
* We produced 731 reports for the FCC, states, the North American Numbering Council (NANC), North American Numbering Plan Administration (NANPA), and service providers.
* We submitted all 84 required Contract Data Requirements List (CDRL) reports on time and posted them to the website.
* We submitted all 31 additional contract-required reports on time and posted them to the website.
* **Industry Support:**
* We participated in 80 industry meetings either in-person or by conference call.
* We answered 100% of the 5,423 received calls within 1 business day.
* The Help Desk handled approximately 2,537 calls.

# We submitted nine new issues and 16 new contributions at the Industry Numbering Committee (INC).

* We provided 24 pooling status reports to the NANPA for its meetings.
* We attended 11 NANPA meetings relating to NPA relief and jeopardy, providing an up-to-date pooling status for the affected NPAs.
* We conducted one Supplemental Implementation Meeting (SIM) to implement additional delegated authority in Mississippi 662 NPA.
* We made 892 changes to rate center information, of which 891 were changes relating to the pooling status designation.
* The PA staff met monthly with the Numbering Oversight Working Group (NOWG) in 2011, providing updates on various pooling administration activities, providing responses to questions, participating in the annual performance review and working cooperatively with the NOWG to make desired industry improvements while also meeting our contractual requirements.
* **P-ANI Administration**
* We continued to work with the industry as the Interim Routing Number Administration (IRNA) to process new user registrations and ESQK applications, assist providers with p-ANI related issues, and respond to general inquires regarding p-ANIs from both states and industry.
* We participated in the Emergency Services Interconnection Forum (ESIF) and INC meetings, to offer assistance and expertise.
* As a result of the Change Order 19 approval by the FCC in June, we began development of the permanent p-ANI Administration system (RNAS) and website, received and reviewed data from assignors and assignees of all p-ANI assignments already in existence, developed a tool to assist us in cross-referencing the data, worked with the assignees to resolve discrepancies, began testing system components, and continued to re-work system requirements as we developed the system.
* We received one new user registration and 41 ESQK requests in 2011.
* **Customer Focus:**
* We continued sending Tips-of-the-Month through April and then changed the interval for the Tips to quarterly.
* We noted 54 significant customer focus items.
* We received an average score of 4.6 out of 5 on our annual performance survey.
* We had no formal complaints.
* **Training:**
* We facilitated eight state regulatory commission educational sessions on pooling issues.
* We conducted one web-based PAS and website overview session for state regulators.
* The training videos we provided in 2010 continue to have an audience, as they were viewed 319 times in 2011.
* **Special Projects:**
* Between January 1 and June 3, 2011, we continued to try to seek a satisfactory resolution for the 279 remaining over-contaminated blocks by contacting state regulators and service providers in the eight affected states. With the assistance of the state regulatory staff we were able to resolve 100% of the issues relating to over-contaminated blocks by June 3, thus completing a time-consuming project that spanned nearly two years.
* We continued the *Seeking Donations Project* that was initiated in May 2010, and secured block donations for 66 rate centers being changed from Excluded to Optional, thereby saving the opening of 16 whole NXX codes.
* We posted two new training videos: *PAS Effective Date Scenarios for Block Requests and Donations* (July) that has been viewed 41 times and *PAS Password Reset* (October) that has been viewed 61 times.
1. Of this total, 109 changes involved changing rate centers to mandatory pursuant to the MS 662 NPA additional delegated authority implemented on 9/5/2011. [↑](#footnote-ref-1)
2. On September 28, during routine corporate data center maintenance, a switch was disconnected causing the connection to PAS to fail for 9 minutes until power was restored. PAS was not down but customers would not have been able to access it. To our knowledge, no customers were impacted because no reports of an outage were made to the Help Desk. [↑](#footnote-ref-2)