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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **CenturyLink – Jan Doell**  Cox Communication - Beth O’Donnell  **PA PUC - Chris Hepburn**  **Sprint – Karen Riepenkroger**  **Verizon Communications – Laura Dalton**  **Verizon Wireless – Dana Crandall**  **XO Communication – Ruben Galvin** | Bruce Armstrong  Linda Hymans  Cecilia McCabe  Amy Putnam  Shannon Sevigny  Florence Weber  Gary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for October, 2014**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1,435 |
| RCs < 6 months inventory based on forecast and zero blocks | 931 |
| Codes opened for pool replenishment | 479 |
| RCs with blocks in pending status | 592 |
| Number of applications processed | 15,849 |
| Number of Part 1s passed thru from PAS to NAS | 776 |
| 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) | 98/340 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| November 2013 | 7,975 |
| December 2013 | 7,771 |
| January 2014 | 8,069 |
| February 2014 | 8,725 |
| March 2014 | 9,422 |
| April 2014 | 17,601 |
| May 2014 | 8,977 |
| June 2014 | 8,145 |
| July 2014 | 10,493 |
| August 2014 | 15,232 |
| September 2014 | 12,113 |
| October 2014 | 15,849 |

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* NANC meeting is scheduled for December 9th

# INC read out (initial closure and new issues)

* No INC activities for October

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 646 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 227 |
| # of modifications to existing p-ANIs | 342 |
| # of p-ANI returns | 64 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 13 |

* October Quarterly p-ANI Tip was RNAS Passwords
  + The tip reminded RNAS users that they can reset their passwords at any time through the website

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# Change Orders

# Pooling Related Activities

* Rate center activity:

October 2014 RC/NPA changes: 54 rate centers involved with 7 NPAs and 4 states:

X  O = 5

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 45

M\*  M = 4

**Meetings:**

* There were no NANPA relief meetings in October

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

* NANPA did not request any pooling data in October

# Regulatory Update

* CA 415/628 Overlay Issue – PA did receive a safety valve authorization from the CPUC to replenish the pool if the rate center did not have any blocks that qualify and the center did not need to be replenished.
* Joint NANPA/PA state calls held on 10/23/14 – approximately 17 people from the states attended and there were no major issues discussed.

**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. |
| 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. |
| A PSAP notified us that a p-ANI range for their PSAP was showing an incorrect selective router CLLI and that the PSAP was experiencing issues with incoming 911 VoIP calls. | We contacted the carrier on record to submit a modification to correct the CLLI and to also contact the PSAP regarding their issue. Follow up, most issues were resolved, still work in progress. |
| After the notification from the PSAP, we ran a preliminary report and identified S/R CLLIs that appeared to be incorrect, e.g. leading spaces, initially reported as X's. | We sent a list of those p-ANIs to the affected carriers requesting the carrier to update the CLLI using the mass modify spreadsheet provided and to return to the RNA in order to update our records. |
| Received an inquiry from a SPC user regarding a need for p-ANIs for one of their customers. | Worked with the SPC user and their carrier on which NENA ID and OCN should be used for the request and which type of documentation needs to be provided to support the request. |
| Received a request from a SPC for all their customer's assigned p-ANI ranges in RNAS. | Provided the report to the carrier, which saved the carrier time from having to pull the report for each individual state. |
| Received an inquiry from a state who was seeking documentation regarding a request from a VPC provider looking to apply for a waiver for p-ANIs where they did not have certification in that state. | We informed the state that there is a process in place for that VPC provider, as a result of FCC Order (FCC 13-51), and we provided that information to the state. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| A state commission staff person asked how to avoid opening a code in a rural rate center to replenish the pool. | Advised the state commission staff person that there were no blocks in the pool so the only other alternative was to seek donations from other SPs in the rate center. |
| A state commission staff person requested a report on the number of blocks assigned to a SP. | We provided a report and educated the staff person on how to download the Total Numbering Resources Report. |
| A state commission staff person sought information on how a code request that had been suspended could have been assigned. | We educated the staff person on how a code request is suspended when sent to NANPA and other general application processing information. |
| There was an issue with pool replenishment in the 415/628 overlay because unusable available blocks from the new NPA were causing other SPs not to be able to get blocks to use now. | We worked with the state commission staff to find a solution and suggested the granting of a state waiver to the PA to override the MTE and utilization which would permit a code to be opened even though there were available (but not until March 2015) blocks in the pool. |
| A state commission staff person asked why a block donation had not been accepted in PAS so another SP could use it. | We expedited the donation approval. |

# Trouble Ticket Log

* There was one trouble ticket opened and closed in October related to an issue with the timing of receiving the red light report. This resulted in two requests being denied. Changes have been made to when the PA receives the file so that it is received at approximately the same time as the NANPA receives the red light file.



**Other**

* 2015 PA/NOWG meeting dates have been finalzed
* There was 1 email that was not responded to within 24 hours – the PA noted they are not obligated to report this type of miss, but did want to let the NOWG know of this.
* The PA will be holding PAS training on January 7 and 8 in preparation for the launch of the new PAS on 1/10/15.
* The PA advised that there will be some changes to public reports. The PA will send out notification prior to the new PAS to users to let them know of the upcoming changes to the public reports in case they do a function similar to screen scrapes on the reports and need to make some process modifications to accept the new report format.

**Open Discussion**

N/A

# Next Meeting

* December 16, 1:00pm ET