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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **CenturyLink – Jan Doell**  **PA PUC – Chris Hepburn**  Sprint – Shaunna Forshee  Sprint – Rosemary Leist  Sprint – Karen Riepenkroger  T-Mobile – Jennifer Pyn  Verizon – Laura Dalton  Verizon – Dana Crandall | Dara Flowers  Linda Hymans  Cecilia McCabe  Shannon Sevigny  Florence Weber  Gary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for July, 2016**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1,380 |
| RCs < 6 months inventory based on forecast and zero blocks | 597 |
| Codes opened for pool replenishment | 245 |
| RCs with blocks in pending status | 553 |
| Number of applications processed | 8,067 |
| Number of Part 1s passed thru from PAS to NAS | 473 |
| 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) | 62/309 |

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**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| August 2015 | 8,068 |
| September 2015 | 9,977 |
| October 2015 | 8,524 |
| November 2015 | 7,604 |
| December 2015 | 9,291 |
| January 2016 | 6,922 |
| February 2016 | 12,323 |
| March 2016 | 15,097 |
| April 2016 | 9,371 |
| May 2016 | 9,614 |
| June 2016 | 10,767 |
| July 2016 | 8,067 |

# Program Improvement Plan (PIP)

* Document posted on PA website for iVoIP SPs providing links to the FCC Order, INC documents and other relevant documents have changed names on initial training videos so that iVoIP SPs understand that the videos also apply to them.



# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* None Reported
* The next NANC meeting is scheduled for 9/15/16

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

* Following Pooling and p-ANI INC issues went to Initial Closure at INC 149:
  + Issue 817, Consider having the Ability to Provide a Part 1B on Blocks Associated with a Code Request
  + Issue 819, Update TBPAG and COCAG to require supporting documentation to link 30-day state notification and interconnected VoIP application if there is a name change
  + Issue 820, Add language to the TBPAG stating that grandfathered blocks and codes need to be included as part of the total number resources
  + Issue 821, Add language to the TBPAG section 12.3 directing SPs to disconnect NXD records in BIRRDS prior to submitting an ISP Block Port Disconnect
  + Issue 822, Update the TBPAG language to direct users to provide/attach documentation
  + Issue 823, Updates to the Rate Center Consolidation Process

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 141 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 65 |
| # of modifications to existing p-ANIs | 12 |
| # of p-ANI returns | 62 |
| # of requests to cancel p-ANI return | 2 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 0 |

* July 2016 Quarterly p-ANI Tip was on Returning or Modifying Part of an Existing p-ANI Range:
  + Tip provided information on where to send email and an example of what information to specify when a portion of a range needs to be returned or modified.

# Change Orders

* Change Order #3a – Specifications for API
  + CO was approved by the FCC on 8/1/16 and the target complete date is 9/30/16

# Pooling Related Activities

* Rate center activity:

July 2016 RC/NPA changes: 4 rate centers involved with 4 NPAs and 3 states:

X  O = 4

M\*  M = 0

M\*  M = 0

**Meetings:**

* Pooling participated in the following meeting:
  + CA 213/323 relief implementation call on 7/25/16

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

* Provided NANPA data for:
  + CA 213 and 323 relief implementation 7/25/16 call
  + TX 210 initial implementation call scheduled for 8/8/16
* Provided NANPA updated data for:
  + CA 213 and 323 relief implementation 7/25/16 call

# Regulatory Update

* VoIP direct access order related activities:
  + 12 VoIP applications have been filed and 6 have been approved
* Creating a VoIP provider 30 day notification state regulatory contact spreadsheet – this should be completed soon and will be posted to the PA website
* NH – Lisa Cleveland is the new application review staff person
* NE – Gene Hand will be retiring on 9/15/16

**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. |
| During the Annual report process it was discovered that the carrier failed to report on a large number of ranges based on the assigned data we provided to the carrier. | Working with the carrier in reconciling the ranges that were never initially reported. |
| In processing a profile update, we notified the SP consultant that there were ranges that needed to be updated to the acquiring carriers OCN and NENA ID. | Worked with the carrier in getting those ranges updated to the acquiring carriers OCN and NENA ID. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| Ongoing: VoIP Direct Access Order support. | * Sent 7 emails to state commission staff about new and pending applications. * Responded to questions from state regulators about 30-day notifications they had received and how many VoIP providers will be requesting numbers. |
| We were asked by an SP who was having internal routing issues to contact a block holder who had not built their NXD-X records in BIRRDS for their assigned blocks. | We worked with the block holder of the affected blocks to build their NXD-X records for their assigned blocks.  This fixed the internal routing issue that was being reported by the first SP. |
| A couple of SPs had contacted us about blocks returned in error to the pool and customers were out of service. | We worked with the new block holders to disconnect the blocks so that the previous SPs could retrieve the block that was disconnected in error.  We processed the block disconnects promptly and worked with the service providers and the NPAC to process the requests so that customers were no longer impacted. We also promptly processed replacement resource requests for the new block holders who agreed to take different blocks from the pools. |
| An SP had contacted us about not porting back their customers when they had disconnected a contaminated block. | We worked with the SP and the NPAC to port the specific TNs back to the disconnecting SP so that customers were no longer impacted. We also updated the contamination of the available block to show the latest contamination information. |
| A previous block holder continued to assign customers to blocks that were disconnected and were now reassigned out to other service provider. | We worked with the previous block holder and the new block holder to return the blocks so that the previous block holder could apply for the blocks again so that the customers that they assigned were not impacted. |
| BIRRDs did not allow the PA to place disconnects on BCD records on 7/22/16. | The PA continued to process block disconnect requests, notified applicants via Part 3 remarks that the BIRRDS update could not be done, and manually tracked all the updates that would need to be done once BIRRDS allowed disconnects to be entered again.  This avoided any delay with processing requests and ensured that the 7 calendar day processing time was met.  Iconectiv informed the PA that the BIRRDS code is corrupted in relation to disconnecting records on the BCD. Iconectiv agreed to disconnect the records for the PA upon receipt of a list/spreadsheet of blocks and effective dates. Iconectiv fixed the corruption in the code so that on Monday 7/25/16 the PA again was able to place disconnects on BCD records. |
| We were asked to open up an excluded rate center to optional pooling so that numbering resources maybe requested. | We had requested a block disconnect for the rate center and successfully received a block disconnect for the rate center. This process resulted in 1 code being saved. |
| We were asked to request voluntary block disconnects in 3 pooling rate centers that did not have any available blocks. | We requested block disconnects for all 3 rate centers and successfully received 14 block disconnects for all 3 of the rate centers. This process resulted in 3 codes being saved. |
| The PA 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 same rate center. | This review by the PA ensures that the state commissions had received the appropriate notification from the VOIP applicant. |
| An SP provided a different type of state authorization in one state. | Contacted the state commission to determine whether this was actually valid.  After being advised that it was not, worked with the state commission staff person to obtain the proper documentation. |
| A state commission staff person requested information on the safety valve process. | Educated the staff person on the reasons why a safety valve is needed as well as reports that can be reviewed. |

# Trouble Ticket Log

* There were no new trouble tickets.

See the following trouble ticket log trouble tickets.



**Other**

* Quarterly Pooling Tip sent in July 2016 – Block Preference
  + Tip provided information on checking contamination of a block prior to selecting the block as a preference on a block request.

**Open Discussion**

* PA Ops Review will be held virtually in 2017. The PA will provide suggested dates for the 2017 Ops Review.
* PA will work with the NANPA on proposing 2017 meeting dates.

# Next Meeting

* September 27, 1:00 pm ET