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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **AT&T – Linda Richardson**  **CenturyLink – Jan Doell**  Cox Communication - Beth O’Donnell  **PA PUC - Chris Hepburn**  **Sprint – Shaunna Forshee**  **Sprint – Karen Riepenkroger**  **T-Mobile – Cathie Capita**  **Verizon Communications – Laura Dalton**  **Verizon Wireless – Dana Crandall** | Bruce Armstrong  Tara Farquhar  Dara Flowers  Linda Hymans  Amy Putnam  Shannon Sevigny  Gary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for November, 2014**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1,445 |
| RCs < 6 months inventory based on forecast and zero blocks | 931 |
| Codes opened for pool replenishment | 299 |
| RCs with blocks in pending status | 580 |
| Number of applications processed | 13,594 |
| Number of Part 1s passed thru from PAS to NAS | 540 |
| 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) | 80/367 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| December 2013 | 7,771 |
| January 2014 | 8,069 |
| February 2014 | 8,725 |
| March 2014 | 9,422 |
| April 2014 | 17,601 |
| May 2014 | 8,977 |
| June 2014 | 8,145 |
| July 2014 | 10,493 |
| August 2014 | 15,232 |
| September 2014 | 12,113 |
| October 2014 | 15,849 |
| November 2014 | 13,954 |

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

There was no new NANC news.

# INC read out (initial closure and new issues)

* Following Pooling and p-ANI related issues went into Initial Closure at INC 139:
  + Issue 784 – Updates to PSTN Activation Confirmation in the TBPAG
  + Issue 785 – Removal of references to paper forms in the TBPAG and p-ANI Guidelines

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 185 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 102 |
| # of modifications to existing p-ANIs | 33 |
| # of p-ANI returns | 49 |
| # of requests to cancel p-ANI return | 1 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 0 |

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# Change Orders

# Pooling Related Activities

* Rate center activity:

November 2014 RC/NPA changes: 77 rate centers involved with 10 NPAs and 4 states:

X  O = 69

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 2

M\*  M = 6

**Meetings:**

* There were no NANPA relief meetings in November

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

* NANPA did not request any pooling data in November

# Regulatory Update

* The PA and NANPA have been watching 3 area codes (Idaho 208, Montana 406, and Nebraska 308) as they have had a high forecast demand. In Idaho there is a forecast to open 62 codes with only 45 codes left and in Montana, there is a forecasted demand of 78 codes with 82 codes left. In Nebraska there is a high forecast demand in the 308 NPA.

**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. |
| 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 carrier. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| A state commission staff person asked for basic information on pooling process terminology and how to read the daily activity report. | Explained the daily activity report columns to the staff person and also provided information on basic pooling terminology.; |

# Trouble Ticket Log

* None

**Other**

The new PAS is scheduled to be rolled out the weekend of January 10, 2015. In preparation for the rollout, there will be training for the regulators on January 6, 2015 and for the service providers/consultants on January 7 and 8, 2015.

In the new PAS, it was noted that for Grandfathered codes the OCN that is assigned the Grandfathered codes will only be able to disconnect or make modifications to the Grandfathered codes. Other carriers will not have visibility to the rate centers of the Grandfathered codes.

**Open Discussion**

N/A

# Next Meeting

* January 16, 1:00pm ET