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# ****Attendees****

|  |  |  |
| --- | --- | --- |
| **NOWG** | **FCC** | **PA** |
| **AT&T – Linda Richardson**Sprint – Karen RiepenkrogerSprint – Shaunna ForsheeVerizon – Laura DaltonVerizon – Dana Crandall |  | Bruce ArmstrongJesse ArmstrongTara FarquharDara FlowersLinda HymansJeremiah JenkinsCecilia McCabeAmy PutnamShannon SevignyFlorence WeberGary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for March 2017**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1,532 |
| RCs < 6 months inventory based on forecast and zero blocks | 570 |
| Codes opened for pool replenishment | 295 |
| RCs with blocks in pending status | 483 |
| Number of applications processed  | 17,491 |
| Number of Part 1s passed thru from PAS to NAS  | 1143 |
| Applications not processed in 7 calendar days | 0 |
| Reasons that applications were not processed within 7 calendar days |  |
| Percent of calls returned within one business day | 100% |
| Number of blocks on reclamation list (new blocks/total) | 284/575 |

* The increase in the number of applications processed and number of Part 1s passed thru from PAS to NAS was due to block modifications



**Details:**

**Applications – number of applications processed monthly (running 12 month total)**

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| April 2016 | 9,371 |
| May 2016 | 9,614 |
| June 2016 | 10,767 |
| July 2016 | 8,067 |
| August 2016 | 11,361 |
| September 2016 | 9,197 |
| October 2016 | 10,156 |
| November 2016 | 8,851 |
| December 2016 | 11,903 |
| January 2017 | 11,063 |
| February 2017 | 15.301 |
| March 2017 | 17,491 |

# Program Improvement Plan (PIP)

* No updates

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* NANC meeting was held on March 28, 2017

**INC read out (initial closure and new issues)**

* Following pooling related issues went to initial closure on 3/31/17:
* Issue 835 – Update TBPAG and COCAG to Clarify That the 30-Day State Notification Required by Interconnected VoIP Service Providers Applies To Growth Requests As Well As Initial Requests
	+ Language was already in the TBPAG and COCAG but also added it to a separate section for clarity
* Issue 837 – Can 976 NXXs Be Pooled
	+ Added language to guidelines that 976 is an Information Service Code and cannot be pooled or ported

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 1,066 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 447 |
| # of modifications to existing p-ANIs | 151 |
| # of p-ANI returns | 442 |
| # of requests to cancel p-ANI return | 3 |
| # of requests denied | 1 |
| # of requests suspended | 0 |
| # of requests withdrawn | 22 |

# Change Orders

* 2nd revised Change Order #3B– Development and Support of the PAS NPAC API was approved by the FCC on 3/22/17 and modification delivered on 3/24/17. Work has started on the deliverables for CO #3B.

# Pooling Related Activities

* Rate center activity for March:
	+ 31 rate centers involved with 11 NPAs and 7 states

X  O = 15

M\*  M = 13

M\*  M = 3

**Meetings:**

* No NANPA meetings in March

Activities related to requests for pooling-related data from NANPA:

* No NANPA meetings in March

# Regulatory Update

* VoIP direct access order update
	+ No new applications have been received since 3/22
	+ All three of the March applications have been docketed
	+ The Telengy application (16-297) was put out for comment on 3/20 and comments were due 4/4 so an order should be coming out in the next day or so
	+ The VoIPStreet (16-365) authorization order was released on 3/25
	+ The Daily Digest notice for Megaphone (17-62) was released yesterday, 4/17, with comments due on 5/2

**Customer Focus**

* + **p-ANI**

|  |  |
| --- | --- |
| **Request** | **Action** |
| Ongoing: Receive requests with either no supporting documentation or incorrect supporting documentation. | Ongoing: Send courtesy email to applicant requesting documentation or correct documentation. In some cases, provided the license to the carrier.  |
| Ongoing: In certain areas, it was requested that the RNA continue to assign 211 for VoIP and 511 for wireless. | Ongoing: The RNA will continue to assign in that manner in an NPA until either the 211 or 511 NXX is depleted or if a carrier has requested a specific assignment preference.  |
| Received a request from an SP for all of its assigned p-ANI ranges. | Provided the report, which saved the user time from having to pull the report for each individual state. |
| Received a request from an MPC provider to review p-ANI ranges to ensure it was showing the wireless provider and not that of the MPC provider.  | Reviewed the list and provided a status as to the ranges and worked with the MPC provider to update the ranges to the wireless provider via the mass modification process.  |
| Received a request from a wireless provider to review p-ANI ranges to ensure it was showing the wireless provider and not that of the MPC provider.  | Reviewed the list and provided a status as to the ranges to the wireless provider.  |
| Received an inquiry from a 911 SSP trying to locate contact information for a carrier.  | Provided the OCN contact of record for the company requested. |
| Received an inquiry from a 911 Governing Authority regarding the number of p-ANIs assigned per wireless providers in two counties. | We provided the requested information. |
| Received new p-ANI requests where there were duplicate requests, duplicate p-ANI assignment preferences, and designating the wrong p-ANI assignment preference for requested PSAP. | Worked with the carrier in length sorting out these new p-ANI requests. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| Ongoing: VoIP Direct Access Order support. | * Sent 5 emails to state commission staff about pending applications and filings in iVoIP-provider dockets.
* Sent and responded to 44 emails to/from state commission staff persons re: applications by iVoIP providers.
* Researched the iVoIP order in response to an inquiry from state commission staff regarding 911 requirements and state jurisdiction.
* Researched the iVoIP order in response to an inquiry from state commission staff regarding requirements for state 30-day notification for code/block modifications of existing resources.
* Worked with VOIP applicants to educate them on providing acceptable supporting documentation for requests for resources.
* Reviewed the 30 day notices to the state commission provided by a VOIP applicant for requests for resources in multiple rate centers to ensure that for each request that the notices were not previously used for a previously approved request for resources for the same rate center.
 |
| Continuing to work on block disconnect requests and code disconnect requests from a company that had contacted us about exiting the market in 8 states. | This company submitted over 2000 block disconnect requests and over 300 code disconnect requests.  A lot of the blocks being disconnected need new block holders due to over contamination. We are continuing locating new block holders and code holders for all of these resources. |
| We were asked to request voluntary block disconnects in 2 pooling rate centers that did not have any available blocks. | We requested block disconnects for all 3 rate centers and successfully received 3 block disconnects for 2 of the rate centers. This process resulted in 2 codes being saved. |
| We were asked to open up 9 excluded rate centers to optional pooling so that numbering resources maybe requested. | We requested block disconnects for all 9 of the rate centers and successfully received 29 block disconnects for 3 of the rate centers. This process resulted in 3 codes being saved. |
| We were contacted by a company to remove the BIRRDS TBP indicator of "I" from all their "I" codes. | We worked with this company to submit over 1000 ISPP block disconnect requests in PAS for the blocks that were ISPP ported.    This processed assisted the company with removing all of the ISPP ported blocks for their codes from PAS and BIRRDS. |

# Trouble Ticket Log

* There was one new trouble ticket (1548) that was opened on 3/1/17 PAS changed an OCN that was submitted on a mass modification spreadsheet submitted by a SP. This has been fixed in the GUI and the mass modification spreadsheet is still being updated.



**Other**

* Annual report has been submitted to the FCC and also posted on the PA website
* The PA has made a temporary change in the PA state assignments to accommodate for one of the PAs being out on disability
* On 3/30/17 the PASC email was unavailable due to an internal Neustar server issue
* Responded to NOWG questions from the operational review, sent highlights document, and updated the PowerPoint presentation

# Next Meeting

* May 31, 1:00 pm ET