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

March 24, 2015

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

# PA Activity Summary Data

# March 2015 through February 2016

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ACTIVITY** | **MAR** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEP** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** |
| Total applications (Part 3s) processed | 10,763 | 13,295 | 17,565 | 24,285 | 13,310 | 8,068 | 9,977 | 8,524 | 7,604 | 9,291 | 6,922 | 12,323 |
| # of applications not processed in 7 calendar days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| # of block assignments made | 4,845 | 5,143 | 4,468 | 4,927 | 4,904 | 4,380 | 4,830 | 4,034 | 3,993 | 4,671 | 4,112 | 6,700 |
| # of change requests to existing blocks | 2,517 | 2,723 | 8,776 | 14,906 | 4,781 | 906 | 2,159 | 1,860 | 1,129 | 1,172 | 542 | 2,148 |
| # of requests to cancel | 103 | 112 | 349 | 184 | 82 | 75 | 125 | 82 | 73 | 177 | 36 | 218 |
| # of block disconnect requests | 2,566 | 4,524 | 3,755 | 3,012 | 3,135 | 768 | 788 | 889 | 773 | 1,235 | 708 | 1,221 |
| # of block requests denied | 277 | 547 | 283 | 1,140 | 218 | 569 | 423 | 227 | 227 | 317 | 273 | 280 |
| # of blocks reclaimed | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 |
| # of block reservation requests | 7 | 1 | 2 | 5 | 3 | 1 | 5 | 1 | 0 | 9 | 1 | 8 |

#### P-ANI Summary Data

# March 2015 through February 2016

| **ACTIVITY** | **MAR** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEP** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Total Applications Processed (Part 3s Issued) | 839 | 1,917 | 380 | 266 | 451 | 358 | 12,278 | 383 | 14,111 | 911 | 518 | 340 |
| # 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 | 180 | 154 | 302 | 202 | 240 | 294 | 234 | 143 | 116 | 96 | 200 | 279 |
| # of modifications to existing p-ANIs | 560 | 0 | 1 | 0 | 2 | 5 | 12,019 | 3 | 13,671 | 755 | 5 | 2 |
| # of p-ANI returns | 95 | 1,759 | 24 | 55 | 202 | 49 | 21 | 233 | 317 | 59 | 311 | 36 |
| # of requests to cancel p-ANI return | 1 | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| # of requests denied | 0 | 0 | 3 | 1 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 3 |
| # of requests suspended | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| # of requests withdrawn | 3 | 4 | 33 | 8 | 6 | 6 | 4 | 3 | 7 | 1 | 1 | 20 |

#### Part 3 Summary Data

|  |  |  |  |
| --- | --- | --- | --- |
|  | **PAS** | **Manual** | **TOTAL** |
| Approved | 113,279 | 0 | **113,279** |
| Denied | 4,752 | 0 | **4,752** |
| Suspended | 22,280 | 0 | **22,280** |
| Withdrawn | 1,616 | 0 | **1,616** |
| **TOTALS** | **141,927** | **0** | **141,927** |

#### Part 3 Summary Data Sorted By Type

|  | **Approved** | **Denied** | **Suspended** | **Withdrawn** | **Total** |
| --- | --- | --- | --- | --- | --- |
| Block Modifications | 38,936 | 301 | 0 | 500 | **39,737** |
| Block Disconnects | 14,300 | 537 | 14,916 | 80 | **29,833** |
| Block Cancel Disconnect | 6 | 0 | 0 | 2 | **8** |
| Individual Blocks | 44,560 | 2,848 | 0 | 541 | **47,949** |
| Block Reservations | 53 | 5 | 0 | 0 | **58** |
| Process/Cancel Block Reservations | 48 | 0 | 0 | 0 | **48** |
| Code Modifications | 2,490 | 124 | 2,540 | 159 | **5,313** |
| Code Disconnects | 159 | 329 | 947 | 17 | **1,452** |
| LRN Blocks | 532 | 262 | 457 | 42 | **1,293** |
| Dedicated Blocks | 1,250 | 41 | 126 | 11 | **1,428** |
| Pool Replenishment Blocks | 10,717 | 297 | 3,294 | 239 | **14,547** |
| Intra Service Provider Port New | 195 | 8 | 0 | 23 | **226** |
| Intra Service Provider Port Disconnect | 15 | 0 | 0 | 0 | **15** |
| Intra Service Provider Port Modification | 18 | 0 | 0 | 2 | **20** |
| Manual | 0 | 0 | 0 | 0 | 0 |
| **TOTALS** | **113,279** | **4,752** | **22,280** | **1,616** | **141,927** |

#### NXX Codes Opened

#### 

|  |  |
| --- | --- |
| **Purpose** |  |
| LRN | 392 |
| Dedicated Customer | 111 |
| Pool Replenishment | 2,972 |
| **TOTAL** | **3,475** |

# Summary of Rate Center Information Changes

# March 2015 through February 2016

|  |  |  |  |
| --- | --- | --- | --- |
| **MONTH** | **NUMBER OF CHANGES** | **NUMBER OF AFFECTED NPAs** | **NUMBER OF AFFECTED STATES** |
| March | 16 | 3 | 3 |
| April | 49 | 18 | 12 |
| May | 9 | 8 | 5 |
| June | 24 | 9 | 7 |
| July | 22 | 16 | 10 |
| August | 9 | 5 | 2 |
| September | 14 | 5 | 4 |
| October | 8 | 7 | 5 |
| November | 18 | 3 | 3 |
| December | 40 | 11 | 7 |
| January | 8 | 7 | 7 |
| February | 2 | 2 | 2 |

# Reclamation Summary

# March 2015 through February 2016

| **MONTH** | **TOTAL NUMBER OF BLOCKS WITH OVERDUE PART 4s** | **TOTAL NUMBER OF NEW BLOCKS WITH OVERDUE PART 4s** | **TOTAL NUMBER OF BLOCKS RECLAIMED** |
| --- | --- | --- | --- |
| March | 207 | 59 | 0 |
| April | 212 | 62 | 0 |
| May | 227 | 72 | 0 |
| June | 279 | 99 | 0 |
| July | 219 | 43 | 0 |
| August | 230 | 52 | 1 |
| September | 249 | 82 | 1 |
| October | 217 | 46 | 0 |
| November | 317 | 135 | 1 |
| December | 219 | 50 | 0 |
| January | 275 | 107 | 0 |
| February | 302 | 126 | 1 |

**Pooling Administration System (PAS) Performance**

**March 2015 through February 2016**

|  |  |  |
| --- | --- | --- |
| **Reporting Period** | **Percent Scheduled Availability** | **Instances of Unscheduled Unavailability** |
| 03/01/15 – 03/31/15 | 99.98 | 1 |
| 04/01/15 – 04/30/15 | 100 | 0 |
| 05/01/15 – 05/31/15 | 100 | 0 |
| 06/01/15 – 06/30/15 | 99.99 | 1 |
| 07/01/15 – 07/31/15 | 99.99 | 1 |
| 08/01/15 – 08/31/15 | 100 | 0 |
| 09/01/15 – 09/30/15 | 100 | 0 |
| 10/01/15 – 10/31/15 | 99.98 | 1 |
| 11/01/15 – 11/30/15 | 100 | 0 |
| 12/01/15 – 12/31/15 | 100 | 0 |
| 01/01/16 – 01/31/16 | 100 | 0 |
| 02/01/16 – 02/29/16 | 100 | 0 |

**Description of PAS Unscheduled Down Time:**

* March 29, 2015: PAS had a 22-minute unexpected service disruption at 11:24 pm ET, but there were no trouble reports received.
* June 10, 2015: PAS had 20 minutes of unscheduled unavailability starting at 1:22 pm ET. Customers would have been unable to access PAS during this time, but there were no trouble reports received.
* July 31, 2015: starting at 8:03 am ET PAS experienced 25 minutes of unavailability. We received no trouble reports.
* October 14, 2015: an unexpected service disruption occurred at 3:02 pm ET, causing 18 minutes of PAS unavailability. No trouble reports were received.

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

# March 2015 through February 2016

|  |  |  |
| --- | --- | --- |
| **Reporting Period** | **Percent Scheduled Availability** | **Instances of Unscheduled Unavailability** |
| 03/01/15 – 03/31/15 | 100 | 0 |
| 04/01/15 – 04/30/15 | 100 | 0 |
| 05/01/15 – 05/31/15 | 100 | 0 |
| 06/01/15 – 06/30/15 | 100 | 0 |
| 07/01/15 – 07/31/15 | 99.99 | 1 |
| 08/01/15 – 08/31/15 | 100 | 0 |
| 09/01/15 – 09/30/15 | 100 | 0 |
| 10/01/15 – 10/31/15 | 100 | 0 |
| 11/01/15 – 11/30/15 | 100 | 0 |
| 12/01/15 – 12/31/15 | 100 | 0 |
| 01/01/16 – 01/31/16 | 100 | 0 |
| 02/01/16 – 02/29/16 | 100 | 0 |

**Description of RNAS Unscheduled Down Time:**

* On July 31, 2015, an unexpected service disruption occurred at 8:03 AM EDT, causing 30 minutes of unscheduled RNAS unavailability. There were no trouble reports received.

OTHER POOLING-RELATED ACTIVITIES

1. Compliance:
   * Contract Reporting

# All contractually-required reports for March 2015 through February 2016 were submitted on time and posted to the website.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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) |  | ✓ |  |  | ✓ |  |  | ✓ |  |  | ✓ |  |
| **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. **P-ANI Administration:** Continued working on reconciling existing data discrepancies
2. **NOWG:** Participated in the regular monthly meetings with the NOWG on December 15, January 15, and February 16.
3. **Change Orders:**

* The RNAS-related portion of Change Order #1 was completed on time on February 20, moving the RNAS to the Amazon Web Services (AWS) cloud. RNAS was unavailable for only 55 minutes during the transfer and the system is working well in the new environment.
* The PA submitted Change Order #2, which addresses a variety of changes that the Industry Numbering Committee made to forms associated with the *Thousands-Block Pooling Administration Guidelines* and the *P-ANI Administration Guidelines*, in INC Issues 497 and 797. The change order was approved by the NOWG on January 11 and the FCC on February 3.
* On March 7, the PA submitted Change Order #3, which addresses pooling-related requirements for transition of the NPAC to the new Local Number Portability Administrator (LNPA), iconectiv, including access to the Pooling Administration System (PAS) through an application programming interface (API) comparable to the existing API that resides within the Neustar data center, creation of a customer test environment, a testing regimen, and support by personnel.  The proposal is presently under review by the NOWG.

1. **Other Pooling Activities:**
   * VoIP Order:
   * The FCC issued a public notice on February 4 outlining the process for applying for authorization to obtain numbering resources. In anticipation of the new providers seeking authorization and needing education on processes, we worked with the NANPA to develop a “quicksheet” that was posted to our website on February 18.
   * To date, only one application has been put out for comment and we have received very few inquiries.

* JIT/ITN Testbed Proposal:
  + Bruce Armstrong developed a proposal for a pooling JIT/ITN testbed.
  + We presented the proposal to the ATIS Testbeds Landscape Team (TLT) subgroup Numbering Allocation Sub-Team -  JIT/ITN Number Assignment for Individual TN & Block Allocation in late January. The group suggested that we share the contribution with our numbering contacts and that the subgroup participants should share this contribution with their numbering people for comments and questions.
  + We sent the proposal to the NOWG and conducted an informational conference call with them on February 17.

**Highlights of 2015 PA Performance**

The following are Neustar Pooling Administration (PA) and P-ANI Administration (P-ANI) 2015 highlights, achievements, and significant milestones:

* Pooling Administration:
* The PA staff processed:
* 145,828 Part 3s, which is the highest annual total of applications processed since national pooling began and the third year in a row that we have broken the record.
* This total represents 4.8% more than the 2014 previous record total of 139,181.
  + 117,671 approvals.
  + 22,053 suspensions.
  + 1,501 withdrawals.
  + 4,403 block or code request denials.
    - 160 were Red Light Rule denials.
* 100% of those applications were processed within 7 calendar days.
* 53,629 requests for new resources (containing both multiple block and code requests).
  + Assigned 42,723 blocks.
  + Opened 3,716 NXX codes.
* 50,055 change requests.
* 30,096 disconnect requests.
* 13,735 actual block disconnects.
* The PA staff was authorized to reclaim 3 blocks.
* The PA staff answered and responded to 100% of the 2,125 received calls within 1 business day.
* The Help Desk handled 914 calls.
* Pooling Administration System (PAS):
* PAS was available for use 99.98% of the time, which exceeds the contract performance metric of 99.9%.
* PAS was unavailable for only four instances of unscheduled down time for a total of 1 hour 25 minutes.
* We conducted maintenance on PAS nine times and used none of the FCC-approved down time in conjunction with the maintenance activities.
* We submitted two new change orders and completed implementation of Change Order 24 from the previous contract.
* We opened 32 tickets and closed 30.
* **Reporting:**
* We produced a total of 637 reports for the FCC, states, the NANC, the NANPA, and service providers, of which 65 were *ad hoc* reports.
* We produced all 65 *ad hoc* reports in less than one business day, although we are allowed up to three business days.
* We submitted all 122 required Contract Data Requirements List (CDRL) reports on time and posted them to the website.
* We submitted all 49 additional contract-required reports on time and posted them to the website.
* **Industry Support:**
* We participated in 98 industry meetings either in person or by conference call.
* We submitted four new issues and 18 new contributions at the Industry Numbering Committee (INC).
* We submitted two change orders.
* We provided 49 pooling status reports to the NANPA for its meetings.
* We attended 23 NANPA meetings relating to NPA relief and jeopardy, providing an up-to-date pooling status for each of the affected NPAs.
* We made 298 changes to rate center information, of which 40% changed the pooling status designation from Excluded to Optional.
* The PA staff met monthly with the NOWG, providing updates on various PA activities and providing responses to questions. We also participated in the annual performance review and worked cooperatively with the NOWG to make suggested improvements while also meeting our contractual requirements.
* **Customer Focus:**
  + - We continued sending Tips-of-the-Quarter for both Pooling and P-ANI..
    - We noted 105 significant PA and P-ANI customer focus items.
    - We had no formal complaints.
    - We facilitated three state regulatory commission educational sessions on pooling issues.
    - The pooling training videos were accessed or downloaded 296 times in 2015.
* **Special Projects:**
* We began the review and planning process for implementation of the FCC’s Interconnected VoIP Order.
* We completed two MSA-designations review projects, which involved rearrangements of MSAs in the top 100 but no change in the composition of the list.
* We continued the *Seeking Donations* project that was initiated in May 2010.
* We continued the Abandoned Codes/Blocks project.
* We reviewed and updated our Methods and Procedures documents.
* **P-ANI Administration:**
* **The P-ANI Administration staff processed:**
  + 32,518 applications (Part 3s).
    - * 100% of those applications processed on time.
  + 2,482 new p-ANI range assignments.
  + 27,021 modifications made to existing p-ANI ranges.
  + 2,901 p-ANI range returns.
  + 20 requests to cancel p-ANI returns.
  + 9 denials.
  + 83 withdrawals.
  + 2 suspensions.
* **Other P-ANI Activities:**
* Worked with carriers to resolve data discrepancies.
* Continued working on reconciling duplicate assignment issues.
* Processed carriers’ annual reports and semi-annual forecasts.
* Participated in the Emergency Services Interconnection Forum (ESIF).
* Completed and posted the P-ANI Activity and Projected Exhaust Report.
* Worked with carriers on supporting documentation issues.
* Continued publishing the P-ANI *Tip of the Quarter.*
* **Routing Number Administration System (RNAS):**
* RNAS was available for use 99.99% of the time, which exceeded the contract performance metric of 99.9%.
* RNAS had only one instance of unscheduled down time for 30 minutes on July 31.
* We conducted maintenance on RNAS seven times and used none of the FCC-approved scheduled downtime.
* RNAS had no trouble tickets opened.