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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **NANPA** |
| **CenturyLink – Jan Doell**  **Sprint - Karen Riepenkroger**  **T-Mobile – Cathie Capita**  **Verizon Wireless - Dana Crandall**  **XO Communications – Ruben Galvin** | Al Cipparone  Joe Cocke  Nancy Fears  John Manning  Beth Sprague  Wayne Milby |

**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:**

* **On 6/14 the Relief Planning Meeting Aid Pros and Cons was updated by adding three new pros for overlays developed by the industry at the recent IPD meeting.**
* **Continued process of making the Utilization Missing Report (UMR) available five business days after the start of the NRUF submission cycle for both geographic and non-geographic (5XX NPA) resources. NNS notifications on the availability of these reports were distributed in June and July.**
* **On 7/14 a NAS trouble ticket analysis was provided to the NOWG.**
* **A brief overview of the new screens, reports and entry methods for the new BIRRDS. This was part of the ongoing Code Administrator training.**
* **On 6/14 the revised NPA survey that is used for other NPA relief planning activities was distributed to the conference call participants in the IN 317 draft petition review.**

**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:**

* NNS notification was distributed announcing the NE 402 NPA had 10 remaining codes and per the NE PSC direction, codes from the 531 NPA were available for assignment.
* Coordinated the return of a temporary 800-855 number assignment made in June 2013.
* The NPA map on the NANPA web site has been updated with the Nebraska 531 NPA.
* NANPA and PA met with the FCC on 7/7/14 to review current guidelines for processing CO code requests.
* The State Reclamation Contact List and Safety Valve Quick Sheet were updated and made available on the NANPA website.

**Details of PIP and MOR:**

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# NANPA Complaints

* No complaints received

# NANP Administration System (NAS)

* The NAS User Registration Guide was updated in July 2014.

**NAS Trouble Ticket Analysis**

At the request of the NOWG, NANPA provided an analysis of NAS trouble tickets. An examination of the trouble tickets from 2011 through 2014 was made by NANPA to identify the functionality associated with the ticket (NRUF, CO code admin, Other Resources, etc.). If the functionality was present prior to the April 2013 NAS refresh and there was no change to the functionality with the refresh, any ticket open regarding that functionality was considered to be associated with the refresh. For example, a ticket pertaining to NAS user IDs whereby IDs were case-insensitive prior to the refresh but were case-sensitive after the refresh was categorized as NAS-refresh related. The appearance of a code or block on the NRUF Utilization Missing Report (UMR) due to a problem with the snapshot used for this report was considered non-refresh related.

NANPA agreed to update this analysis to include data from the 2H14 and present the final results to the NOWG.

**NAS Trouble Tickets**

* Ticket #1: 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. 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 use IE Version 8.0. The NAS user requiring these reports continues to use IE Version 8.0 or earlier. NANPA has confirmed at IE 9.0 or later can download these reports. The NANPA will continue to send the user the reports until the user updates his IE version. With this solution – NANPA closed this issue. **Ticket closed 7/8/14**
* Ticket #4: 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.  A ticket was opened on January 15, 2014 at 12:59pm ET. **Ticket remains open.**
* Ticket #9: On May 30, 2014 NAS users received several copies of a NAS and mailing list users that receive NRUF notifications received several copies of an email from NANPA regarding avoiding NRUF filing errors. Trouble ticket was opened on 5/30/14 at 1:42 pm ET. NANPA determined the problem was the attachment distributed with the notice. A fix was deployed in the system the evening of 5/30. Ticket will remain open until NANPA successfully distributes an NNS notice containing an attachment. **Ticket remains open.**

**Details:**

* Please see the appropriate tab in the “NANPA Measurements” document attached below for information on Trouble Tickets

# CO Code Administration

* Metrics/Benchmarks –

**Summary:**

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

|  |  |
| --- | --- |
| **Measure** | **Metrics** |
| Assignments | 247 |
| Changes | 191 |
| Denials | 42 |
| Cancelled | 8 |
| Cancelled Disconnects | 0 |
| Disconnects | 8 |
| Reservations | 0 |
| **Total Processed** | **488** |
| Pooling Pass-Thrus | 458 |
| Abandoned Codes | 6 |

Central Office Code Administration Monthly Performance Metrics - Volume: **June, 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 | 35 |
|  | 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 | 36 |
| **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 | 16 |
|  | Number of codes on which reclamation started late. | 0 |
|  | Codes recovered | 40 |
|  | 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” document attached below for detailed information on Code Quality.

# Other NANPA Resource Administration

* Metrics/Benchmarks - **All metrics were met for June**
* **There were 150 5XX-NXX assignments made in June**
* There were five CIC and one 800-855 reclamations/returns in June
* Status of Resources - Please see the appropriate tab in the “NANPA Measurements – July 2014” document attached below for detailed information on Other Resources.

# Numbering Resource Utilization/Forecasting (NRUF)

* 301 NRUF submissions were received in June
* NNS notification distributed reminding NAS users of the August 1, 2014 NRUF filing date and provided helpful tips when using the online submission method.
* Metrics/Benchmarks – Please see the appropriate tab in the “NANPA Measurements” 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” document detailed information on NPA Relief Planning, Monthly Performance Measurements.
* All metrics for June were met.
* Conducted a survey of an industry conference call with 10 of the 16 participants on the call completing the survey with an average score of 4.99.
* Participated in the NC PUC hearings concerning the 336 NPA.
* Participated in the FL PSC hearing regarding the extension of the 786 NPA over the Keys rate center.
* Provided IURC and IOUCC staff a copy of the IN 317 NPA relief petition that was filed 7/11/14.
* NNS noticed has been posted concerning the FL PSC order for expanding the 786 NPA over the 305 NPA.
* NY PSC issued notice of NY 631 public statement hearings scheduled for 7/15 and 7/16. The NY PSC also issued a notice seeing comments on petition for approval of 631 NPA relief plan.
* NY PSC has filed a white paper on NY 631 NPA Relief (Case Number 14-C-0182)

See following document for details of activities of NANPA relief planners.



# INC Activities

NANPA has submitted a few new issues for consideration at the upcoming INC meeting scheduled for 7/29-31/14.

# Number Administration Activities/Events/Projects

# NANPA responded to 15 NANPA feedback emails from 6/1/14 through 6/30/14. For the 1H14, the NANPA responded to 95 feedback emails.

# Action Item Review

**Open Discussion**

* The NNS notification about the NANPA newsletter was resent on 7/12/14 due to some possible issues with the original NNS notification sent on 7/9/14.

**Next Meeting**

* August 19, 2:00pm ET