Contents

[Attendees 1](#_Toc314561450)

[Quality assurance performance monitoring metrics and measurements 1](#_Toc314561451)

[Formal Complaints and corrective action plans to resolve complaints 2](#_Toc314561452)

[FCC and/or NANC News 2](#_Toc314561453)

[INC read out (initial closure and new issues) 2](#_Toc314561454)

[p-ANI 2](#_Toc314561455)

[Change Orders 2](#_Toc314561456)

[Pooling Related Activities 3](#_Toc314561457)

[Regulatory Update 4](#_Toc314561458)

[Tracking Log 5](#_Toc314561459)

[Next meeting 5](#_Toc314561460)

# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **CenturyLink – Jan Doell****Charter Communications – Holly Kuester****PA PUC – Chris Hepburn****Sprint – Karen Riepenkroger****Verizon Wireless – Dana Crandall** | Bruce ArmstrongTara FarquharDara FlowersLinda HymansCecilia McCabeAmy PutnamShannon Sevigny**Florence Weber****Gary Zahn** |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for February, 2014**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1247 |
| RCs < 6 months inventory based on forecast and zero blocks | 445 |
| Codes opened for pool replenishment | 135 |
| RCs with blocks in pending status | 401 |
| Number of applications processed  | 8,725 |
| Number of Part 1s passed thru from PAS to NAS  | 434 |
| Applications not processed in 7 calendar days | .01% |
| Reasons that applications were not processed within 7 calendar days | A work item was not created in a timely manner because of timing issues after a reboot. Amy provided additional information noting that when the system rebooted it did not create a cache so when two applications came in at one time a work item was not created for one of the items. A fix has been implemented that when the system reboots it will instantly create a cache.  |
| Percent of calls returned within one business day | 100% |
| Number of blocks on reclamation list (new blocks/total) | 359/673 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| 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 |
| January 2014 | 8,069 |
| February 2014 | 8,725 |



# Formal Complaints and corrective action plans to resolve complaints

* None reported

# FCC and/or NANC News

* FCC Workshop on 3/25/14
* NANC Meeting on 3/27/14

# INC read out (initial closure and new issues)

The following pooling related issues went into Final Closure on 3/7/2014:

* Issue 767 – Updates to TBPAG Appendix 5: User Profile Application
* Issue 769 – Direct Petition by NANPA for Overlay NPA Codes – New or Additional and Addition of LNPA WG Best Practice Supporting the utilization for overlays as the preferred form of area code relief.
* Guidelines have been updated and reposted.

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 681 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 359 |
| # of modifications to existing p-ANIs | 1 |
| # of p-ANI returns | 317 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 4 |

* Working with carriers on reconciling the p-ANI data.
* Processing Annual Reports. The Annual Reports are due April 1st.
* February p-ANI Tip – 24X7 Emergency Company Contact Number & Selective Router CLLI

# Change Orders

* Update to CO 24 – Enhancement to the FTP Interface with the Pooling Administration System. Part of CO 24 was implemented in July 2013. The remainder of CO 24 will be completed with the roll out of the new PAS.

# Pooling Related Activities

* Rate center activity:

February 2014 RC/NPA changes: 47 rate centers involved with 8 NPAs and 6 states:

X  O = 34

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 6

M\*  M = 7

**Meetings:**

* No NANPA meetings were held in February

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

* No requests from NANPA for pooling data in February.

# Regulatory Update

* Joint NANPA/PA update call held on February 20, 2014. 25 participants – 18 in am call and 7 in pm call. No major issues.

**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 the Annual Report file in the incorrect Excel template.  | Copied the data to the correct template and processed it (5 files).  |
| Received the Annual Report file with data discrepancies.  | Where there were discrepancies found between our data and the data the carrier reported, to assist the carrier in resolving the discrepancies where applicable we provided the carrier with: 1) a side by side comparison of our data and theirs *(2 reports)*; 2) a report of all of its assigned p-ANI ranges *(3 reports)*; 3) the Missing Annual Report, showing what still needs to be reported on *(1 report)*.  |
| Received a request from a carrier who was in the process of preparing their Annual Report and came across a large quantity of p-ANIs that were missed in the initial reporting for one state.  | We verified that the p-ANI ranges were still available, and that they were assigned to that carrier by the previous assignor, as a result we manually added 426 ranges for this carrier. |
| Received a request for p-ANI from the SP’s consultant for which the documentation was insufficient.  | Had numerous interactions with the SP and consultant explaining what was needed.   |

* + **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 7 pooled codes needing to be transferred to new code holders, 2 pooled codes needing to being disconnected, and 48 over contaminated block needing to be transferred to new block holders. |
| We were asked to open up 2 excluded rate centers to optional pooling so that numbering resources may be requested. | We had requested block donations for the 2 rate centers and successfully received 4 block donations for all of the rate centers. This process resulted in 2 codes being saved. |

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# Tracking Log

* No Changes

**Other**

* New PAS is estimated to be completed in January 2015. The FCC unilaterally issued contract Amendment #1 to push the PAS completion date from July 2014 to January 2015.
* Operational Review will be in Concord, CA on April 2 and 3. Start time will be 8:30 a.m. PT

**Open Discussion**

# Next Meeting

* April 22, 1:00pm ET