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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **Dana Crandall – Verizon Wireless**  **Laura Dalton – Verizon**  **Jan Doell - CenturyLink**  Chris Hepburn – PA PUC  Beth O’Donnell – Cox  Linda Richardson – AT&T | Bruce Armstrong  Jan Connelly  Tara Farquhar  Dara Flowers  Linda Hymans  Cecilia McCabe  Amy Putnam  Shannon Sevigny  **Florence Weber**  **Gary Zahn** |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for July, 2013**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 936 |
| RCs < 6 months inventory based on forecast and zero blocks | 322 |
| Codes opened for pool replenishment | 115 |
| RCs with blocks in pending status | 498 |
| Number of applications processed | 8,016 |
| Number of Part 1s passed thru from PAS to NAS | 595 |
| 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) | 135/552 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| 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 |
| April 2013 | 11,823 |
| May 2013 | 12,863 |
| June 2013 | 25,142 |
| July 2013 | 8,016 |

The PA noted that the Rate Centers with less than 6 months inventory based on forecast report and Number of Rate Centers with no blocks available with blocks forecasted within 6 months report were higher due to one service provider’s incorrect forecast. The service provider was contacted and the error was identified and is being corrected which will reduce the totals in both reports.



# Formal Complaints and corrective action plans to resolve complaints

* None reported

# FCC and/or NANC News

* Next NANC meeting is scheduled for 9/18/13

# INC read out (initial closure and new issues)

* None. There was no INC meeting in July.

# 

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 576 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 255 |
| # of modifications to existing p-ANIs | 149 |
| # of p-ANI returns | 169 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 2 |
| # of requests suspended | 0 |
| # of requests withdrawn | 1 |

* Continuing to work on reconciling the p-ANI data. There is one p-ANI left as overlapping.
* July p-ANI Tip – 211 for VoIP and 511 for Wireless p-ANI Assignment Practice

# Change Orders

* None.

# Pooling Related Activities

* Rate center activity:

July RC/NPA changes: 212 rate centers involved with 38 NPAs and 19 states:

X  O = 202

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 5

M\*  M = 2

It was noted that for the State of Michigan, 39 rate centers that were previously exempt are now optional.

Three rate centers were added in NE 308 that were previously consolidated into other rate centers in 2010. The three new rate centers are AARTHUR, BREWSTER AND DUNNING.

**Meetings:**

* There were no NANPA relief/jeopardy meetings in July

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

* Sent NANPA pooling data for IN 812 initial implementation call scheduled on August 15, 2013

# Regulatory Update

* Montana delegated authority order was issued on 8/14/13. A supplemental implementation meeting has been scheduled for 9/19/13.
* Very old overdue Part 4s project update – All have been resolved.
* **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: Receive 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 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 for p-ANI for which the documentation was insufficient, and the carrier was having difficulties locating the correct document. | Found the proper documentation and provided it to the carriers (*three instances*). |
| Received an ad hoc request for p-ANIs out of the 511 NXX for a state. | As a result of the report provided, worked with the vendor for the PSAPs to reconcile the data, by reaching out to the affected carriers, and updating our data as needed and also identifying the prior assignment practice for that state as agreed to by the PSAPS to use going forward. |

It was noted that the ad hoc request for p-ANIs was received from a vendor as the state was looking for PSAPS to have a process in place that separate 511 and 211 p-ANIs.

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| An SP requested a report for all blocks in PAS as of end of June 2013 for their NRUF. | Saved the SP time and effort to acquire the report from website data. |
| We were made aware that a company had abandoned pooled codes and blocks in a state. | We worked with NANPA to get permission from the regulator to reclaim the numbering resources as abandoned.  This resulted in 2 blocks being made available in the pool, and 2 pooled codes needing to be transferred to new code holders. |
| The PA continued to reach out to numerous applicants with pending requests in queue that sent us interconnection agreements that were missing or not cited relevant pages. | This helped educate the applicants about the new changes to the guidelines and saved the applicants time so that their applications would more than likely be approved if the missing documentation was sent to the PA rather than being denied due to insufficient documentation. |
| As a result of the guidelines being reissued changing the amount of time a code holder has to load a newly assigned pooled code into the NPAC (within 10 calendar days of the issuance of the Part 3) the PA reached out to numerous code holders, per the request of a block holders, to inform them of this new guideline requirement. | This helped educate the code holders about the new changes to the guidelines and prompted the code holders to load their codes into the NPAC so that the block holders' blocks may be scheduled for activation. |
| We were unable to locate a new block holder for an over contaminated block disconnect request where the block holder was exiting the market and therefore needed to escalate this to the regulator for assistance in locating a new block holder. | We worked with the regulator to finally get a volunteer to take over the block which resulted in the over contaminated block not being disconnected which would have affected the ported TN holders. |
| A service provider contacted us about inadvertently disconnecting a block that they had active customers on. | We worked with the affected service provider and the NPAC to get the individual block request 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 continued working with the companies that are participating in the VoIP trial with getting started with pooling processes (following our new service provider checklist). | We worked with the companies, NANPA, and the NPAC with registering the participating companies in PAS, NAS and the NPAC.   We also assisted the companies with contacting NECA to acquire an OCN and contacting iconnectiv so that they could select a company as their AOCN.  We reviewed certification and proof of facilities readiness documentation prior to the applicants submitting their requests for resources which saved the company’s times so that their applications would be approved rather than being denied due to insufficient initial documentation. |
| Identified and contacted a service provider that had forecasted a large amount of blocks in many rate centers. This could have affected the NRUF, pool replenishment and triggered calls from regulators. | The service provider indicated that the forecasts were incorrect and would be updated in PAS. |
| A state regulatory staff person sought assistance with understanding when an SP can go directly to NANPA to obtain resources. | Educated the state regulatory staff person on rate center designations and how to add excluded rate centers to PAS as optional so that blocks can be returned to the pool. |
| An SP sought guidance on single-service provider (M\*) rate center obligations after being contacted by a state regulatory staff person to start pooling. | Worked extensively with the state regulatory staff person and SP, educating them on pooling obligations in M\* rate centers and sent the SP clarifications of the single-service provider exemption and when the ILEC has to pool. |
| A state commission staff person sought assistance with understanding exemptions to pooling, block contamination and intra-service provider porting. | Educated the staff person on FCC rules and donation and assignment of contaminated blocks. |

# Tracking Log

* No Changes

**Other**

* VoIP trial update – All five VoIP trial participants are registered in PAS and assignments have been made. The PA reported that there have been no issues.
* Mid-year highlights – Highlights were sent to the NOWG on 7/26/13.
* PA yearly survey was sent out on 8/5 and a reminder sent out on 8/12. Due date for survey responses is 8/16/13.
* PA tip of the quarter sent on out 7/9, “Using the Pool Tracking Report When Requesting an LRN”.

**Open Discussion**

# Next Meeting

* September 16, 1:00pm ET