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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| AT&T – Linda RichardsonCox Communication - Beth O’Donnell**PA PUC - Chris Hepburn****Sprint – Shaunna Forshee****Sprint – Karen Riepenkroger****Verizon Communication – Laura Dalton****XO Communications – Ruben Galvan** | Bruce ArmstrongJesse ArmstrongTara FarquharDara FlowersLinda HymansCecilia McCabeAmy PutnamShannon SevignyFlorence WeberGary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for July, 2015**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 2096 |
| RCs < 6 months inventory based on forecast and zero blocks | 1370 |
| Codes opened for pool replenishment | 234 |
| RCs with blocks in pending status | 688 |
| Number of applications processed  | 13,310 |
| Number of Part 1s passed thru from PAS to NAS  | 599 |
| 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) | 43/219 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| August 2014 | 15,232 |
| September 2014 | 12,113 |
| October 2014 | 15,849 |
| November 2014 | 13,954 |
| December 2014 | 10,601 |
| January 2015 | 7,518 |
| February 2015 | 15,628 |
| March 2015 | 10,763 |
| April 2015 | 13,295 |
| May 2015 | 17,565 |
| June 2015 | 24,285 |
| July 2015 | 13,310 |

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* PA noted they had received no further information on the VoIP order.

# INC read out (initial and final closure and new issues)

* Following issue went into Initial Closure at INC 143:
	+ Issue 798 – Add language to the p-ANI Guidelines regarding documentation needed for non-exclusive nationwide FCC licenses

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 451 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 240 |
| # of modifications to existing p-ANIs | 2 |
| # of p-ANI returns | 202 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 1 |
| # of requests suspended | 0 |
| # of requests withdrawn | 6 |

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# Change Orders

# Pooling Related Activities

* Rate center activity:

July 2015 RC/NPA changes: 22 rate centers involved with 16 NPAs and 10 states:

X  O = 15

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 5

M\*  M = 2

**Meetings:**

* Participated in the following meetings:
	+ ID 208 minutes review call on July 7, 2015
	+ PA 717 pre-IPD call on July 22, 2015

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

* Provided NANPA the following:
	+ NY 315 – pooling data for August 5, 2015 initial implementation call
	+ PA 717 – pooling data or July 22, 2015 pre-IPD call

# Regulatory Update

* Indiana – Kendall Quarry is a new contact and will be working with Sally Getz. Contact list has been updated.

**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 an FCC license that recently expired.  | Provided carrier with an updated FCC license with the new expiration date to use for future requests (two instances).  |
| Received numerous requests for p-ANIs where the SPC didn’t know which FCC license applied to which request. | Reviewed each of the licenses provided and mapped it to the appropriate request. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| An SP requested a report for all blocks in PAS as of end of June 2015 for their NRUF. | Saved the SP time and effort to acquire the report from website data. |
| We were made aware that two companies had abandoned pooled codes and blocks in a state. | We worked with NANPA to get permission from the regulators to reclaim the numbering resources as abandoned.  We also worked with the NPAC to disconnect any LRNs or ported TNs from the NPAC for these companies.  This resulted in 17 pooled codes needing to be transferred to new code holders, 43 over-contaminated blocks needing to be transferred to new block holders, and 93 blocks made available in the pool. |
| A state regulatory staff person sought information on how to find out how many numbering resources an SP has. | Educated the staff person on how to download the Total Numbering Resources report as well as rate center status designations. |
| A regulatory staff person requested information about how to avoid opening another code in a rural rate center. | Researched the status of the rate center blocks and discussed with the staff person options available in the rate center. |
| A service provider sought information on alternatives to opening 2 codes in one rate center for LRNs. | Reviewed the assigned codes within the rate centers and provided the information to the service provider. |

# Trouble Ticket Log

* New trouble ticket, 1529, was opened on July 9, 2015

See the following trouble ticket log for a list of all opened and closed trouble tickets.



**Other**

* Quarterly Pooling Tip on “To Begin Pooling in an Excluded Rate Center” was sent in July 2015.
* On 7/31/15, PAS experienced a 25 minute downtime and RNAS experienced a 30 minute downtime. The downtime was a result of a database issue. A database upgrade is scheduled for 8/14/15.

**Open Discussion**

# Next Meeting

* September 18, 1:00pm ET