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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **AT&T – Linda Richardson****CenturyLink – Jan Doell****Cox Communications – Beth O’Donnell****PA PUC – Chris Hepburn**Sprint – Shaunna ForsheeSprint – Karen RiepenkrogerT-Mobile – Jennifer PynVerizon – Laura DaltonVerizon – Dana Crandall | Bruce ArmstrongJesse ArmstrongTara FarquharDara FlowersLinda HymansCecilia McCabeAmy PutnamFlorence WeberGary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for May, 2016**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1450 |
| RCs < 6 months inventory based on forecast and zero blocks | 361 |
| Codes opened for pool replenishment | 222 |
| RCs with blocks in pending status | 463 |
| Number of applications processed  | 9614 |
| 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 |  |
| Percent of calls returned within one business day | 100% |
| Number of blocks on reclamation list (new blocks/total) | 110/284 |

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**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| June 2015 | 24,285 |
| July 2015 | 13,310 |
| August 2015 | 8,068 |
| September 2015 | 9,977 |
| October 2015 | 8,524 |
| November 2015 | 7,604 |
| December 2015 | 9,291 |
| January 2016 | 6,922 |
| February 2016 | 12,323 |
| March 2016 | 15,097 |
| April 2016 | 9,371 |
| May 2016 | 9,614 |

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* NANC meeting on June 30

**INC read out (initial closure and new issues)**

* Following INC issues went to Initial Closure on 5/27/2016 and will go to Final Closure on 6/17/16:
* Issue 811, Update COCAG Part 2 and TBPAG Part 2A Forms - to correct a typo and add in IP Capable field
* Issue 812, Update footnote 45 related to FCC 15-70 ¶14 in TBPAG Section 4.3.1.1
* Issue 813, Add missing fields to Section 1.1 and Section 1.5 of the p-ANI Part 1 – to restore the missing Contact Name to section 1.1 and If checked, provide the p-ANI (low/high range) to section 1.5
* Issue 815, Add missing fields to Section A Block Applicant on the Part 1B - to add the Address field to Section A: Block Applicant
* Issue 816, Update p-ANI Administration Guidelines to Document Unavailable p-ANIs - creates an "Unavailable" status for p-ANIs, document the specific ranges that are now unavailable, and document the RNA's responsibilities when new NPAs are added to RNAS

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 365 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 88 |
| # of modifications to existing p-ANIs | 1 |
| # of p-ANI returns | 271 |
| # of requests to cancel p-ANI return | 1 |
| # of requests denied | 1 |
| # of requests suspended | 0 |
| # of requests withdrawn | 3 |

# Change Orders

* Change Order #1 – Move RNAS and PAS into the Cloud – PAS was moved to the Cloud on 6/11/16 (RNAS was moved on 2/20/16)
* PAS was updated to ‘https’, which is a more secure environment, on 6/11/16
* Change Order #2 – Changes to the INC forms based on Issue 497: VoIP Service Providers’ Access Requirements for NANP Resource Assignments and Issue 797: Updates to the INC Guidelines Forms – RNAS updated 5/20/16 and PAS updated on 6/11/16
* Change Order #3 – Addressing the iconectiv proposals for connection to the PAS was submitted to the FCC on March 7, 2016.
	+ Waiting to hear from FCC on status of Change Order #3

# Pooling Related Activities

* Rate center activity:

May 2016 RC/NPA changes: 23 rate centers involved with 10 NPAs and 5 states:

X  O = 17

M\*  M = 0

M\*  M = 3

M  M = 2 (due to 2015 census estimates)

O  M = 1 (due to 2015 census estimates)

There were 37 rate centers that has MSA name updates due to results of the 2015 census estimates.

**Meetings:**

* No NANPA relief meetings were held in May

Activities related to requests for pooling-related data from NANPA:

* Pooling data for WA 206, 253, 360, and 4256 relief implementation call scheduled on 6/8/16
* Pooling data for PA 215/267 relief planning call scheduled for 6/28/2016

# Regulatory Update

* VoIP direct access order related activities:
	+ Eight VoIP applications have been filed
		- Three applications have been approved
* State regulatory updates:
	+ CA – Kim Hua will be assisting Joanne Leung
	+ NY – Lauriann Mullen is now the contact replacing Dave Kitchen
	+ NV – Josh Edelman has replaced Christina Zuniga, who is no longer doing numbering. An educational session was held with Josh.

**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. In some cases, provided the license to the carrier.  |
| 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.  |
| In processing an annual report, we found numerous errors in the file. | Worked with the SP consultant on how to proceed with resolving the errors found in the file. |
| Received a request for p-ANI from the SP’s consultant for which the documentation was insufficient. | Located the required documentation and provided it to the consultant. |
| Received a request for which the documentation was insufficient.   | We informed the provider that their request for a CPCN was previously denied and directed them to the appropriate provisions of the VoIP order as to what is required.  |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| Ongoing: VoIP Direct Access Order support. | * Enabled an applicant to not have to re-apply by sending rate center updates and notifications to clarify 30-day notifications to 10 states, and notified the FCC.
* Sent 12 emails to state commission staff about new and pending applications and supplemental filings.
* We worked with VoIP applicants to educate them on providing acceptable supporting documentation for requests for resources.
* Responded to several questions from state regulators about 30-day notifications and process
* We worked with an applicant to determine if a 30 day notice was previously used for a request for resources.
 |
| A service provider requested assistance finding out what rate centers are in a certain county. | We explained that we do not have rate center/county associations in PAS but after doing some research online were able to provide a list of cities in the county. |
| A state regulatory staff person initiated a review of the blockable code procedures specific to that state. | We participated in a conference call with the commission staff to review past procedures and through subsequent emails developed an ongoing current process.   |
| Noticed a code disconnect had an erroneous LRN on the code. | To avoid denying a SP’s code disconnect request, which would require that the SP work with another carrier that had erroneously created an LRN on that code, we worked with the NPAC to remove erroneous LRNs from the NPAC that were created by SPs who were not the code holder of the specific NPA-NXX that was being disconnected. |
| Service providers contacted us about needing Part 1B modification processes ASAP due to customer impacting issue. | We processed the Part 1B modifications promptly and worked with the service providers and the NPAC to process the requests so that customers were no longer impacted. |
| We were made aware that 2 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 18 pooled code needing to be transferred to new code holders and 44 blocks disconnected to be made available in the pool. |
| We noticed an unusually high number of forecasts for one company. | Contacted the company and informed them of the rate centers that had the high forecasts.  The carrier modified some of the rate centers to reflect a lower forecast. |

# Trouble Ticket Log

* There are two tickets open – 1541 and 1538.

See the following trouble ticket log for a list of all opened and closed trouble tickets.



**Other**

* PA contacted the one person who provided a not met on the NANC survey for the PA and determined that the user ordered limited resources and in general, was not well versed in numbering.
* PA introduced the PIP document (attached) and reviewed the activities that have been completed. The monthly agenda will be modified to incorporate the PIP.
* Rate Center and top-100 MSA changes based on 2015 Census:
	+ Durham-Chapel Hill MSA is now # 99



**Open Discussion**

# Next Meeting

* July 22, 1:00 pm ET