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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **CenturyLink – Jan Doell**  **Cox Communications - Beth O’Donnell**  **PA PUC - Chris Hepburn**  **Sprint – Shaunna Forshee**  **Sprint – Karen Riepenkroger**  **T-Mobile USA – Cathie Capita**  **Verizon Communication – Laura Dalton**  **Verizon Wireless – Dana Crandall** | Bruce Armstrong  Jessie Armstrong  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 November, 2015**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1807 |
| RCs < 6 months inventory based on forecast and zero blocks | 1286 |
| Codes opened for pool replenishment | 255 |
| RCs with blocks in pending status | 574 |
| Number of applications processed | 7,604 |
| Number of Part 1s passed thru from PAS to NAS | 464 |
| 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) | 135/137 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| 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 |
| August 2015 | 8,068 |
| September 2015 | 9,977 |
| October 2015 | 8,524 |
| November 2015 | 7,604 |

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* NANC held on 12/1/15

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

* The following pooling and p-ANI related issues went into Initial Closure at INC 145:
  + Issue 497 – Identify Potential Changes to INC Guidelines Based on NANC’s Report and Recommendation, VoIP Service Providers’ Access Requirements
  + Issue 797 – Transition INC Guideline Forms
  + Issue 801 – Update p-ANI Guidelines with direction when states do not certify VPC Providers
  + Issue 802 – Edits to COCAG Sections 4.1, 5.2.1, 7.1 and 7.2 and COCAG Appendix C Sections 4.7(d) and 5.6(e) regarding Valid Switching ID Information
  + Issue 804 – Update Code Reservation Criteria in the COCAG
* Issue 801 had an expedited Final Closure date of 12/7/2015 with the Guidelines to be reposted on 12/8/2015.

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 14,111 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 116 |
| # of modifications to existing p-ANIs | 13,671 |
| # of p-ANI returns | 317 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 7 |

# Change Orders

* Sent letter to FCC on 11/6/15 regarding a possible change order to add additional personnel should there be an increase in applications from VoIP providers as a result of the VoIP order.
* Change Order #1 – Move RNAS and PAS into the Cloud submitted to the FCC on 11/10/15
  + The FCC approved CO #1 on 12/4/2015

# Pooling Related Activities

* Rate center activity:

November 2015 RC/NPA changes: 18 rate centers involved with 3 NPAs and 3 states:

X  O = 15

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 3

M\*  M = 0

**Meetings:**

* Participated in the following meeting:
  + CA 213 / 323 minutes review call

Activities related to requests for pooling-related data:

* No reports provided to NANPA in November

# Regulatory Update

* Regulator contact changes:
  + IA: Suzanne Smith is the contact for IA. Mike Balch is retiring.
  + HI: Delmond Won, Executive Director, is the new reclamation contact.

**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 a request where the carrier was not certified. | Participated on a call with the carrier to discuss steps they need to take in order to satisfy the FCC VoIP order and provided a contact at the state that we also made aware of the issue. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| A state regulatory staff person sought information on how to find out if there was a way to avoid opening 2 codes for pool replenishment. | Assisted the state regulatory staff person with soliciting blocks returns in two rate centers to prevent the need for opening new codes. |
| A state regulatory staff person contacted us about requests from an SP no longer certified in their state. | Worked extensively with the service provider and state regulatory staff person to obtain the proper documentation and OCN after several mergers. |
| A state regulatory staff person sought information on how to find out if there was a way to avoid opening 1 code for LRN purposes. | Researched whether there were any possibilities for code transfer and provided those to the state regulatory staff person who then arranged for a code transfer.  Worked with the affected carriers to complete the transfer. |
| 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.  We also worked with the NPAC to disconnect any LRNs or ported TNs from the NPAC for this company.  This resulted in 6 pooled codes needing to be transferred to new code holders, and 107 blocks made available in the pool. |
| We were asked to open up 15 excluded rate centers to optional pooling so that numbering resources maybe requested. | We had requested block disconnects for all 15 rate centers and successfully received 4 block disconnects for 1 of the rate centers. This process resulted in 1 code being saved. |
| We were asked to request voluntary block disconnects in 15 pooling rate centers that did not have any available blocks. | We had requested block disconnects for all 15 rate centers and successfully received 6 block disconnects for 1 rate center. This process resulted in 1 code being saved. |

# Trouble Ticket Log

* The following two trouble tickets were closed on 11/20/15
  + 1532 – Block transfers were being prevented by Part 4 validation even though Part 4s were on file.
  + 1535 – SP submitted a mass modification for a block that was not theirs for an intra OCN change and PAS allowed it to go through.

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



**Other**

* Beginning in 2016, the PA will supporting only the new versions of IE.

**Open Discussion**

# Next Meeting

* January 15, 1:00pm ET