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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **CenturyLink – Jan Doell**  **Cox Communications – Beth O’Donnell**  **PA PUC – Chris Hepburn**  **Sprint – Karen Riepenkroger**  **T-Mobile – Cathie Capita**  **Verizon Wireless – Dana Crandall**  **XO Communications – Ruben Galvin** | Bruce Armstrong  Dara Flowers  Linda Hymans  Cecilia McCabe  Amy Putnam  Shannon Sevigny |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for June, 2014**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 614 |
| RCs < 6 months inventory based on forecast and zero blocks | 280 |
| Codes opened for pool replenishment | 204 |
| RCs with blocks in pending status | 469 |
| Number of applications processed | 8,145 |
| Number of Part 1s passed thru from PAS to NAS | 449 |
| 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) | 254/560 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| 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 |
| February 2014 | 8,725 |
| March 2014 | 9,422 |
| April 2014 | 17,601 |
| May 2014 | 8,977 |
| June 2014 | 8,145 |



# Formal Complaints and corrective action plans to resolve complaints

* None reported

# FCC and/or NANC News

* The FCC exercised its Option Year 1 modification for the PA contract. The contract terms are a base year plus 3 option years.

# INC read out (initial closure and new issues)

The following issues went into Final Closure on 6/6/14:

* Issue 775: Edits to COCAG Appendix C Section 5.8 – Pooled NXX return when Code Holder retaining ports
* Issue 777: Update COCAG Appendix C Section 5.2 regarding Dedicated Customer Code Returns not placed In Service

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 1,489 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 335 |
| # of modifications to existing p-ANIs | 1 |
| # of p-ANI returns | 1,149 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 2 |
| # of requests suspended | 0 |
| # of requests withdrawn | 2 |

* Continuing to work with carriers on reconciling the p-ANI data

.

# Change Orders

# 

# Pooling Related Activities

* Rate center activity:

June 2014 RC/NPA changes: 91 rate centers involved with 23 NPAs and 13 states:

X  O = 36

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 49

M\*  M = 6

**Meetings:**

* On June 25, 2014, participated on the IN 317 relief meeting minutes review call

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

* Sent NANPA pooling data for NY 631 for a tentative future meeting

# Regulatory Update

* State contact update: David Goyette of NH has moved to another position within the commission. Michael Ladum, Assistant Director of the Telecom commission, will be the State contact of NH.

**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. |
| Received a request for p-ANIs for which the documentation was insufficient, and the carrier was having difficulties locating the correct document. | Found the proper documentation and provided it to the carrier. |
| Received an expedited request where customers were assigned dialable numbers that were being used for p-ANI purposes as a result those customers were receiving 911 calls. | Upon being contacted, we immediately notified the FCC that we were processing the request out of order. |
| Received a request from a 911 Governing Authority for p-ANI data to assist with their Next Gen 911 project. | Upon being contacted, we immediately provided the requested data as well as information on how to register in RNAS. |
| Received a request from a 911 Governing Authority on how to flag p-ANI assignments used for SMS Text to 911 TTY deployments. | We suggested that we can add it at the end of the PSAP name, provided the carrier notifies us that the request is for SMS Text to 911 TTY deployments. |

* A question was asked about whether the PA would consider adding an SMS Text to 911 field to the p-ANI application.  It was noted that that would require a change order.  It was further noted that in the past, if the impacts are only to one entity, the PA will likely stick with a work-around.  But if impacts are to multiple entities, then a review will be conducted to see if a change order is needed to modify the system – in this case, RNAS.
  + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| We were made aware that 3 companies had abandoned pooled codes and blocks in 3 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 2 pooled codes being returned to NANPA, 3 pooled codes needing to be transferred to a new code holder, and 23 blocks disconnected. |
| We were asked to open up 14 excluded rate centers to optional pooling so that numbering resources maybe requested. | We had requested block donations for all rate centers and successfully receive 5 block donations for all the rate centers. This process resulted in 14 codes being saved. |
| We have received complaints from service providers about a specific NXX that when calls are dialed they are looping because there is no place to route the call. | We worked with the code holder to submit the proper disconnect paper work for the code and their block from that code and block disconnects for other assigned blocks since they were no longer using the code or assigned blocks. |
| 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. |
| A state regulatory staff person requested that we work with a SP seeking to open codes for 2 LRNs to wait for donations to be made. | Coordinated with the affected SPs and state regulatory staff person to ensure that the donations agreed to be made were processed so the requesting SP could withdraw their requests for codes. |

# Trouble Ticket Log

* No changes



**Other**

* Pooling Tip of the Quarter – Pooling Administrative and Test Numbers are not Considered Assigned When Completing a Part 4 form – this tip was previously sent out in 2011 but the PA felt it was a good reminder and resent it out.
* The PA will not be conducting their survey this year. They noted that the purpose of their survey was to receive feedback on how the PA could improve processes and since they have not been receiving feedback, they have made the decision not to conduct further surveys at this time.
* The PA provided the NOWG with their Mid-year highlights (January thru June).

**Open Discussion**

None

# Next Meeting

* August 19, 1:00pm ET