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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **Cox Communications – Beth O’Donnell**  **PA PUC - Chris Hepburn**  Sprint – Shaunna Forshee  Sprint – Karen Riepenkroger  T-Mobile – Cathie Capita  Verizon Communications – Laura Dalton  Verizon Wireless – Dana Crandall | Bruce Armstrong  Jesse Armstrong  Tara Farquhar  Linda Hymans  Cecilia McCabe  Amy Putnam  Shannon Sevigny |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for February, 2016**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1195 |
| RCs < 6 months inventory based on forecast and zero blocks | 570 |
| Codes opened for pool replenishment | 234 |
| RCs with blocks in pending status | 524 |
| Number of applications processed | 12,323 |
| Number of Part 1s passed thru from PAS to NAS | 430 |
| Applications not processed in 7 calendar days | 1 (0.01%) |
| Reasons that applications were not processed within 7 calendar days | There was a PAS issue causing a tracking number not to appear in the PA’s list of work items. This issue has now been fixed. |
| Percent of calls returned within one business day | 100% |
| Number of blocks on reclamation list (new blocks/total) | 126/302 |

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**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| March 2015 | 10,763 |
| April 2015 | 13,295 |
| May 2015 | 17,565 |
| 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 |

# 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)**

* The following issues went to Final Closure on 2/26/16:
* Issue 806, Add State and Rate Center to letter supporting dedicated code requests
  + Issue 809, Update COCAG Appendix D, Reservation timeline

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 340 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 279 |
| # of modifications to existing p-ANIs | 2 |
| # of p-ANI returns | 36 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 3 |
| # of requests suspended | 0 |
| # of requests withdrawn | 20 |

* RNAS was moved to AWS (Cloud) on February 22, 2016. The FCC approved six hours of scheduled downtime but only 55 minutes was used. Included in the maintenance was a web logic upgrade and update to the p-ANI website to “https”.
  + The PA noted that PAS is scheduled to move to AWS (Cloud) in May.

# Change Orders

* Change Order #3 – Addressing the iconectiv proposals for connection to the PAS was submitted to the FCC on March 7, 2016.

# Pooling Related Activities

* Rate center activity:

February 2016 RC/NPA changes: 2 rate centers involved with 2 NPAs and 2 states:

X  O = 1

M\*  M = 1

M\*  M = 0

**Meetings:**

* Participated in the following relief planning call meeting:
  + NY 518 on February 26, 2016

Activities related to requests for pooling-related data:

* Provided NANPA updated pooling data for:
  + NY 518 scheduled for February 26, 2016

# Regulatory Update

* VoIP direct access order related activities:
  + 30 day notification template developed by INC has been sent to three states but the PA has not heard any comments from the states.
  + PA noted that the FCC began taking applications from VoIP providers on 2/18/16 and only one application has been submitted.
  + On 2/18/16, the PA posted to the PA website a Quick Sheet for the VoIP service providers.
* Joint NANPA/PA state calls were held on February 25, 2016
  + 26 staff members from 20 states participated in the two sessions

**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 a new SP Consultant user registration missing OCNs that apply to the NENA IDs provided as well as missing LOAs for the NENA IDs provided. | Provided the user a list of which OCNs go with which NENA IDs based on the information we have on file for this company and asked the user to re-register using the information we provided. |
| Received an email from a carrier using a new company email address. | Researched and learned that the company was acquired, so we reached out to all of the affected users to update their RNAS user profile to reflect the new company name and email address. |
| Received a request from a SP Consultant for all of the assigned p-ANI ranges for one of their carriers. | Provided the report, which saved the user time from having to pull the report for each individual state. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| A state regulatory staff person sought reports on how many blocks and codes were assigned in 2013, 2014 and 2015. | We ran the 3 ad hoc reports for the staff person. |
| A state regulatory staff person taking over numbering responsibilities requested an educational session on pooling processes. | In preparation for the scheduled an educational session we prepared an overview presentation about pooling processes. He was unable to attend the scheduled mtg. so we briefly discussed the overview.  We explained the overdue Part 4 process for him in a separate call. |
| VoIP order notice was published in the Daily Digest with final procedures and a timeline. | Scheduled a conference call on Feb 9 for state commission staff persons to review the timeline and the 30-day notification requirement. It was attended by 26 staff persons from 20 states. |
| We were asked to request voluntary block disconnects in 3 pooling rate centers that did not have any available blocks. | We had requested block disconnects for the rate centers and did not receive any block disconnects for the rate centers. |
| We reached out 107 times to applicants who either did not provide us with supporting documentation for submitted requests or provided us with insufficient supporting documentation. | This helped educate the applicants about providing the correct documentation that is identified in the INC guidelines. |

# Trouble Ticket Log

* There was one new trouble ticket
  + 1540 – When a user submitted a mass modification, PAS changed the OCN to an old OCN that existed prior to a block transfer in 2008. This ticket was opened on 2/25/16
* Tickets 1538 and 1539 were closed on 2/19/16.

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



**Other**

* Effective March 14, the PA will no longer provide a 1 hour notification which allows a service provider who submits an application without proper documentation to provide the correct documentation without the PA denying the request. A notification was sent out on Friday, March 11, 2015.

**Open Discussion**

# Next Meeting

* April 15, 3:00 pm ET