Contents

[Attendees 1](#_Toc314561450)

[Quality assurance performance monitoring metrics and measurements 1](#_Toc314561451)

[Formal Complaints and corrective action plans to resolve complaints 2](#_Toc314561452)

[FCC and/or NANC News 2](#_Toc314561453)

[INC read out (initial closure and new issues) 2](#_Toc314561454)

[p-ANI 2](#_Toc314561455)

[Change Orders 2](#_Toc314561456)

[Pooling Related Activities 3](#_Toc314561457)

[Regulatory Update 4](#_Toc314561458)

[Tracking Log 5](#_Toc314561459)

[Next meeting 5](#_Toc314561460)

# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **AT&T – Linda Richardson**  **CenturyLink – Jan Doell**  **Charter Communications – Holly Kuester**  **Cox Communications – Beth O’Donnell**  **PA PUC – Chris Hepburn**  **Sprint – Rosemary Emmer**  **Sprint – Shaunna Forshee**  **Sprint – Karen Riepenkroger**  **Verizon – Laura Dalton**  **XO Communications – Ruben Galvan** | Bruce Armstrong  Tara Farquhar  Kevin Gatchell  Linda Hymans  Cecilia McCabe  Amy Putnam  Shannon Sevigny  **Florence Weber**  **Gary Zahn** |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for January, 2014**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1004 |
| RCs < 6 months inventory based on forecast and zero blocks | 321 |
| Codes opened for pool replenishment | 131 |
| RCs with blocks in pending status | 388 |
| Number of applications processed | 8,069 |
| Number of Part 1s passed thru from PAS to NAS | 556 |
| Applications not processed in 7 calendar days | 0% |
| Reasons that applications were not processed within 7 calendar days | N/A |
| Percent of calls returned within one business day | 100% |
| Number of blocks on reclamation list (new blocks/total) | 139/576 |

NOTE: There was a spike in RCs with < 6 months inventory based on forecast and in RCs < 6 months inventory based on forecast and zero blocks. The PA noted that there has been a “gentle” upward sloping of these numbers and that typically following NRUF, there is a spike due to service provider forecasts.**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| February 2013 | 9,602 |
| March 2013 | 10,357 |
| April 2013 | 11,823 |
| May 2013 | 12,863 |
| June 2013 | 25,142 |
| July 2013 | 8,016 |
| August 2013 | 9,817 |
| September 2013 | 8,374 |
| October 2013 | 10,499 |
| November 2013 | 7,975 |
| December 2013 | 7,771 |
| January 2014 | 8,069 |



# Formal Complaints and corrective action plans to resolve complaints

* None reported

# FCC and/or NANC News

* FCC Workshop on 3/25/14
* NANC Meeting on 3/27/14

# INC read out (initial closure and new issues)

The following pooling related issues went into Final Closure on 1/10/2014:

* Issue 759 - Updates to the block expedite timeframes due to upcoming changes to the NPAC 5 Business Day First-Port Notification
* Issue 771 - Supporting evidence of authorization to provide service must be linked to application for p-ANIs

The following issues went into Initial Pending awaiting enhanced PAS on 1/10/2014:

* Issue 765, Updates to the Part 1A form Note: This issue will go into Initial Pending after the Initial Closure period until enhanced PAS is implemented.
* Issue 770, Updates to the TBPAG Part 3 Form Note: This issue will go into Initial Pending after the Initial Closure period until enhanced PAS is implemented.
* Issue 772, Update to the TBPAG Appendix 3: MTE & Certification Worksheet  Note: This issue will go into Initial Pending after the Initial Closure period until enhanced PAS is implemented

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 1,962 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 843 |
| # of modifications to existing p-ANIs | 6 |
| # of p-ANI returns | 1,109 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 4 |

* Continuing work on reconciling the p-ANI data – still have the one overlap range and the SP has noted that they are waiting to test with the PSAP
* Still encountering issues with duplicate assignments and continue to work those situations when they occur.
* January p-ANI Tip – Returning or Modifying Part of an Existing p-ANI Range

# Change Orders

None

# Pooling Related Activities

* Rate center activity:

January 2014 RC/NPA changes: 272 rate centers involved with 9 NPAs and 7 states:

X  O = 8

O  M\* = 120

O  M = 140

O  M = 0

O  M\* = 0

M\*  M = 2

M\*  M = 2

**Meetings:**

* Pooling participated in the following implementation calls
* CA 415 call on January 10, 2014
* OH 740 call on January 14, 2014
* SC 843 call on January 21, 2014

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

* Provided NANPA updated pooling data for the following initial implementation calls:
* CA 415 call scheduled for January 10, 2014
* OH 740 call scheduled for January 14, 2014
* SC 843 call scheduled for January 21, 2014

# Regulatory Update

* Regulatory staff updates:
* NC – Bridget Pascal is the new numbering contact – has substantial experience with the commission
* DC – Virgil Young has returned
* FL – Jim Polk has been reassigned to another division. Bob Casey and Kathryn Beard will become the secondary numbering contact to Bob Casey.
* **Customer Focus**
  + **p-ANI**

|  |  |
| --- | --- |
| **Request** | **Action** |
| Ongoing: Contacted by the previous administrator (9-1-1 SSP) to look into p-ANI ranges either shown as assigned in our system and available in theirs, and vice versa. | Ongoing: Working with the previous administrator on reconciling the data, by reaching out to the affected carriers, and updating our data as needed. |
| 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. |
| A carrier asked if there was a process in place to submit a large number of simultaneous small requests spread out over a large number of PSAPs where they wouldn’t have to do any inputting into the system. | Although we do not have such a process, we worked with them over two weeks to get the task completed as easily as possible for them. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| State regulatory staff persons sought information on why so many requests to open codes for pool replenishment were being submitted by one carrier. | Educated the staff persons on the pool replenishment process and the pool tracking report. |
| A state regulatory staff person was not receiving emails from Neustar. | Worked with the state staff person, sending bounced emails to his personal email and speaking with him about the issue by phone, so that his IT group could correct the problem. |
| A state regulatory staff person sought assistance with finding a code to fulfill a safety valve request. | Reviewed the available blocks and codes reports with the staff person in order to determine what was available to meet the SPs needs. |
| A SP sought assistance with obtaining a block donation in a rural rate center with zero blocks to prevent the opening of a new code. | Contacted the carriers with resources in the rate center and were able to obtain a donation thereby preventing the opening of a code for one block. |
| We were made aware that 2 companies had abandoned pooled codes and blocks in multiple states. | We worked with NANPA to get permission from the regulators to reclaim the numbering resources as abandoned.  We also worked with the NPAC to disconnect any LRNs or ported TNs from the NPAC for these companies.   This resulted in 20 pooled codes needing to be transferred to new code holders, 10 blocks disconnected to be made available in the pool, and 194 over contaminated block needing to be transferred to new block holders. |
| We were asked to open up 6 excluded rate centers to optional pooling so that numbering resources maybe requested. | We had requested block donations for the 6 rate centers and successfully receive 3 block donations for 1 of the rate centers and are still in the process of awaiting donations for the 5 other rate centers. This process resulted in 1 code being saved. |

# 

# Tracking Log

* No Changes

**Other**

* There has been a change in State responsibility with the retirement of Dora Wirth. Dora’s State responsibilities are been split up until her replacement is secured.
* PAS and RNAS unscheduled downtime – On 1/29/14 there was a PAS failover and the failover took 56 minutes. The down time was from 6:29 am to 7:25 am PT. Both PAS and RNAS were impacted. This will be reported as unscheduled downtime. This was a firewall issue which caused the failover to Charlotte and resulted in hardware replacement to correct the problem. During this time, the PA did not receive any calls advising that PAS or RNAS was not accessible.
* Abandoned resources project – Kevin reported that the PA had 19 instances where resources were abandoned. One company abandoned all their resources (216 codes and 2,339 blocks). The PA has been successful in finding new code holders for the 216 codes. The PA has found block holders for all the blocks except 24. The PA expects that block holders for these 24 blocks will be identified soon. This project required the PA to contact 10 different States regarding the code/blocks that had been abandoned.
* Annual Report for review to NOWG, the PA will send the draft by COB 2/27, return to PA by 3/11
* Issue 740 update – carriers returning blocks that still have customers on them. With the closure of this issue, it allows the return of codes/blocks when the service provider(s) returning the resources still has ports. The PA reported that as of the end January 127 code disconnects have been received where the code holder kept ports. 101 new code holders were found where the code holder kept ports and 26 were denied because a new code holder could not be found.

* **Open Discussion**

# Next Meeting

* March 14, 1:00pm ET