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

March 27, 2014

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**Pooling Administration (PA) and Routing Number Administrator (RNA) Activity Report**

# PA Activity Summary Data

# March 2013 through February 2014

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ACTIVITY** | **MAR** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEP** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** |
| Total applications (Part 3s) processed | 10,357 | 11,823 | 12,863 | 25,142 | 8,016 | 9,817 | 8,374 | 10,499 | 7,975 | 7,771 | 8,069 | 8,725 |
| # of applications not processed in 7 calendar days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| # of block assignments made | 4,733 | 5,531 | 3,726 | 3,853 | 3,041 | 3,511 | 3,617 | 4,477 | 4,087 | 2,170 | 2,985 | 3,802 |
| # of change requests to existing blocks | 2,542 | 2,501 | 2,854 | 17,173 | 1,998 | 3,762 | 2,198 | 2,718 | 2,086 | 3,182 | 2,683 | 2,895 |
| # of requests to cancel | 161 | 348 | 121 | 105 | 141 | 113 | 146 | 149 | 83 | 151 | 222 | 95 |
| # of block disconnect requests | 2,417 | 3,295 | 5,814 | 3,705 | 2,621 | 1,943 | 2,156 | 2,794 | 1,462 | 2,154 | 2,117 | 1,618 |
| # of block requests denied | 421 | 394 | 205 | 196 | 175 | 381 | 183 | 301 | 162 | 201 | 219 | 188 |
| # of blocks reclaimed | 1 | 0 | 4 | 2 | 0 | 12 | 20 | 2 | 7 | 19 | 0 | 1 |
| # of block reservation requests | 12 | 8 | 7 | 1 | 6 | 4 | 1 | 9 | 3 | 1 | 6 | 0 |

#### P-ANI Summary Data

# March 2013 through February 2014

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ACTIVITY** | **MAR** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEP** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** |
| Total Applications Processed (Part 3s Issued) | 729 | 760 | 644 | 552 | 576 | 1,312 | 5,022 | 2,552 | 2,486 | 523 | 1,962 | 681 |
| # of applications not processed in 5 business days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| # of new p-ANI assignments made | 234 | 204 | 313 | 333 | 255 | 467 | 267 | 420 | 236 | 116 | 843 | 359 |
| # of modifications to existing p-ANIs | 29 | 116 | 136 | 71 | 149 | 243 | 700 | 13 | 357 | 5 | 6 | 1 |
| # of p-ANI returns | 460 | 437 | 187 | 146 | 169 | 585 | 4,049 | 1,949 | 1,892 | 401 | 1,109 | 317 |
| # of requests to cancel p-ANI return | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 |
| # of requests denied | 0 | 0 | 3 | 0 | 2 | 5 | 1 | 0 | 0 | 0 | 0 | 0 |
| # of requests suspended | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 157 | 0 | 0 | 0 | 0 |
| # of requests withdrawn | 5 | 2 | 5 | 2 | 1 | 11 | 4 | 13 | 1 | 0 | 4 | 4 |

#### Part 3 Summary Data

|  |  |  |  |
| --- | --- | --- | --- |
|  | **PAS** | **Manual** | **TOTAL** |
| Approved | 101,723 | 25 | 101,748 |
| Denied | 3,024 | 4 | 3,028 |
| Suspended | 22,820 | 0 | 22,820 |
| Withdrawn | 1,835 | 0 | 1,835 |
| **TOTALS** | **129,402** | **29** | **129,431** |

#### Part 3 Summary Data Sorted By Type

|  | **Approved** | **Denied** | **Suspended** | **Withdrawn** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Block Modifications | 37,571 | 104 | 0 | 630 | 38,305 |
| Block Disconnects | 14,384 | 224 | 14,624 | 244 | 29,476 |
| Block Cancel Disconnect | 14 | 1 | 0 | 0 | 15 |
| Individual Blocks | 38,406 | 1,279 | 0 | 407 | 40,092 |
| Block Reservations | 54 | 21 | 0 | 13 | 88 |
| Process/Cancel Block Reservations | 56 | 8 | 0 | 3 | 67 |
| Code Modifications | 3,934 | 146 | 4,014 | 193 | 8,287 |
| Code Disconnects | 177 | 658 | 1,566 | 19 | 2,420 |
| LRN Blocks | 908 | 229 | 522 | 101 | 1,760 |
| Dedicated Blocks | 680 | 66 | 68 | 22 | 836 |
| Pool Replenishment Blocks | 5,539 | 288 | 2,026 | 203 | 8,056 |
| Manual | 25 | 4 | 0 | 0 | 29 |
| **TOTALS** | **101,748** | **3,028** | **22,820** | **1,835** | **129,431** |

#### NXX Codes Opened

#### 

|  |  |
| --- | --- |
| **Purpose** | **Total** |
| LRN | 480 |
| Dedicated Customer | 68 |
| Pool Replenishment | 1,890 |
| **TOTAL** | **2,438** |

# Summary of Rate Center Information Changes – March 2013 through February 2014

|  |  |  |  |
| --- | --- | --- | --- |
| **MONTH** | **NUMBER OF CHANGES** | **NUMBER OF AFFECTED NPAs** | **NUMBER OF AFFECTED STATES** |
| March | 26 | 8 | 4 |
| April | 42 | 16 | 9 |
| May | 273 | 49 | 24 |
| June | 160 | 29 | 19 |
| July | 212 | 38 | 19 |
| August | 7 | 4 | 4 |
| September | 152 | 12 | 8 |
| October | 15 | 9 | 6 |
| November | 18 | 12 | 6 |
| December | 11 | 10 | 6 |
| January | 272 | 9 | 7 |
| February | 47 | 8 | 6 |

# NOTE: The increases in changes in May and June were the result of MSA name and rate center designation changes. In July, there were 202 rate centers changed from Excluded to Optional in one NPA at the request of the regulatory staff. In January, there were changes due to implementation of mandatory pooling in Montana.

# Reclamation Summary

# March 2013 through February 2014

|  |  |  |  |
| --- | --- | --- | --- |
| **MONTH** | **TOTAL NUMBER OF BLOCKS WITH OVERDUE PART 4s** | **TOTAL NUMBER OF NEW BLOCKS WITH OVERDUE PART 4s** | **TOTAL NUMBER OF BLOCKS RECLAIMED** |
| March | 611 | 154 | 1 |
| April | 779 | 299 | 0 |
| May | 688 | 193 | 4 |
| June | 582 | 75 | 2 |
| July | 552 | 135 | 0 |
| August | 440 | 80 | 12 |
| September | 491 | 144 | 20 |
| October | 516 | 150 | 2 |
| November | 649 | 211 | 7 |
| December | 583 | 123 | 19 |
| January | 576 | 139 | 0 |
| February | 673 | 359 | 1 |

**Pooling Administration System (PAS) Performance**

# March 2013 through February 2014

|  |  |  |
| --- | --- | --- |
| **Reporting Period** | **Percent Scheduled Availability** | **Instances of Unscheduled Unavailability** |
| 03/01/13 – 03/31/13 | 100% | 0 |
| 04/01/13 – 04/30/13 | 100% | 0 |
| 05/01/13 – 05/31/13 | 100% | 0 |
| 06/01/13 – 06/30/13 | 100% | 0 |
| 07/01/13 – 07/31/13 | 100% | 0 |
| 08/01/13 – 08/31/13 | 100% | 0 |
| 09/01/13 – 09/30/13 | 100% | 0 |
| 10/01/13 – 10/31/13 | 100% | 0 |
| 11/01/13 – 11/30/13 | 100% | 0 |
| 12/01/13 – 12/31/13 | 100% | 0 |
| 01/01/14 – 01/31/14 | 99.97% | 1 |
| 02/01/14 – 02/28/14 | 100% | 0 |

**Routing Number Administration System (RNAS) Performance**

# March 2013 through February 2014

|  |  |  |
| --- | --- | --- |
| **Reporting Period** | **Percent Scheduled Availability** | **Instances of Unscheduled Unavailability** |
| 03/01/13 – 03/31/13 | 100% | 0 |
| 04/01/13 – 04/30/13 | 100% | 0 |
| 05/01/13 – 05/31/13 | 100% | 0 |
| 06/01/13 – 06/30/13 | 100% | 0 |
| 07/01/13 – 07/31/13 | 100% | 0 |
| 08/01/13 – 08/31/13 | 100% | 0 |
| 09/01/13 – 09/30/13 | 100% | 0 |
| 10/01/13 – 10/31/13 | 100% | 0 |
| 11/01/13 – 11/30/13 | 100% | 0 |
| 12/01/13 – 12/31/13 | 100% | 0 |
| 01/01/14 – 01/31/14 | 99.97% | 1 |
| 02/01/14 – 02/28/14 | 100% | 0 |

**NOTE:** Theunscheduled downtime for both PAS and RNAS in January, 2014,was due to an unexpected firewall equipment failure on January 29, which caused 56 minutes of unscheduled unavailability before failover to the Charlotte location was completed. There were no customer reports of inability to reach PAS or RNAS during this time**.**

OTHER POOLING-RELATED ACTIVITIES

1. Compliance:
   1. Contract Reporting
      1. All contractual reporting requirements for March 2013 through February 2014 were 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) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| PAS Performance ([4.6.4.2)](http://www.nationalpooling.com/reports/fcc/fcc_reports/System/2009_0612_May2009SystemPerformanceReport.pdf) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| RNAS Performance (CO 19) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Thousands-Block Pooling ([4.6.4.1)](http://www.nationalpooling.com/reports/fcc/fcc_reports/Thousand-Block/FCC05-09DATA06-15-09RPTFINAL.pdf) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| P-ANI Report (CO 19) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 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 (3.21) |  |  |  | ✓ |  |  |  |  |  |  |  |  |

* 1. Contract Data Requirements List (CDRL) reports:
     1. All CDRL reports identified in Section 4 of the contractual technical requirements filed since the last meeting were submitted on time.

1. **Regulatory** 
   1. Delegated Authority Petition update:
      1. The pool start date for Montana was January 13, 2014.
2. **P-ANI Administration as of February 28:**
   1. Continued working on reconciling the p-ANI data where:
      1. The same p-ANI range or part of a p-ANI range is being reported by more than one carrier (one range remaining to be resolved);
      2. No assignee reported on a p-ANI range that the assignor reported as assigned; or
      3. There are duplicate assignment issues.
   2. Attended ESIF meeting in Overland Park, KS on October 1-3, 2013, and in Atlanta, GA on January 14-16.
3. **NOWG:** 
   1. Participated in the regular monthly meetings with the NOWG on December 17, January 24, and February 25.
   2. The annual performance survey was posted to the pooling website on January 2.
   3. The Operational Review for 2013 performance will take place on April 2-3 in our Concord, CA office.
4. **Change Orders:**

The only pending Change Order is part of Change Order 24, relating to changes to the FTP interface in PAS. The remainder of the change order implementation will take place with the rollout of the PAS system enhancements as part of the new contract. All FCC-approved change orders are posted on our website under DOCUMENTS.

1. **Special Projects:**

VoIP Trial from June 17 -- December 17, 2013. An overall trial summary is included in the Highlights below.

1. 2013 Highlights:

* **Pooling and p-ANI Administration Contract:** 
  + - The FCC issued two contract extensions: on February 14 for four months from 2/15 through 6/14 and on June 13 for one month from 6/15 through 7/14.
    - On July 12, the FCC awarded Neustar its third contract for Pooling and Routing Number (p-ANI) Administration services effective July 15, 2013. The contract includes a one-year base period ending July 14, 2014 and three one-year option periods ending July 14, 2017.

**POOLING ADMINISTRATION HIGHLIGHTS**

* Pooling Administration Services Center (PASC) Productivity for January 1 through December 31, 2013:
* The PASC staff processed:
  + 137,375 Part 3s, which is the highest annual total of applications processed since national pooling began.
* This total represents 3.7% more than the 2011 previous record total of 132,429.
* 100% of those applications on time.
* 6,230 donations.
* 46,803 requests for new resources (containing both multiple block and code requests).
  + Assigned 47,326 blocks.
  + Opened 2,611 NXX codes.
* 50,933 change requests.
* 33,550 disconnects.
* Number of Part 3s processed by response type:
  + 108,500 approvals.
  + 23,898 suspensions.
  + 1,873 withdrawals.
  + 2,025 block or code request denials.
* 240 were Red Light Rule denials.
  + Authorized to reclaim 67 blocks.
* Pooling Administration System (PAS):
* PAS was available for use 99.98% of the time, which exceeded the contract performance metric of 99.9% by 80.5%.
* We experienced two instances of unscheduled down time on January 25 and 26 for a total of one hour 45 minutes.
* We conducted maintenance on PAS on February 25 and March 25, and had no down time as a result of the maintenance activities.
* We implemented Change Order 23 on April 5, adding a new Over-Contaminated Block Exception Radio Button on the MTE Form. This was done with no PAS down time.
* We implemented part of Change Order 24 on July 19 which included FTP enhancements. This was done with no PAS down time.
* Completed disaster recovery testing on the PAS during the weekend of October 18-20.
* **Special Projects:**
* **Very Old Overdue Part 4 Project:**

Received approval from the FCC on January 24, 2013 to use the same alternate process we have used in the past to resolve very old overdue Part 4s. This is the fourth time we are making this effort; we previously addressed this issue in 2008, 2009, and 2010.

31% (188) of the 606 blocks on the reclamation list were from prior to January 1, 2012.

Began the process of notifying affected carriers and state commissions on January 25 and concluded the project on September 3 when the last alternative Part 4 was approved.

* **Metropolitan Statistical Area (MSA) name changes**

On February 28, 2013, the Office of Management and Budget (OMB) published Bulletin OMB 13-01 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 changes resulting from these two information sources are as follows:

* The names of 36 of the current top-100 MSAs were changed.
* Two new MSAs were added to the top 100 (Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area and Winston-Salem, NC Metropolitan Statistical Area).
* The county composition of many existing MSAs was changed, resulting in some rate centers being added to top-100 MSAs (146 rate centers), some rate centers being moved outside a top-100 MSA (248 rate centers), and some rate centers (83 rate centers) that had once been in a top-100 MSA, but had been moved out, now moved back in.
* All rate centers changing to either an M\* or M were updated effective June 21, 2013.
* **Annual PA Survey:**
* Conducted the annual PA survey from August 5-August 16.
* We received 73 responses, 19 of which were from state regulators.
* The overall average response was 4.6, which is consistent with previous years.
* **Additional Delegated Authority:**
* The FCC granted additional delegated authority to Montana on May 23.
* The commission issued an order directing the PA to implement the additional delegated authority on August 13.
* The Supplemental Implementation Meeting (SIM) was held on September 19.
* The pool start date was January 13, 2014.
* We continue to support this effort, responding to questions and assisting the commission with resolving issues that are presented to them with the implementation. The Commission staff has granted an extension to the established timeline for three carriers.
* **VoIP Trial:**
* On April 28 the FCC issued *Numbering Policies for Modern Communications, IP-Enables Services, Telephone Number Requirements for IP-Enabled Service Providers, Telephone Number Portability, Developing a Unified Intercarrier Compensation Regime et al* (Dkt. No.  13-97 10-90 04-36 01-92 99-200 07-243 95-116). (FCC No. 13-51).
* We met with the FCC to discuss processes.
* On June 17, the FCC issued the notice about the approved plans. We notified the affected state commissions about the approved plans and scheduled an overview conference call for June 19.
* Once the five approved plans were announced:
  + We worked with the participating companies on getting started with pooling processes (following the new service provider checklist).
  + We worked with companies, NANPA, and the NPAC with registering the participating companies in PAS, NAS and the NPAC.
  + We assisted the companies with acquiring an OCN and finding an AOCN.
  + We educated the company representatives on registering in PAS and application processes, including certification and proof of facilities readiness documentation. This saved the companies’ time so that their applications would be approved rather than being denied due to insufficient initial documentation.
* On June 19 we held a conference call for the nine states impacted by the approved plans for the VoIP trial. Of those states, six were represented on the call. We presented an overview of how we anticipated the trial to unfold, provided a contact for all trial questions and agreed to send notification to the states when resources are requested. We also agreed to send notification emails when applications were submitted.
* Overall trial summary:
  + All approved company representatives registered in PAS.
  + All companies submitted applications for and were assigned resources the nearly all of the approved rate centers.
  + We sent notifications to the appropriate state commission for each application.
  + We issued 67 Part 3’s.
  + We processed NXX code applications for 17 LRNs.
  + We assigned 5 individual blocks.
    - The final trial report was issued by the FCC on February 1 with comments due on March 3.
* **Seeking Donations Project:**

We continued the *Seeking Donations Project* that was initiated in May 2010. In 2013, the PA attempted to secure donations for 68 rate centers being changed from Excluded to Optional. We were able to obtain donations for 58 of those rate centers, thereby potentially saving the opening of 58 NXX codes.

* **System Enhancements**
* During 2013, we devoted a significant amount of our time and effort to enhancing PAS by analyzing and prioritiing a long list of enhancements suggested by service providers, regulators, and PA personnel.
* We studied all recommendations that we had amassed over several years, seeking clarification from contributors, and finalizing a list of approximately 130 specific enhancements to be incorporated into the updated system.
* We requested systems engineering input on level of effort or feasibility of each enhancement and finally settled on a list of potential final enhancements.
* We enlisted the expertise of the individuals in our group to discuss, write, and edit final system requirements for the entire PAS functionality, including all enhancements, ending up with approximately 110 individual documents, totaling nearly 1,500 pages describing every detail and nuance of the quality system we will be producing.
* **Pooling Customer Focus:**
* We continued sending the pooling Tips-of-the-Quarter.
* We noted 116 significant pooling customer focus items.
* We had no formal complaints.
* **Reporting:**
* We produced 698 reports for the FCC, states, the North American Numbering Council (NANC), North American Numbering Plan Administration (NANPA), and service providers.
* We submitted all 123 required Contract Data Requirements List (CDRL) reports on time and posted them to the website.
* We submitted all 54 additional contract-required reports on time and posted them to the website.
* We submitted all eight Contract Data Requirements List (CDRL) plans and system user documentation to the FCC on time.
* We produced all 66 requested ad hoc reports in less than one business day, although we are allowed up to three business days.
* **Industry Support:**
* We participated in 62 industry meetings either in-person or by conference call.
* We answered 100% of the 3,868 received calls within 1 business day.
* The Help Desk handled 1,958 calls.

# We opened two trouble tickets and closed three.

# The Industry Interface Representative submitted 13 new issues (11 were poling-related and two were p-ANI-related) and 17 new contributions (15 were pooling-related and two were p-ANI-related) at the Industry Numbering Committee (INC).

* We provided 31 pooling status reports to the NANPA for its meetings.
* We attended 19 NANPA meetings relating to NPA relief and jeopardy, including one in-person meeting, providing an up-to-date pooling status for the affected NPAs when appropriate.
* We made 963 changes to rate center information.
* **NOWG:**
* The PA staff participated in the regular monthly meetings with the Numbering Oversight Working Group (NOWG), providing updates on various pooling and p-ANI 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.
* We participated in the annual Operational Review of 2012 performance in our Concord, CA office on March 13-14. Readout of the 2012 performance took place on June 3 and we received a rating of “Exceeded”.

**P-ANI ADMINISTRATION HIGHLIGHTS**

* **Routing Number Administration (RNA) Productivity for January 1 through December 31, 2013:**
* 16,548 total Applications Processed (Part 3s Issued)
* 100% of applications processed on time
* 3,328 new p-ANI range assignments made
* 2,227 modifications made to existing p-ANI ranges
* 10,774 p-ANI range returns processed
* 4 requests to cancel p-ANI return
* 11 requests denied
* 46 requests withdrawn
* 158 requests suspended
* Routing Number Administration System (RNAS):
* RNAS was available for use 99.97% of the time, which significantly exceeded the contract performance metric of 99.9% by 71%.
* RNAS had three instances of unscheduled down time on January 25, January 26, and May 30 for a total of two hours 39 minutes.
* We conducted maintenance on RNAS eight times; on February 25, March 25, May 2, May 30, August 20, November 12, November 15, and December 2. We used approved scheduled downtime only once during these eight maintenance activities; 59 minutes and 39 seconds on March 25.
* Completed disaster recovery testing on the RNAS during the weekend of October 18-20.
* **P-ANI Administration:**
* We continued working on reconciling the p-ANI data where:
* same p-ANI range or part of a p-ANI range is being reported by more than one carrier,
* no assignee reported on a p-ANI range that the assignor reported as assigned; and
* had duplicate assignment issues.
* We processed carriers’ Annual Reports and semi-annual forecasts.
* We participated in the Emergency Services Interconnection Forum (ESIF), where the Sr. Director is co-chair of the ECDR subcommittee, and offered p-ANI-related assistance and expertise at INC meetings.
* With FCC input and approval, we worked through issues relating to the government shutdown, processing all 157 suspended applications on the day the FCC ULS website was restored.
* Completed and posted the 2013 p-ANI Activity and Projected Exhaust Report.
* **Customer Focus:**
* We continued sending the p-ANI Tips-of-the-Month.
* We noted 55 significant p-ANI customer focus items.
* We had no formal complaints.