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# ****Attendees****

|  |  |  |
| --- | --- | --- |
| **NOWG** | **FCC** | **PA** |
| **CenturyLink - Joy McConnell-Couch****CenturyLink – Phil Linse**Sprint – Rosemary LeistSprint – Shaunna ForsheeSprint – Karen RiepenkrogerT-Mobile – Jennifer PynVerizon – Laura DaltonVerizon – Dana CrandallXO Communications – Ruben Galvin | Sanford Williams | Bruce ArmstrongJesse ArmstrongTara FarquharDara FlowersLinda HymansCecilia McCabeAmy PutnamShannon SevignyFlorence Weber |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for January 2017**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1,206 |
| RCs < 6 months inventory based on forecast and zero blocks | 513 |
| Codes opened for pool replenishment | 158 |
| RCs with blocks in pending status | 323 |
| Number of applications processed  | 11,063 |
| Number of Part 1s passed thru from PAS to NAS  | 418 |
| 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) | 68/261 |

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**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| February 2016 | 12,323 |
| March 2016 | 15,097 |
| April 2016 | 9,371 |
| May 2016 | 9,614 |
| June 2016 | 10,767 |
| July 2016 | 8,067 |
| August 2016 | 11,361 |
| September 2016 | 9,197 |
| October 2016 | 10,156 |
| November 2016 | 8,851 |
| December 2016 | 11,903 |
| January 2017 | 11,063 |

# Program Improvement Plan (PIP)

* There are no new items as all PIP activities for 2016 have been completed,

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* None

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

* Following pooling related issues went into initial closure at INC 152:
* Issue 831: Revisions to Interim and Final Jeopardy Procedures
	+ This is to update the section on the jeopardy procedures which has not been updated for significant amount of time
* Issue 832: Add language to the TBPAG and COCAG Guidelines regarding documentation needed for non-exclusive nationwide FCC licenses
* Issue 833: Submit Part 4 for dedicated CO code directly into the Pooling Administration System (PAS)

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 1,309 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 182 |
| # of modifications to existing p-ANIs | 0 |
| # of p-ANI returns | 1,124 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 3 |

* The increase in the number of p-ANI returns was the result of a merger
* The 2016 p-ANI Activity and Projected Exhaust Report has been completed
	+ It was noted that the first NPA scheduled to exhaust is 508 (MA) with an exhaust date of 2030
* January Quarterly p-ANI Tip – Supporting Documentation for new p-ANI Requests
	+ This tip was to remind all p-ANI users about the appropriate documentation to provide

# Change Orders

* Change Order #3B– Development and Support of the PAS NPAC API
	+ The NOWG reviewed this change order and sent notification to the FCC that they approve this change order

# Pooling Related Activities

* Rate center activity:
	+ 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 meetings:
	+ NY 518 Jeopardy review call held on 1/23/17

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

* Provided NANPA data for:
	+ NY 518 call on 1/23/17
	+ CA 916 overlay implementation meeting scheduled for 2/21/17
* Provided NANPA updated data for:
	+ NY 518 call on 1/23/17

# Regulatory Update

* Three new applications submitted for VoIP direct access
	+ 20 VoIP applications have been filed with 10 approved and 7 outstanding
* A new regulatory contact at MD is Jennifer Ward – 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 inquiry from a 911 SSP trying to locate contact information for a carrier.  | Provided the OCN contact of record for the company requested. |
| Received an inquiry from a 911 SSP regarding the status of a p-ANI range.  | Confirmed with the carrier who returned the p-ANI range that it was no longer active and provided that information to the 911 SSP. |
| Received an inquiry from a carrier as to the status of p-ANI ranges for a carrier they acquired.  | Worked with the new carrier and the old carrier's MPC provider in returning all p-ANI ranges of the acquiring carrier since it was no longer in use.    |
| Received a request from a 911 SSP to do a mass check of p-ANI ranges that were in their database that have not had an ALI bid within the last six months (2,525 records).  | We provided the status of the p-ANI range, and if it was assigned the NENA ID on record. The RNA noted most records were available. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| Ongoing: VoIP Direct Access Order support. | ·   Sent 2 emails to state commission staff about new and pending applications.· Followed up on 1 state inquiry about whether VoIP providers will have to follow state rules.· Worked with VOIP applicants to educate them on providing acceptable supporting documentation for requests for resources.·      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 the same rate center. |
| Received an inquiry from a state staff regulatory person regarding state waiver processes. | Assisted the staff person with understanding the safety valve waiver rules. |
| A new state regulatory staff person is handling numbering in MD. | Conducted an educational session about numbering and pooling processes including a review of the website.   |
| A state commission staff person requested information on what authorization was provided for a block assignment. | Investigated the history on the assignments to that SP in the state going back to 2002 and provided information about mergers that had taken place since that time. |

# Trouble Ticket Log

* There were no new trouble tickets



**Other**

* Quarterly Pooling Tip for January 2017 covered using the back arrow button on your internet browser while in PAS
* The draft annual report will be sent to the NOWG with a due date of 3/17/17

# Next Meeting

* March 14, 1:00 pm ET