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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **AT&T – Linda Richardson**  **CenturyLink – Jan Doell**  **Charter Communications – Holly Kuester**  **Cox Communications – Beth O’Donnell**  **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  Cecilia McCabe  Amy Putnam  Shannon Sevigny  Florence Webber  Gary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for January, 2015**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 993 |
| RCs < 6 months inventory based on forecast and zero blocks | 402 |
| Codes opened for pool replenishment | 223 |
| RCs with blocks in pending status | 458 |
| Number of applications processed | 7,518 |
| Number of Part 1s passed thru from PAS to NAS | 479 |
| 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) | 65/215 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| 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 |
| December 2014 | 10,601 |
| January 2015 | 7,518 |

The PA noted that they processed a record number of applications in 2014.

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

NANC meeting scheduled for March

# INC read out (initial and final closure and new issues)

* The following issues went into Initial Closure on 2/6/2015:
  + INC Issue 786, Update 9YY NXX Code Assignment Guidelines and Other Guidelines as Needed to Define “YY”
  + INC Issue 787, Eliminate Delinquent Part 4 Emails When Block Disconnect/Return Part 1A Has Been Submitted But Not Yet Processed
  + INC Issue 789, Include Data Submission Methods and other Updates to NRUF Guidelines

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 399 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 341 |
| # of modifications to existing p-ANIs | 3 |
| # of p-ANI returns | 49 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 6 |

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# Change Orders

Finished the second half of old change order #24 with the rollout of PAS.

# Pooling Related Activities

* Rate center activity:

January 2015 RC/NPA changes: 22 rate centers involved with 9 NPAs and 5 states:

X  O = 19

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 1

M\*  M = 2

**Meetings:**

* Participated in the following meetings:
  + NY 631 relief implementation call on January 8, 2015
  + NY 631 minutes review and dialing plan follow up call on January 15, 2015

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

* Provided NANPA the following:
  + NY 631 pooling data for January 8, 2015 call
  + OH 614 pooling data for mandatory dialing implement call that is scheduled for February 4, 2015
  + NY 212/646/917 pooling data for a relief planning call scheduled for February 11, 2015.

# Regulatory Update

* Regulatory contact changes: NY: Lauriann Mullen joins Dave Kitchen as a contact working on Numbering issues. An educational overview was provided.

**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 from a VPC/MPC provider regarding the status of a p-ANI range that a PSAP was researching. | We contacted the 911 SSP to see if they showed any carrier records since we showed the range as available and had no historical information on the range, the range was not in use, so the 911 SSP worked with the PSAP in removing the record. |
| Received a request from a regulator for state and carrier specific data provided in the 2014 p-ANI Activity and Projected Exhaust Report. | We provided the requested information within the same day of this request. |
| Received a request for p-ANI but the carrier was having difficulties locating the license covering the requested county. | We found the license and provided it to the carrier as well as directions as to how to locate the license using the geographic search on the FCC ULS. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| An SP requested a report for all blocks in PAS as of end of December 2014 for their NRUF. | Saved the SP time and effort to acquire the report from website data. |
| A new regulatory contact staff person was added in NY. | Contacted the new staff person and conducted a 45 minute educational session to familiarize her with the website and pooling processes. |

# Trouble Ticket Log

* There were 11 new trouble tickets in January. See the following trouble ticket log for a description and status of the trouble tickets.



* ACTION ITEM: The PA will bring to the February meeting a response to a concern raised about the ability to pull a report from PAS at the NPA level that includes all NPAs if there was an overlay.
  + This action was completed with a fix that was implemented on 2/13 that will allow the user to pull a report with all NPAs in an overlay area. There will be a drop down menu that will allow the user to also select at the NPA level.

**Open Discussion**

The PA provided the following update on the rollout of the new PAS on January 11, 2015:

* This was a full PAS rewrite with 1300 pages of system requirements.
* The PA had received approximately 130 suggested enhancements from Service Providers, Regulators, and PA personnel and a majority of these suggested enhancements were implemented.
* Two training sessions for Service Providers and one for regulators was held prior to the PAS release. All Service Provider sessions were very well attended.
* There was have been several builds (1/16, 1/22, and 1/30) since the system has been rolled out to fix identified issues.
* It was noted that the new “attached document” enhancement has been very well received.

# Next Meeting

* March 12, 1:00pm ET