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# ****Attendees****

|  |  |  |
| --- | --- | --- |
| **NOWG** | **FCC** | **PA** |
| **CenturyLink - Joy McConnell-Couch**  **CenturyLink – Phil Linse**  Sprint – Rosemary Leist  Sprint – Shaunna Forshee  Sprint – Karen Riepenkroger  T-Mobile – Jennifer Pyn  Verizon – Laura Dalton  Verizon – Dana Crandall  XO Communications – Ruben Galvin | Sanford Williams | Bruce Armstrong  Jesse Armstrong  Tara Farquhar  Dara Flowers  Linda Hymans  Cecilia McCabe  Amy Putnam  Shannon Sevigny  Florence 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