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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **AT&T – Linda Richardson****CenturyLink – Jan Doell****Charter Communications – Holly Kuester****Sprint – Shaunna Forshee****Verizon – Laura Dalton****Verizon Wireless – Dana Crandall** | Bruce ArmstrongTara FarquharDara FlowersLinda HymansCecilia McCabeAmy PutnamShannon Sevigny**Florence Weber** |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for December, 2013**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 669 |
| RCs < 6 months inventory based on forecast and zero blocks | 183 |
| Codes opened for pool replenishment | 128 |
| RCs with blocks in pending status | 396 |
| Number of applications processed  | 7,771 |
| Number of Part 1s passed thru from PAS to NAS  | 727 |
| 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) | 123/583 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| January 2013 | 15,136 |
| 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 |



# Formal Complaints and corrective action plans to resolve complaints

* None reported

# FCC and/or NANC News

* Next NANC meeting will be March 27, 2014

# INC read out (initial closure and new issues)

The following pooling related issues went into Initial Closure on 12/20/2013:

* Issue 765 - Updates to the Part 1A form
* Issue 770 - Updates to the TBPAG Part 3 Form
* Issue 771 - Supporting evidence of authorization to provide service must be linked to application for p-ANIs
* Issue 759 - Updates to the block expedite timeframes due to upcoming changes to the NPAC 5 Business Day First-Port Notification
* Issue 772 - Update to the TBPAG Appendix 3: MTE & Certification Worksheet

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 523 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 116 |
| # of modifications to existing p-ANIs | 5 |
| # of p-ANI returns | 401 |
| # of requests to cancel p-ANI return | 1 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 0 |

* Continuing work on reconciling the p-ANI data.
* December p-ANI Tip – Disabling Registered RNAS Users

**2013 p-ANI Activity and Projected Exhaust Report – Notice to the industry was sent out that this report is now available**

# Change Orders

None

# Pooling Related Activities

* Rate center activity:

December 2013 RC/NPA changes: 11 rate centers involved with 10 NPAs and 6 states:

X  O = 5

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 4

M\*  M = 2

**Meetings:**

* Pooling participated on the NJ 609 Minutes approval call on December 3, 2013.

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

* Provided NANPA the following pooling data for 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

* Joint NANPA/PA update call 12/12
* Regulatory staff updates:
* CA: Anna Jew has returned and Katie Morehouse retired
* OR: Stephen Hayes new primary contact
* NC: Switzon Wigfall retiring
* **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.  |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| A state regulatory staff person sought guidance on a rate center designation issue related to implementation of mandatory pooling. | Explained how designation for the rate center is determined and why it cannot be changed. |
| A state regulatory staff person sought guidance about resource availability for a transfer in order to avoid opening a code for 1 LRN. | Reviewed existing resources in several rate centers and provided information to the staff person about the choices that met the guidelines. Also worked with both the requesting and transferring SP to facilitate a transfer. |
| An SP requested that we contact a state commission staff person to discuss a process for rate center consolidation. | Educated the numbering staff person on rate center consolidation processes and sent him copies of other state orders at his request. |
| An SP sought assistance with obtaining a block donation to prevent the opening of a new code in a rural rate center with zero blocks.  | Contacted the state commission staff person to assist with trying to obtain a block donation and followed up numerous times in an attempt to prevent the opening of a code for one block.    |
| The PA continued to reach out to numerous applicants with pending requests in queue that sent us interconnection agreements that were missing or not cited relevant pages.  | This helped educate the applicants about the new changes to the guidelines and saved the applicants time so that their applications would more than likely be approved if the missing documentation was sent to the PA rather than being denied due to insufficient documentation. |
| We were made aware that 5 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 197 pooled codes needing to be transferred to new code holders, 116 blocks disconnected to be made available in the pool, and 2286 over-contaminated blocks needing to be transferred to new block holders. |
| We had received an initial request from a wireline provider and the documentation that they provided for proof of certification wasn't what the administrators normally receive for the specific state. | We worked with the state commission, NANPA, and the affected service provider to accept the documentation for proof of certification for an initial request and update the evidence of certification spreadsheet located on the NANPA website.  |
| We had received suggestions from two SPs about edits to new code holder and new block holder emails. | We worked with the SPs and updated our internal M&Ps to revise the subject lines of the emails to make it more clear from the subject line what the email is about and revised email distribution list for their specific companies. |
| We had 2 SPs ask for us to open up excluded rate centers to optional pooling. | We had requested block donations for 4 rate centers and were able to successfully receive 6 block donations for 2 of the rate centers. This process resulted in 2 codes being saved. |
| Two state regulators had secured transfer letters from 2 code holders agreeing to transfer codes to other service providers to avoid opening up new codes for LRN purposes. | We worked with the state regulators, NANPA, and affected service providers with withdrawing the full NXX request for LRNs, resubmitting the requests as a block requests and INTER OCN code modification requests and Part 1B modification requests for the old code holder so that their blocks that they were keeping from the code will remain up and running to the SP.  This process resulted in 2 codes being saved. |

* A NOWG member asked for clarification regarding what was related to the State Commission staff related to the rate center consolidation process. The PA noted that the staff wanted to know about the rate center consolidation process since they had never done one before.
* A NOWG member asked for more information about the new changes to the guidelines related missing documents (e.g. interconnection agreements that were missing or not cited relevant pages). The PA explained that the guidelines were updated in June 2013 regarding proof of facilities readiness and information provided from interconnection agreements.  The applicant must either provide the PA with the following four relevant pages from the interconnection agreement: Cover page showing the parties to the agreement, area covered, signature page, expiration date page, or must provide the entire interconnection agreement and must tell the PA the page numbers of the relevant pages that contain the required information.

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# Tracking Log

* No Changes

**Other**

* Tip of the Quarter – Assignments Needing Part 4 Report – To and From Date Range
* The June 17, 2014 NANC meeting date conflicts with the NOWG monthly meeting. Shannon Sevigny will work with John Manning to find another date for the June monthly NOWG meeting.

**Open Discussion**

# Next Meeting

* February 18, 1:00pm ET
	+ Note: Following the January 24, 2014 call, the meeting date was moved to February 24 at the same time of 1:00pm ET.