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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **NANPA** |
| **Linda Richardson – AT&T****Jan Doell – CenturyLink****Beth O’Donnell – Cox Communications****Chris Hepburn – PA PUC****Shaunna Forshee – Sprint****Karen Riepenkroger - Sprint****Laura Dalton – Verizon****Dana Crandall – Verizon Wireless****Ruben Galvin – XO Communications** | Al CipparoneTom FoleyWayne MilbyJohn ManningBeth Sprague |

Program Improvement Plan (PIP) Review - Items in **red and bolded** in the attached document are new as of the last PIP document. Items in red and not bolded were previously reviewed with the NOWG.

**Summary:**

* **NNS notice distributed on 2/7/13 that the Utilization Missing Report for both geographic and non-geographic resources was available.**

**Details:**



Monthly Operational Report (MOR) - Highlights of monthly activities - Items in **red and bolded** in the attached document are new as of the last MOR document. Items in red and not bolded were previously reviewed with the NOWG.

**Summary:**

* Recovered one 456-NXX assignment. There are now three 456-NXX assignments.
* Reminder notice about the 2013 NANPA Performance Survey, posted to the NANPA website, was distributed on 2/10/14.
* State Reclamation Contact List and Safety Valve Quick Sheet have been updated and are available on the NANPA website.

**Details:**



# NANPA Complaints

* No complaints received

# NANP Administration System (NAS)

* No updates

**NAS Trouble Tickets**

* On May 15, 2013, a NAS user reported they were unable to download the zipped excel files available under the Central Office Code Assignment Records available in secure NAS.  Based upon discussions with the user, it was determined the secure Excel files were not downloadable if the user was using Microsoft IE Version 7.0.  The files on the secure site are downloadable for later versions of IE as well as other browser types (e.g., Firefox and Chrome).  Further, the Excel files under the Central Office Code Assignment Records available on the public website are downloadable in IE Version 7.0.  A NAS software build was deployed on 7/12/13 to address the Excel files on secure NAS but the problem still existed.  A ticket was open on May 16, 2013 at 10:14am.  Update on 8/19/13 – The user reported that he was unable to download the zipped files after moving to Microsoft IE Version 8.0.  This was confirmed with other users from a different company also using IE Version 8.0. Remains open – user still experiencing problems. **This ticket remains open**.
* On September 16, 2013, a NAS user contacted NANPA about downloading the Excel spreadsheet containing CO Code Assignments Needing Part 4s.  The user was unable to open the downloaded file.  Tests were conducted using different web browsers, different versions of the same browser and various versions of Excel.  In some instances, the file opened properly; in certain instances, the file was identified as corrupted.  Based upon this testing, NANPA opened a trouble ticket on September 16, 2013 at 1:09pm ET.  Further investigation into this issue is necessary in order to identify the problem.  In the meantime, the information requested by the user was provided by NANPA. **This ticket remains open** – awaiting confirmation from user that problem has been resolved.
* On January 14, 2014, a service provider reported to NANPA that the CO Code Utilization Report on the NANPA website was showing a central office code that was in vacant status effective November 23, 2013.  This code had been included in a mass modification submitted in early December.  NAS should have identified this code was vacant when the mass modification utility was executed in the system.  NANPA manually changed the status to show the code as vacant.  **This ticket remains open.**

# CO Code Administration

* Metrics/Benchmarks –

**Summary:**

Central Office Code Administration Monthly Performance Metrics - Volume: **January, 2014**

|  |  |
| --- | --- |
| **Measure** | **Metrics** |
| Assignments | 173 |
| Changes | 326 |
| Denials | 94 |
| Cancelled | 5 |
| Cancelled Disconnects | 0 |
| Disconnects | 18 |
| Reservations | 0 |
| **Total Processed** | **611** |
| Pooling Pass-Thrus | 540 |
| Abandoned Codes | 218 |

Central Office Code Administration Monthly Performance Metrics - Volume: **January, 2014**

|  |  |
| --- | --- |
| **Percentage of central office code applications processed in 7 cal. Days** | **100%** |
|  | Number of applications exceeding 7 days  | 0 |
|  | Average days late for applications exceeding 7 days  | 0 |
| **Percent of central office codes assigned without code reject or conflict** | **100%** |
|  | A. CO code rejects  | 0 |
|  | B. Code conflicts  | 0 |
| **Percent of administrator phone calls returned by end of next business day**  | **100%** |
|  | Total number of administrator calls | 22 |
|  | Average days late for phone calls returned late | N/A |
| **Percentage of AOCN inputs completed in 5 days** | **100%** |
|  | Number of inputs exceeding 5 days | 0 |
|  | Average days late for inputs exceeding 5 days | 0 |
| **Percentage of AOCN phone calls returned on time** | **100%** |
|  | Total number of AOCN calls | 41 |
| **Percentage of applicable codes on which reclamation was started** | **100%** |
|  | Number of codes for which a Part 4 was not received 180 days after NANPA effective date  | 19 |
|  | Number of codes on which reclamation started late. | 0 |
|  | Codes recovered | 1 |
|  | Number of Reclamation Discrepancies Reported by State Commission(s) Regarding Monthly Reclamation List | 0 |

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**Details:**

* Please see the appropriate tab in the “NANPA Measurements –January 2014” document attached below for detailed information on Code Quality.

# Other NANPA Resource Administration

* Metrics/Benchmarks - **All metrics were met for January**
* **Started reclamation on three codes**
* **There were 37 5XX-NXX assignments made in January**
* **There were four CIC reclamations/returns and two applications withdrawn in January**
* Status of Resources - Please see the appropriate tab in the “NANPA Measurements – January 2014” document attached below for detailed information on Other Resources.
* Other NANP Resources Developments/Activities/Issues – none reported

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# Numbering Resource Utilization/Forecasting (NRUF)

* 4,469 NRUF submissions were received in January
* There were 2,799 confirmation notifications sent in January
* NNS notice was distributed on 1/14/14 reminding NAS users of approaching NRUF filing due date. Notice contained useful tips for users that had filed their NRUF as well as for those users that have not yet filed.
* Metrics/Benchmarks – Please see the appropriate tab in the “NANPA Measurements – January 2014” document attached below for detailed information on NRUF Performance Measurements.

# Supporting Documentation for sections above:



# NPA Relief Planning

* Metrics/Benchmarks – Please see the appropriate tab in the “NANPA Measurements – January 2014” document attached above for detailed information on NPA Relief Planning, Monthly Performance Measurements. All metrics for January were met
* Assisted NV PUC regarding customer complaint of an entity selling telephone numbers. This was referred to the FCC.
* Coordinated with IURC staff dates for IN 317 NPA Pre-IPD and NPA Relief Planning meetings
* Worked with the CPUC staff on understanding and identifying target dates for the 415 PEP action items
* NNS issued on 2/14/14 for TN 615/629 NPA initial industry subcommittee meeting scheduled for 3/6/14
* On 2/18/14, posted an NNS with possible need for timing delay to KY 5023/930 NXX to avoid conflict with new IN 930 NPA
* On 2/11/14, Planning Letter 463 for SC 843/854 was published.

# INC Activities

* Issue 769: Direct Petition by NANPA for Overlay NPA Codes – New or Additional and Addition of LNPA WG Best Practice Support the utilization of overlays as the preferred form of area code relief was accepted at INC 133 and moved to initial closure at INC 134. Final closure is expected on 3/7/14 and should be included in the NPA Code Relief Planning and Notification Guidelines on 3/14/14.

# Number Administration Activities/Events/Projects

# NANPA responded to 32 NANPA feedback emails from 1/1/14 through 1/31/14.

# Action Item Review

**Open Discussion**

* On 2/20/14, Brent Struthers held a meeting with the State regulator team which covered relief planning meetings and code assignments.
* John Manning thanked the NOWG for the quick turnaround on the review of the annual report

**Next Meeting**

* March 14, 2:00pm ET