Contents

[Attendees 1](#_Toc314561450)

[Quality assurance performance monitoring metrics and measurements 1](#_Toc314561451)

[Formal Complaints and corrective action plans to resolve complaints 2](#_Toc314561452)

[FCC and/or NANC News 2](#_Toc314561453)

[INC read out (initial closure and new issues) 2](#_Toc314561454)

[p-ANI 2](#_Toc314561455)

[Change Orders 2](#_Toc314561456)

[Pooling Related Activities 3](#_Toc314561457)

[Regulatory Update 4](#_Toc314561458)

[Tracking Log 5](#_Toc314561459)

[Next meeting 5](#_Toc314561460)

# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **Laura Dalton – Verizon****Jan Doell – CenturyLink****Sally Getz – Indiana URC****Beth O’Donnell – Cox Communications****Rosemary Emmer - Sprint**Karen Riepenkroger – Sprint | Bruce ArmstrongTara FarquharDara FlowersLinda HymansAmy Putnam**Florence Weber****Gary Zahn** |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for March, 2013**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 741 |
| RCs < 6 months inventory based on forecast and zero blocks | 226 |
| Codes opened for pool replenishment | 215 |
| RCs with blocks in pending status | 475 |
| Number of applications processed  | 10,357 |
| Number of Part 1s passed thru from PAS to NAS  | 554 |
| Applications not processed in 7 calendar days | 0% |
| Reasons that applications were not processed within 7 calendar days | N/A |
| Percent of calls returned within one business day | 100% |
| Number of blocks on reclamation list (new blocks/total) | 154/611 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| April 2012 | 8,266 |
| May 2012 | 11,904 |
| June 2012 | 10,369 |
| July 2012 | 8,021 |
| August 2012 | 10,990 |
| September 2012 | 15,081 |
| October 2012 | 15,124 |
| November 2012 | 15,491 |
| December 2012 | 7,626 |
| January 2013 | 15,136 |
| February 2013 | 9,602 |
| March 2013 | 10,357 |



# Formal Complaints and corrective action plans to resolve complaints

* None reported

# FCC and/or NANC News

* The FCC issued the RFP for the Thousands-Block Pooling Administrator contract on April 26, 2013. Responses to the RFP are due May 28, 2013.

# INC read out (initial closure and new issues)

* There was no INC activity in March

#

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 729 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 234 |
| # of modifications to existing p-ANIs | 29 |
| # of p-ANI returns | 460 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 0 |
| # of requests suspended | 1 |
| # of requests withdrawn | 5 |

* Continuing to work on reconciling the p-ANI data
* Continuing to process carriers’ manual Annual Reports and semi-annual Forecasts
* March p-ANI Tip – Supporting Documentation for New p-ANI Requests

# Change Orders

* CO 23 INC Issue 715 – Update TBPAG for retrieving a block donated/returned in error was implemented in PAS on April 5, 2013. Added a new radio button for over contaminated block exception.

# Pooling Related Activities

* Rate center activity:

M RC/NPA changes: 26 rate centers involved with 8 NPAs and 4 states:

X  O = 22

O  M\* = 0

O  M = 0

O  M = 0

M\*  M = 2

M\*  M = 2

**Meetings:**

* Participated on the CA 415 review of CPUC report call on March 12, 2013
* Participated on the SC 843 IPD call on March 21, 2003
* Participated on the OH 440 and 740 pre-IPD calls on March 27, 2013

**Activities related to requests for pooling-related data:**

* Sent NANPA the following information:
* Sent NANPA pooling data for OH 440 jeopardy call scheduled on April 4, 2013 and ***updated*** pooling data for the pre-IPD call on March 27, 2013
* Sent NANPA pooling data for OH 740 pre-IPD call scheduled on March 27, 2013 and ***updated*** pooling data for the pre-IPD call scheduled on March 27, 2013
* Sent NANPA pooling data for CA 415 review of CPUC report on March 12, 2013
* Sent NANPA ***updated*** pooling data for SC 843 IPD call scheduled on March 21, 2013

# Regulatory Update

* Very old overdue Part 4s project update. There were 188 overdue Part 4s prior to 1/1/2012. To date, the PA has resolved 145 of the overdue Part 4s with 43 remaining to be resolved. Currently in the process of sending out a second notice on the overdue Part4s that removed unresolved.
* Completed and posted the 2012 Annual Report.

* **Customer Focus**
	+ **p-ANI**

|  |  |
| --- | --- |
| **Request** | **Action** |
| *Ongoing:* Contacted by the previous administrator (9-1-1 SSP) to look into p-ANI ranges either shown as assigned in our system and available in theirs, and vice versa. | *Ongoing:* Working with the previous administrator on reconciling the data, by reaching out to the affected carriers, and updating our data as needed. |
| *Ongoing:* Received requests with either no supporting documentation or incorrect supporting documentation. | *Ongoing:* Send courtesy email to applicant requesting documentation or correct documentation. |
| *Ongoing:* In certain areas, it is 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 Annual Report files from carriers using an incorrect template.  | Copied the data to the correct template and processed it.  In those cases where there were inconsistencies between our data and the data the carrier reported, we provided the carrier with our records of all of its assigned ranges, the Annual Report showing what’s been accepted so far, the Missing Annual Report showing what still needs to be reported on, and the correct template to use going forward.  Additionally we added to RNAS any ranges that they failed to report on initially, but reported here. |

* + **PA**

|  |  |
| --- | --- |
| **Request** | **Action** |
| A service provider contacted us about receiving an over contaminated block from the pool as a result of a donation. | We contacted the donating code holder and asked them if the ports were valid and if they were not if they could disconnect those ports.  The code holder ended up disconnecting the ports and the new block holder was able to keep the block that they had requested.  This saved the new block holder time so that they would not have to return their block and order a replacement block. |
| A service provider asked us to seek donations in 42 rate centers with no blocks in the pool.  | Contacted the affected SPs seeking donations for the specified rate centers.    |
| A state regulator had secured transfer letters from code holders agreeing to transfer codes to other service providers to avoid opening up 5 new codes for LRN purposes. | We worked with the state regulator, NANPA, and affected service providers with withdrawing the full NXX requests for LRNs, resubmitting the requests as a block requests and INTER OCN code modification requests and Part 1B modification requests for the old code holder so that their blocks that they were keeping from the codes will remain up and running to the SP.  This process resulted in 5 codes being saved. |
| Rather than sending a code disconnect request to NANPA to be denied we worked with the NPAC to remove erroneous LRNs from the NPAC that were created by service providers who were not the code holder of the specific NPA-NXX that was being disconnected. | We worked with the NPAC to remove the erroneous LRNs which saved the current code holder from being denied by NANPA due to having an LRN on the code.  And also save the code holder time with not having to contact the NPAC request to remove the erroneous LRN. |
| A couple of service providers contacted us to make sure that they had the appropriate initial documentation prior to submitting their request in PAS. | This saved the service provider’s time so that their applications would be approved rather than being denied due to insufficient initial documentation. |
| Service providers contacted us about inadvertently disconnecting blocks that had active customers on them. | We worked with the affected service providers and the NPAC to get the individual block requests submitted into PAS, since the effective date of the block disconnect request had already passed, and processed so that the customers could be placed back into service ASAP. |
| We were made aware that 2 companies had abandoned pooled codes and blocks in 2 states. | We worked with NANPA to get permission from the state regulators to reclaim the numbering resources as abandoned.  This resulted in 14 blocks being made available in the pool, 1 block transferred to the ported TN holder due to over contamination, and 3 pooled codes transferred to new code holders. |
| A service provider had contacted us about exiting the market in several states. | We worked expeditiously to locate new code holders for pooled codes and new block holders for over contaminated blocks.  Because of our repeated efforts, all of the codes and blocks were taken over by new code and block holders so that we didn’t need to escalation to the state regulator.  |
| The FCC requested a complete list of all assigned blocks with block holder and code holder information. | Saved the FCC time and effort in compiling the information. |
| A state regulatory staff person sought guidance about resource availability for transfer in order to avoid opening codes for 4 LRNs. | Reviewed existing resources and provided options for the commission staff person to discuss with the requesting carrier and responded to numerous questions. |
| A state regulatory staff person sought guidance about resource availability for transfer in order to avoid opening codes for 10 LRNs. | Responded to numerous questions from the regulatory staff person who was trying to find the viability for transfer for specific NPA-NXXs. |
| A state regulatory staff person needed guidance on the safety valve process. | Provided explanation during several calls, of the FCC rules and directed the staff person to the safety valve matrix for information on how other states process the petitions. |
| A state regulatory staff person sought rule citations for the need for pool replenishment. | Provided information regarding pool inventory from the CFR and TBPAG. |
| Received a call from carrier seeking donations for rate centers in 2 states with no blocks in the pool. | Began seeking donations in the affected rate centers. |
| A state regulatory staff person requested a report on number of forecasted and available block for 11 rate centers.  | Provided the ad hoc report for the staff person and responded to numerous inquiries about the information provided. |
| A state regulatory staff person sought guidance on pool replenishment process for 90 requests received on one day. | Provided information on rules and guidelines for pool replenishment and assisted the staff person with reviewing the pool tracking report.    |

# Tracking Log

* No Changes

**Other**

* Forecast Increase – The PA has noticed that there has been a significant increase in rate centers with less than six months forecast. When researching identified that there was a forecast increase by service providers for the next six months and this forecast information is factored in the process in determining the pool forecast. Currently looking to see if there are process that will give notification to the PA if there may be an increase in rate centers that need to replenished.
* MSA Change status – The OMB made significant changes in MSAs. Since the OMB bulletin did not detail the changes, the PA was able to get information from the Census Bureau on the changes. Changes included MSA name changes, locations where they removed and added counties, and consolidating MSAs. With the changes, there were two new MSAs that had never been in the TOP 100. As a result of these changes, there are some rate centers that will now be in the Top 100 MSAs and these rate centers will change from excluded and be moved to a single service provider mandatory status. There also rate centers that have multiple carriers that were previously optional but will now become mandatory. The PA has notified the carriers that were impacted with these changes.

**Open Discussion**

# Next Meeting

* May 29, 1:00pm ET