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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **Dana Crandall – Verizon Wireless****Laura Dalton – Verizon**Ruben Galvin – XO CommunicationsBeth O’Donnell – CoxKaren Riepenkroger – Sprint | Bruce ArmstrongTara FarquharDara FlowersCecilia McCabeAmy PutnamShannon Sevigny**Florence Weber****Gary Zahn** |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for May, 2013**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 627 |
| RCs < 6 months inventory based on forecast and zero blocks | 169 |
| Codes opened for pool replenishment | 147 |
| RCs with blocks in pending status | 516 |
| Number of applications processed  | 12,863 |
| Number of Part 1s passed thru from PAS to NAS  | 755 |
| 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) | 193/668 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| June 2012 | 10,369 |
| July 2012 | 8,021 |
| August 2012 | 10,990 |
| September 2012 | 15,081 |
| October 2012 | 15,124 |
| November 2012 | 15,491 |
| December 2012 | 7,626 |
| January 2013 | 15,136 |
| February 2013 | 9,602 |
| March 2013 | 10,357 |
| April 2013 | 11,823 |
| May 2013 | 12,863 |



# Formal Complaints and corrective action plans to resolve complaints

* None reported

# FCC and/or NANC News

* None reported

# INC read out (initial closure and new issues)

* None reported as INC did not meet in May.

#

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 644 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 313 |
| # of modifications to existing p-ANIs | 136 |
| # of p-ANI returns | 187 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 3 |
| # of requests suspended | 0 |
| # of requests withdrawn | 5 |

* Continuing to work on reconciling the p-ANI data. Still waiting on one carrier to respond on when the ranges will be resolved. Continue to encounter duplicate assignments and working to locate the carrier(s). RNA noted this will probably be ongoing.
* May p-ANI Tip – Disabling Registered RNAS Users

# Change Orders

* CO 24 – Enhancement of the FTP Interface with the Pooling Administration System – Implementation of CO 24 has been delayed and the new target implementation date is July 12 for the initial phase of this change order. Currently in testing.

# Pooling Related Activities

* Rate center activity:

April RC/NPA changes: 273 rate centers involved with 49 NPAs and 24 states:

X  O = 11

O  M\* = 0

O  M = 0

O  M = 0

M\*  M = 2

M\*  M = 0

* 260 rate center changes were changes to the MSAs due to OMB Bulletin 13-01. Additionally, 36 MSA names were modified at the MSA level.

**Meetings:**

* Participated on the OH 440 & 740 relief implementation call on May 1, 2013
* Participated on the CA 415 review of relief application call on May 7, 2013
* Participated on the TX 281/713/832 initial implementation call on May 14, 2013
* Participated on the SC 843 draft petition review call on May 16, 2013
* Participated on the OH 440 & 740 minutes review call on May 28, 2013

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

* Sent NANPA updated pooling data for TX 281/713/832 initial implementation meeting scheduled on May 14, 2013.

# Regulatory Update

* Montana delegated authority status – The Montana Commission issued a notice on 6/10 seeking comments on implementing delegated authority. Comments are due on 7/3.
* Very Old Overdue Part 4 project status – Six blocks remain out of the 606 blocks that were overdue. Notification was sent on 6/10 to the states on these remaining six blocks.
* Regulatory contact update: New telecom liaison contact for Puerto Rico is Zaida Cordero Lopez. Contact list has been updated.
* **Customer Focus**
	+ **p-ANI**

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| --- | --- |
| **Request** | **Action** |
| Received an inquiry from a carrier to modify its ranges (either split or consolidate ranges) that were originally reported to us via the RNAS Initial Report.  | Working with the carrier on consolidating or splitting the ranges in RNAS. |
| Received a request for p-ANI 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 and showed the carrier how to obtain it using the FCC ULS search. |
| 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** |
| Received a request from an SP for block status for a list of 110 blocks as of 12/31/2012. | Produced a report of block information as of 12/31/2012. |
| Received a request from the FCC for a list of all assigned blocks. Also discussed the nature of retained blocks not assigned to the code holder and developed a file of those blocks. | Produced an assigned report that saved the FCC time and effort. Also produced a report of retained blocks not assigned to code holder for FCC evaluation, again saving them time and effort. |
| We were made aware that 2 companies had abandoned pooled codes and blocks in 2 states. | We worked with NANPA to get permission from the regulators to reclaim the numbering resources as abandoned.  This resulted in 14 blocks being made available in the pool, and 3 pooled codes transferred to new code holders. |
| An applicant had contacted us about needing numbering resources in a LATA that crosses state boundaries and is in two different NPAC regions. | We worked with the company to make sure that the supporting documentation that was to be submitted for their request was for the state that they are applying for the numbering resources in, rather than where the switch was located.  We also worked with the NPAC and the applicant with instructing the applicant to load their LRN information in both NPAC regions since the LATA crossed NPAC regions.  This helped the SP so that they didn't have to open a new code for LRN purposes but instead just take a block from the pool with a sooner effective date. |
| A couple of service providers contacted us to make sure that they had the appropriate initial documentation prior to submitting their request in PAS. | This saved the service providers’ time so that their applications would be approved rather than being denied due to insufficient initial documentation. |
| A state regulator 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 regulator, NANPA, and affected service provider with withdrawing the full NXX request for LRN, resubmitting the request as a block request and INTER OCN code modification request 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 company had contacted us about wanting to expeditiously cancel LRN modifications for two blocks in the NPAC. | We worked with the company and the NPAC to cancel the LRN modifications so that the company wouldn't have any issues with routing the two blocks.  |
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# Tracking Log

* No Changes

**Other**

* VoIP Trial – working with VoIP providers and FCC regarding the VoIP trial.
* Pooling Contract extended until 7/14/12.

**Open Discussion**

# Next Meeting

* July 16, 1:00pm ET