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# ****Attendees****

|  |  |  |
| --- | --- | --- |
| **NOWG** | **FCC** | **PA** |
| **CenturyLink - Joy McConnell-Couch****CenturyLink – Phil Linse**Sprint – Shaunna ForsheeSprint – Karen RiepenkrogerT-Mobile – Jennifer PynVerizon – Laura DaltonVerizon – Dana Crandall | Darlene Biddy | Bruce ArmstrongJesse ArmstrongTara FarquharDara FlowersLinda HymansCecilia McCabeAmy PutnamShannon SevignyGary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for February 2017**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1,645 |
| RCs < 6 months inventory based on forecast and zero blocks | 636 |
| Codes opened for pool replenishment | 159 |
| RCs with blocks in pending status | 335 |
| Number of applications processed  | 15,301 |
| Number of Part 1s passed thru from PAS to NAS  | 977 |
| 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) | 109/299 |

* The increase in the number of applications processed and number of Part 1s passed thru from PAS to NAS was due to block modifications



**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| March 2016 | 15,097 |
| April 2016 | 9,371 |
| May 2016 | 9,614 |
| June 2016 | 10,767 |
| July 2016 | 8,067 |
| August 2016 | 11,361 |
| September 2016 | 9,197 |
| October 2016 | 10,156 |
| November 2016 | 8,851 |
| December 2016 | 11,903 |
| January 2017 | 11,063 |
| February 2017 | 15.301 |

# Program Improvement Plan (PIP)

* There are no new items as all PIP activities for 2016 have been completed.

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* None

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

* Following pooling related issues went to final closure on 2/24/17:
* Issue 831: Revisions to Interim and Final Jeopardy Procedures
* Issue 832: Add language to the TBPAG and COCAG Guidelines regarding documentation needed for non-exclusive nationwide FCC licenses
* Issue 833: Submit Part 4 for dedicated CO code directly into the Pooling Administration System (PAS)

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 355 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 201 |
| # of modifications to existing p-ANIs | 0 |
| # of p-ANI returns | 147 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 1 |
| # of requests suspended | 0 |
| # of requests withdrawn | 6 |

* Trouble Ticket #1547 was opened and closed on 2/16/17 which fixed an issue with the “Request Temporary Password” link on the “Tools” page of the p-ANI website.

# Change Orders

* 2nd revised Change Order #3B– Development and Support of the PAS NPAC API was submitted to the FCC on March 8.

# Pooling Related Activities

* Rate center activity:
	+ 19 rate centers involved with 3 NPAs and 2 states

X  O = 8

M\*  M = 0

M\*  M = 11

**Meetings:**

* Pooling participated in the following meetings:
	+ CA 916 overlay implementation call on 2/21/17
	+ IL 217 jeopardy review call on 2/24/17

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

* Provided NANPA data for:
	+ IL 217 jeopardy call on 2/24/17
* Provided NANPA updated data for:
	+ CA 916 call on 2/21/17
	+ IL 217 call on 2/24/17
* Pooling NRUF data submitted to NANPA

# Regulatory Update

* A state update call was held on 2/23/17. There were two sessions with 20 people in attendance
* Two new applications submitted for VoIP direct access
	+ 22 VoIP applications have been filed
* Deb Sagerer – PA state regulatory contact will be retiring in June 2017 and Bryan Mahla will become the PA contact.

**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.  |
| Received an inquiry from a 911 SSP on behalf of a PSAP needing 20 p-ANIs for wireless WI-FI testing.  | We advised the FCC of this request and set aside the requested p-ANIs for the duration requested. |
| Received an inquiry from a MPC provider as to the status of p-ANI ranges for one of their carriers.  | We provided the requested information along with the list of ranges that were returned.     |
| Received an inquiry from a MPC provider regarding who is the owner of a dialable p-ANI because a PSAP was receiving non-emergency calls on their 911 trunks. | We provided the block holder of record and the rate center it was assigned to. |
| Received an inquiry from a 911 Governing Authority regarding an out-of-service dialable p-ANI. | We provided the code holder of record and the company contact. |
| Received an inquiry from a 911 SSP regarding the status of a p-ANI range.  | Confirmed with the carrier who returned the p-ANI range that it was no longer active and provided that information to the 911 SSP. (3 inquiries) |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| Ongoing: VoIP Direct Access Order support. | ·   Sent 15 emails to state commission staff about new and pending applications.- Sent and responded to 53 emails to/from state commission staff persons re: applications by iVoIP providers.· Followed up on 1 state inquiry about whether VoIP providers will have to follow state rules.· Worked with VOIP applicants to educate them on providing acceptable supporting documentation for requests for resources.·      Reviewed the 30 day notices to the state commission provided by a VOIP applicant for requests for resources in multiple rate centers to ensure that for each request that the notices were not previously used for a previously approved request for resources for the same rate center. |
| A company contacted us about exiting the market in 8 states. | We instructed this company as to what steps needed to be completed prior to submitting the disconnect requests in PAS.  This company submitted over 2000 block disconnect requests and over 300 code disconnect requests.  A lot of the blocks being disconnected need new block holders due to over-contamination. We are continuing locating new block holders and code holders for all of these resources.The PA noted that this was a significant work effort to find service providers who would assume ownership of the returned resources and is continuing until new ownership of the resources can be found.  |
| A state regulatory staff person in OK requested information on how to get a PAS login and view an application in PAS. | Provided instruction on how to obtain a PAS login and view the application in PAS. Also conducted an overall review of the pooling website.   |

# Trouble Ticket Log

* There was one new trouble ticket (1546) that was opened on 2/13/17 where a customer reported that PAS was running extremely. Index changes were to fix the issue and the trouble ticket was closed on 2/15/17.



**Other**

* AWS S3 (Simple Storage Solution) service had an outage in the US-EAST region on 2/28/17. This outage affected the FTP end users for a short period of time.

# Next Meeting

* April 18, 1:00 pm ET