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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 – Cathie CapitaT-Mobile – Jennifer PynnVerizon Wireless – Dana CrandallXO Communications – Ruben Galvin | Bruce ArmstrongJesse ArmstrongTara FarquharDara FlowersLinda HymansCecilia McCabeAmy PutnamShannon SevignyFlorence WeberGary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for April, 2016**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1387 |
| RCs < 6 months inventory based on forecast and zero blocks | 500 |
| Codes opened for pool replenishment | 228 |
| RCs with blocks in pending status | 592 |
| Number of applications processed  | 19,371 |
| Number of Part 1s passed thru from PAS to NAS  | 504 |
| 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) | 79/284 |

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**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| 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 |
| March 2016 | 15,097 |
| April 2016 | 9,371 |

# 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)**

* Following INC issues went to Final Closure on 4/26/2016 and guidelines were reposted on 4/29/16:
* Issue 805, Update references and definitions for p-ANI, ESRD, ESRK and ESQK in INC Guidelines
	+ Issue 807, Add clarification to documentation required when linking the name on the application with the evidence of authorization and facility readiness name on the regulatory authorization
	+ Issue 808, Use of “Customer” and “End User” in the Guidelines

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 437 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 190 |
| # of modifications to existing p-ANIs | 1 |
| # of p-ANI returns | 242 |
| # of requests to cancel p-ANI return | 2 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 2 |

* April 2016 Quarterly p-ANI Tip was on Routing Number Administration System User Account Info which included:
	+ Information on adding both OCN and NENA ID when updating a profile and if a consultant, provide the appropriate LOA
	+ Passwords expire every 120 days and user can go directly to RNAS website to request a temporary password

# Change Orders

* 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:

April 2016 RC/NPA changes: 9 rate centers involved with 6 NPAs and 4 states:

X  O = 7

M\*  M = 2

M\*  M = 0

**Meetings:**

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

* Updated pooling data for NY 518 for relief planning call on 4/7/2016
* Pooling data for CA 510 relief planning call scheduled for 6/20/2016

# Regulatory Update

* VoIP direct access order related activities:
	+ Six VoIP applications have been filed
		- Vonage application has been approved
		- Mix Networks application has been accepted and assigned docket number 16-108 and put out for comment on 5/6 with comments due by 5/20
		- Met Tel application submitted on 4/13/2016
		- AT&T filed, accepted and assigned docket number 16-135 and put out for comment on 5/12
		- Commio filed on 4/26/2016
		- Telnyx filed on 5/15/2016
* Joint NANPA/PA state call held on 4/28/2016
	+ 13 staff member from 12 state were on the morning call and 5 staff members from 5 states were on the afternoon call.

**Customer Focus**

* + **p-ANI**

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| --- | --- |
| **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 request to assist in determining which of the seven FCC licenses applies to which of the carriers two new p-ANI requests. | Worked with the carrier to determine which FCC license applied to which request.  |
| Received a request to assist a carrier in locating an FCC license. | Worked with the carrier to locate the FCC license for the requested counties.  |
| In processing an Annual report, it was discovered that there were numerous ranges returned in error by the wireless carrier. | Worked with the SP consultant in identifying which ranges needed to be requested back and made the assignments accordingly. |
| Received an inquiry from a regulator regarding how many p-ANI ranges were assigned to a company. | Promptly provided the requested information to the regulator. |
| Received request to look into a wireless p-ANI range that the 911 SSP was troubleshooting. | In researching this request, it was found that the range was returned, so we reached out to the wireless carriers SP consultant and worked with them in assigning the range to the wireless carrier and also notified the 911 SSP once the assignment was made.  |
| Received an inquiry to review the correspondence from a state 911 entity stating that it does not certify VPC providers. | We explained that the correspondence must come from an identifiable state staffer at the PUC (or the agency that issues CPCNs or CLEC certifications to telecom providers) in order to satisfy the FCC VoIP order and also provided a contact at the state that we also made aware of the issue. |
| Received an inquiry to provide state contacts for eight states where the carrier indicated that they were not certified.   | In researching their request, we found and notified the carrier that they were certified in three of the states, there was an application for certification was pending in one of the states and provided contacts for the remaining four states.  |

* + **Pooling**

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| --- | --- |
| **Request** | **Action** |
| We were asked to open up 6 excluded rate centers to optional pooling so that numbering resources may be requested. | We had requested block disconnects for all 6 rate centers and successfully received 12 block disconnects for all 6 of the rate centers. This process resulted in 6 codes being saved. |
| Ongoing: VoIP Direct Access Order support. | ·  Reviewed items discussed on the Feb 9 review call for one state regulator who had not attended.·  Sent out 6 emails to state commission staff about application and supplemental filings.·  Responded to numerous questions from state regulators.  |
| A service provider asked us to run a report for all of their tracking numbers with the name of the submitter for audit purposes. | We ran the 3 ad hoc reports for the staff person. |
| A state regulatory staff person requested a report of all service providers with switches in 20 counties. | We created the report and provided it to the staff. |

# Trouble Ticket Log

* There was one new trouble ticket in April
	+ Ticket 1541 – opened on 4-12-2016, a SP reported that not all of the blocks that they disconnected were removed from the Total Numbering Resources Report. Issue appears to be due to PSTN status. Ticket remains open.
* 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**

* Quarterly Pooling Tip – Using the Back Arrow Button on Your Internet Brower While in PAS was sent out in April 2016.

**Open Discussion**

# Next Meeting

* June 21, 1:00 pm ET