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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **CenturyLink – Jan Doell**  **Cox Communications - Beth O’Donnell**  **PA PUC - Chris Hepburn**  **Sprint – Shaunna Forshee**  **Sprint – Karen Riepenkroger**  **T-Mobile USA – Cathie Capita**  **Verizon Communication – Laura Dalton**  **Verizon Wireless – Dana Crandall**  **XO Communications – Ruben Galvan** | Bruce Armstrong  Dara Flowers  Linda Hymans  Jeremiah Jenkins  Cecilia McCabe  Amy Putnam  Shannon Sevigny  Florence Weber |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for October, 2015**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1973 |
| RCs < 6 months inventory based on forecast and zero blocks | 1419 |
| Codes opened for pool replenishment | 227 |
| RCs with blocks in pending status | 659 |
| Number of applications processed | 8,524 |
| Number of Part 1s passed thru from PAS to NAS | 511 |
| 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) | 46/217 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| November 2014 | 13,954 |
| December 2014 | 10,601 |
| January 2015 | 7,518 |
| February 2015 | 15,628 |
| 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 |

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* NANC meeting scheduled for 12/1/15

# INC read out (initial and final closure and new issues)

* Following Pooling related issue went to final closure on 11/6:
  + Issue 799, Allow SPs to request to have excluded rate centers updated to optional for ISP Block Porting.

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 383 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 143 |
| # of modifications to existing p-ANIs | 3 |
| # of p-ANI returns | 233 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 0 |
| # of requests suspended | 1 |
| # of requests withdrawn | 3 |

# Change Orders

* Sent letter to FCC on 11/6/15 regarding a possible change order to add additional personnel should there be an increase in applications from VoIP providers as a result of the VoIP order.
* Change Order #1 – Move RNAS and PAS into the Cloud submitted to the FCC on 11/10/15

# Pooling Related Activities

* Rate center activity:

October 2015 RC/NPA changes: 14 rate centers involved with 7 NPAs and 5states:

X  O = 4

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 0

M\*  M = 4

**Meetings:**

* Participated in the following meeting:
  + PA 717 minutes review call
  + CA 805 relief planning call
  + CA 916 relief planning call
  + CA 213 / 323 relief planning call

Activities related to requests for pooling-related data:

* Provided NANPA pooling data for the following:
  + CA 213 /323 relief planning call
* Provided NANPA updated pooling data for the following
  + CA 805 relief planning call
  + CA 916 relief planning call
  + CA 213 / 323 relief planning call

# Regulatory Update

* Joint NANPA/PA state call on 10/29 – had 13 in am and 5 in pm – there were no significant questions
* Updated Regulatory contacts
  + WY – new contact is Melisa Mizel – PA provided an introductory lesson to pooling
  + VA – new contact is Sheree King, Chris Harris moved to another position
  + NJ – no new 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. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| We were made aware that a 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.  We also worked with the NPAC to disconnect any LRNs or ported TNs from the NPAC for this company.  This resulted in 34 pooled codes needing to be transferred to new code holders, and 21 blocks made available in the pool. |
| We were asked to open up 3 excluded rate centers to optional pooling so that numbering resources may be requested. | We had requested block disconnects for all 3 rate centers and successfully receives 6 block disconnects for 2 of the rate centers. This process resulted in 2 codes being saved. |
| A state regulatory staff person sought information on how to find out if there was a way to avoid opening a code for pool replenishment. | Reviewed the assigned codes within the affected rate center and educated the staff person on how to review the Total Numbering Resources report.  Also responded to an inquiry from the affected SP about their request. |
| A state regulatory staff person contacted us about requests from SPs no longer certified in their state. | Discussed at length the proceeding at the commission from 2014 that reviewed certification. |
| A state commission staff person sought information on whether an SP that was requesting several full codes had returned any of the previously assigned resources. | Researched whether any codes had been returned and ran a report for the commission staff person. |

# Trouble Ticket Log

* 2 trouble tickets currently opened
  + 1532 – Block transfers were being prevented by Part 4 validation even though Part 4s were on file.
  + 1535 – SP submitted a mass modification for a block that was not theirs for an intra OCN change and PAS allowed it to go through.
* It was noted that all current trouble tickets should be closed by the end of November.

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



**Other**

* Quarterly Pooling Tip for October 2015 was on Designated Point of Contact – Search for New Block Holder/New Code Holder. Details on the Quarterly Tip are located on the PA website under “Quick Links”.
* There was a scheduled PAS maintenance on October 30th – this was a routine build with no downtime.
* PAS had 18 minutes of unscheduled downtime on October 14th. A firewall update was made and the connection to the servers was lost. A manual restart was performed to restore server connectivity.

**Open Discussion**

# Next Meeting

* December 15, 1:00pm ET