Contents

[Attendees 1](#_Toc320540182)

[NANPA Complaints 2](#_Toc320540183)

[NANP Administration System (NAS) 2](#_Toc320540184)

[CO Code Administration 2](#_Toc320540185)

[Other NANPA Resource Administration 4](#_Toc320540186)

[Numbering Resource Utilization/Forecasting (NRUF) 4](#_Toc320540187)

[NPA Relief Planning 4](#_Toc320540188)

[INC Activities 5](#_Toc320540189)

[Number Administration Activities/Events/Projects 5](#_Toc320540190)

[Action Item Review 5](#_Toc320540191)

# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **NANPA** |
| **CenturyLink - Jan Doell**  **Cox Communications – Beth O’Donnell**  **PA PUC – Chris Hepburn**  **Sprint – Shaunna Forshee**  **Sprint - Karen Riepenkroger**  **Verizon – Laura Dalton**  **Verizon Wireless - Dana Crandall**  **XO Communications – Ruben Galvan** | Al Cipparone  Joe Cocke  Nancy Fears  Tom Foley  Wayne Milby John Manning  Beth Sprague |

Program Improvement Plan (PIP) Review - Items in **red and bolded** in the attached document are new as of the last PIP document. Items in red and not bolded were previously reviewed with the NOWG.

**Summary:**

* **No changes.**

**Details:**



Monthly Operational Report (MOR) - Highlights of monthly activities - Items in **red and bolded** in the attached document are new as of the last MOR document. Items in red and not bolded were previously reviewed with the NOWG.

**Summary:**

* NNS distributed on the establishment of the Washington state rate center consolidations. The following rate centers will be under ELLENSBURG (509): Ellensburg, Kittitas, Lauderdale, Thorp, and Vantage. Yelm and Rainier will be under RAINIER(360). Both rate center consolidations will be effective 6/1/14.
* The 2013 NANPA Annual Report was published on 3/28/14.
* Modifications have been made to the NANPA website to improve its appearance on mobile devices.

**Details:**



# NANPA Complaints

* No complaints received

# NANP Administration System (NAS)

**NAS Trouble Tickets**

* On May 15, 2013, a NAS user reported they were unable to download the zipped excel files available under the Central Office Code Assignment Records available in secure NAS.  Based upon discussions with the user, it was determined the secure Excel files were not downloadable if the user was using Microsoft IE Version 7.0.  The files on the secure site are downloadable for later versions of IE as well as other browser types (e.g., Firefox and Chrome).  Further, the Excel files under the Central Office Code Assignment Records available on the public website are downloadable in IE Version 7.0.  A NAS software build was deployed on 7/12/13 to address the Excel files on secure NAS but the problem still existed.  A ticket was open on May 16, 2013 at 10:14am.  Update on 8/19/13 – The user reported that he was unable to download the zipped files after moving to Microsoft IE Version 8.0.  This was confirmed with other users from a different company also using IE Version 8.0. Remains open – user still experiencing problems. **This ticket remains open**.
* On September 16, 2013, a NAS user contacted NANPA about downloading the Excel spreadsheet containing CO Code Assignments Needing Part 4s.  The user was unable to open the downloaded file.  Tests were conducted using different web browsers, different versions of the same browser and various versions of Excel.  In some instances, the file opened properly; in certain instances, the file was identified as corrupted.  Based upon this testing, NANPA opened a trouble ticket on September 16, 2013 at 1:09pm ET.  Further investigation into this issue is necessary in order to identify the problem.  In the meantime, the information requested by the user was provided by NANPA.  A change to NAS to address issue was implemented on November 25, 2013.  Repeated attempts were made to contact the user to confirm the system was responding correctly but there was no response from the user.  As a result, the **ticket was closed on April 16, 2014 at 4:45pm ET.**
* On January 14, 2014, a service provider reported to NANPA that the CO Code Utilization Report on the NANPA website was showing a central office code that was in vacant status effective November 23, 2013.  This code had been included in a mass modification submitted in early December.  NAS should have identified this code was vacant when the mass modification utility was executed in the system.  NANPA manually changed the status to show the code as vacant.  **This ticket remains open.**
* On March 31, 2014, a NAS user reported that they had received a Part 4 Confirmation of In-Service reminder notice for a central office code for which the user had already submitted a Part 4 into PAS for a thousands-block in that code.  NANPA confirmed receipt and approval of the Part 4-PA, but the system had not properly updated the status of the code.  Our investigation revealed a system error occurred during the processing of the Part 4-PA that did not permit the code assignment record, specifically the reclamation status, to be properly updated.  As a result, when the Part 4-PA was processed, the code record was not modified to reflect the approval of the Part 4-PA.  NANPA updated the reclamation status of the code and notified the user.  The ticket was open on March 31, 2014 at 11:28am ET.  The **ticket was closed on April 16, 2014 at 3:37pm ET**.

# CO Code Administration

* Metrics/Benchmarks –

**Summary:**

Central Office Code Administration Monthly Performance Metrics - Volume: **March, 2014**

|  |  |
| --- | --- |
| **Measure** | **Metrics** |
| Assignments | 266 |
| Changes | 343 |
| Denials | 34 |
| Cancelled | 8 |
| Cancelled Disconnects | 0 |
| Disconnects | 8 |
| Reservations | 0 |
| **Total Processed** | **651** |
| Pooling Pass-Thrus | 472 |
| Abandoned Codes | 3 |

Central Office Code Administration Monthly Performance Metrics - Volume: **March, 2014**

|  |  |  |
| --- | --- | --- |
| **Percentage of central office code applications processed in 7 cal. Days** | | **100%** |
|  | Number of applications exceeding 7 days | 0 |
|  | Average days late for applications exceeding 7 days | 0 |
| **Percent of central office codes assigned without code reject or conflict** | | **100%** |
|  | A. CO code rejects | 0 |
|  | B. Code conflicts | 0 |
| **Percent of administrator phone calls returned by end of next business day** | | **100%** |
|  | Total number of administrator calls | 40 |
|  | Average days late for phone calls returned late | N/A |
| **Percentage of AOCN inputs completed in 5 days** | | **100%** |
|  | Number of inputs exceeding 5 days | 0 |
|  | Average days late for inputs exceeding 5 days | 0 |
| **Percentage of AOCN phone calls returned on time** | | **100%** |
|  | Total number of AOCN calls | 43 |
| **Percentage of applicable codes on which reclamation was started** | | **100%** |
|  | Number of codes for which a Part 4 was not received 180 days after NANPA effective date | 60 |
|  | Number of codes on which reclamation started late. | 0 |
|  | Codes recovered | 1 |
|  | Number of Reclamation Discrepancies Reported by State Commission(s) Regarding Monthly Reclamation List | 0 |

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**Details:**

* Please see the appropriate tab in the “NANPA Measurements” document attached below for detailed information on Code Quality.

# Other NANPA Resource Administration

* Metrics/Benchmarks - **All metrics were met for March**
* **Started reclamation on five CIC codes**
* **One CIC assignment submitted to INC for reclamation**
* **There were 101 5XX-NXX assignments made in March**
* **Two CIC applications were denied**
* **There were two CIC reclamations in March**
* Status of Resources - Please see the appropriate tab in the “NANPA Measurements – March 2014” document attached below for detailed information on Other Resources.
* Other NANP Resources Developments/Activities/Issues – Planning Letter 466 announcing the exhaust of the 5XX NPA resource and the assignment of 577 NXX codes was published on 3/28/14.

# Numbering Resource Utilization/Forecasting (NRUF)

* 479 NRUF submissions were received in March
* There were 186 confirmation notifications sent in March
* There were four Missing Utilization notifications sent to service providers that filed for some, but not all, of the CO codes and/or thousands-blocks in their inventories.
* 35 State NRUF reports were created in March.
* Metrics/Benchmarks – Please see the appropriate tab in the “NANPA Measurements” document attached below for detailed information on NRUF Performance Measurements.

# Supporting Documentation for sections above:



# NPA Relief Planning

* Metrics/Benchmarks – Please see the appropriate tab in the “NANPA Measurements” document attached above for detailed information on NPA Relief Planning, Monthly Performance Measurements. All metrics for March were met
* Responded to a question from the IOUCC concerning why 317 NPA was assigned to Indianapolis, IN area in 1947.
* Provided documents for IN 317 Pre-IPD and NPA Relief Planning meetings.
* On 3/14/14 posted NNS OH 740/220 industry subcommittee 3/21 meeting agenda and on 3/20, posted a NNS reminder notice.
* On 3/25/14 posted NNS for IN 317 Pre-IPD and NPA Relief Planning meetings
* Provided copies to a service provider of all rate center and LATA maps NANPA has prepared for NPA relief planning projects in CT, NJ, and NY.
* The draft minutes of IL 217 Jeopardy Status Review conference call were posted on NNS on 3/25 and the final minutes were posted on NNS on 4/9.
* Initiated process to educate NNS recipients on how to save meeting invites to their calendars. First occasion was a reminder notice distributed on 4/18 for upcoming 317 NPA relief meetings.
* Future meeting dates include:
* IN 812/930 Subcommittee meeting on 4/23/14
* CT 860/959 Subcommittee meeting on 4/23/14
* IN 317 Pre-IPD meeting on 4/24/14
* OH 740/220 Subcommittee meeting
* TN 615/629 Subcommittee meeting
* IN 317 NPA Relief Planning meeting on 5/29/14
* NV 702/725 Subcommittee meeting on 4/24/14



# INC Activities

# Number Administration Activities/Events/Projects

# NANPA responded to 11 NANPA feedback emails from 3/1/14 through 3/31/14. For 1Q14, NANPA responded to 50 feedback emails.

# State Reclamation Contact List and Safety Valve Quick Sheet, available on the NANPA website, has been updated.

# Action Item Review

**Open Discussion**

* The NPA, NANP and 5XX exhaust projections will be posted by the end of April 2014.
* When the 1Q14 NANPA Newsletter was posted, there was an issue in the email system causing multiple copies of the same email being sent. Research determined that an additional .pdf was appended to the file name and this caused the problem with the email system.

**Next Meeting**

* May 27, 2:00pm ET