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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **Dana Crandall – Verizon Wireless****Laura Dalton – Verizon****Chris Hepburn – PA PUC**Karen Riepenkroger – Sprint | Bruce ArmstrongTara FarquharDara FlowersLinda HymansCecilia McCabeAmy PutnamShannon Sevigny**Florence Weber****Gary Zahn** |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for April, 2013**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 672 |
| RCs < 6 months inventory based on forecast and zero blocks | 206 |
| Codes opened for pool replenishment | 244 |
| RCs with blocks in pending status | 545 |
| Number of applications processed  | 11,823 |
| Number of Part 1s passed thru from PAS to NAS  | 827 |
| 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) | 299/779 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| May 2012 | 11,904 |
| 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 |



# Formal Complaints and corrective action plans to resolve complaints

* None reported

# FCC and/or NANC News

* The Pooling RFP has been extended to 6/5/13.

# INC read out (initial closure and new issues)

* The following issues went into initial closure at INC 129 and will go into Final Closure on 5/24/2013 if no objections are received with the guidelines being reposted on 5/31/2013:
* Issue 719, Available “Red” Blocks where PSTN Activation Has Not Been Confirmed
* Issue 753, Add Clarifications to COCAG Section 7.2 For Voluntary Code Transfers
* Issue 754, Contact SP with most ports for Returned and Abandoned Non-pooled central office codes
* Issue 755, Update appropriate interconnection documentation in Section 4.3.1.2 of the TBPAG and 4.2.2 of the COCAG

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 760 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 204 |
| # of modifications to existing p-ANIs | 116 |
| # of p-ANI returns | 437 |
| # of requests to cancel p-ANI return | 1 |
| # of requests denied | 0 |
| # of requests suspended | 1 |
| # of requests withdrawn | 2 |

* Continuing to work on reconciling the p-ANI data. The RNA is waiting on two carriers to resolve an overlap issue. Testing of the replacement ranges that are in conflict is in process.
* Continuing to process carriers’ Annual Reports
* April p-ANI Tip – 24X7 Emergency Company Contact Number

# 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 the end of June 2013.

# Pooling Related Activities

* Rate center activity:

April RC/NPA changes: 42 rate centers involved with 16 NPAs and 9 states:

X  O = 42

O  M\* = 0

O  M = 0

O  M = 0

M\*  M = 2

M\*  M = 2

**Meetings:**

* Participated on the OH 440 jeopardy call on April 4, 2013.
* Participated on the PA 570 jeopardy review call on April 10, 2013
* Participated on the SC 843 minutes review call on April 18, 2013

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

* Sent NANPA the following information:
* Pooling data for PA 570 jeopardy review call scheduled on April 10, 2013.
* ***Updated*** pooling data for OH 440 jeopardy call scheduled on April 4, 2013.
* ***Updated*** pooling data for PA 570 jeopardy call scheduled on April 10, 2013.
* ***Updated*** pooling data for OH 440 IPD call scheduled on May 1, 2013.
* ***Updated*** pooling data for OH 740 IPD call scheduled on May 1, 2013.
* Pooling data for TX 281/713/832 initial implementation meeting scheduled on May 13, 2013.

All rate center changes identified in the OMB 13 have been updated in PAS. The PA noted that some of the updated data has a June effective date.

# Regulatory Update

* Regulatory Contact updates:
	+ CA: Anna Jew is on maternity leave until Dec effective 5/30 and Katie Morehouse will be the contact.
	+ PR: Eugenia Orsini has resigned. No new contact has been appointed.
	+ TX: Jennifer Poole is leaving the TX PUC and Jolie Mathis will be taking over reclamation.
* Joint NANPA/PA regulatory update call on 4/11. 21 attendance for both calls. No issues
* Very old overdue Part 4s project update – send 12 emails to 9 carriers (12 states) have received another 20 and down to 23 out of 188 total.
* Montana additional delegated authority petition approved on 5/23/13. PA has had a call with the commission on the next steps once the order has been issued. When the order is issued, an implementation schedule will be developed.

* **Customer Focus**
	+ **p-ANI**

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| --- | --- |
| **Request** | **Action** |
| 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. |
| 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.  |

* + **PA**

|  |  |
| --- | --- |
| **Request** | **Action** |
| Received a request from an SP for block status for list of 600 blocks as of 12/31/2012. | Produced a report of block information as of 12/31/2012. |
| Received a request from an SP for a list of all block donations made by the SP since 1/1/2013. | Produced a report that saved the company time and effort. |
| A state regulatory staff person sought guidance about resource availability for a transfer in order to avoid opening codes for 1 LRN. | Reviewed existing resources and provided information to the staff person about how there were no choices that met the guidelines and responded to numerous questions. |
| A state regulatory staff person sought information about the pool replenishment process. | Over the course of several days educated the staff person on the pool replenishment process and how to review pool tracking and forecast reports. |
| A state regulatory staff person sought guidance on pool replenishment process after more than 20 requests in one NPA were received on one day. | Provided information on rules and guidelines for pool replenishment and assisted the staff person with reviewing the pool tracking and forecasts reports.  Continued working with the staff person to answer questions and follow up on progress. |
| Four state regulatory staff persons requested information on forecasting and how forecasts can be changed. | Educated the staff on the forecasting process and information available through the website. |
| A state regulatory staff person sought guidance on the pool replenishment process after 15 requests were received on one day. | Provided information on rules and guidelines for pool replenishment and assisted the staff person with reviewing the pool tracking and forecast reports.  Continued working with the staff person to answer questions and follow up on progress. |
| We were made aware that 1 company had abandoned pooled codes and blocks in multiple states. | We worked with NANPA to get permission from the regulator to reclaim the numbering resources as abandoned.  This resulted in 70 blocks being made available in the pool, 57 pooled codes transferred to new code holders, 5 pooled codes returned to NANPA, and 4 pooled codes are still needing new code holders. |
| A company had returned several blocks to the PA in 2012 however they did not disconnect their NXD-X records and now the company no longer has an AOCN. | We worked with Iconectiv to place disconnects on the NXD-X records so that when these available blocks are assigned out to another SP both the PA and SP can build the appropriate records in BIRRDS. |
| Worked with NANPA the weekend of the new NAS cutover. | Worked with NANPA the weekend of the new NAS cutover in ensure that pooling pass throughs and Part 4s were being properly received. |
| A service provider had contacted us with numerous questions about becoming the new code holder of pooled codes from another service provider who was exiting the market in a bunch of states. | We provided coordinated responses with NANPA to the service provider who was asking questions about becoming the new code holder so that the new code holder could ensure that proper routing will be done for the codes that they took over and would be in place by the effective date of the code transfers. |
| A state regulator had secured a transfer letter from a code holder agreeing to transfer a code to another service provider to avoid opening up a new code 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 1 code being saved. |
| We were made aware that some blocks that were donated to the pool had incorrect contamination numbers which resulting in over contaminated blocks and contaminated blocks (which were donated as pristine) made available in the pools. | Since the PA does not check block donations in the NPAC the PA notified the donating SP to review their block donations and to provide the PA with revised contamination numbers for the affected blocks.  This resulted in over contaminated blocks being removed from the available pools and starting the email request process to transfer the over contaminated blocks to new block holders.  In addition we had to update the contamination of blocks that were less than 10 % contaminated with correct contamination numbers since they were previously identified as pristine.  This work resulted in more accurate information for blocks available in the pools as well as the removal of over contaminated blocks so that an unsuspecting SP doesn't receive an over contaminated block from the pool.  |

# Tracking Log

* No Changes

**Other**

**Open Discussion**

# Next Meeting

* June 25, 1:00pm ET