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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **AT&T – Linda Richardson****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** | Bruce ArmstrongJesse ArmstrongDara FlowersTara FarquharLinda HymansCecilia McCabeAmy PutnamShannon SevignyFlorence WeberGary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for September, 2015**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1939 |
| RCs < 6 months inventory based on forecast and zero blocks | 1346 |
| Codes opened for pool replenishment | 313 |
| RCs with blocks in pending status | 685 |
| Number of applications processed  | 9,977 |
| Number of Part 1s passed thru from PAS to NAS  | 643 |
| 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) | 82/249 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| October 2014 | 15,849 |
| 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 |

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* NANC meeting was held on 9/30/15

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

* Following Pooling related issue went initial at INC 144:
	+ 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) | 12,278 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 234 |
| # of modifications to existing p-ANIs | 12,019 |
| # of p-ANI returns | 21 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 4 |

# Change Orders

None

# Pooling Related Activities

* Rate center activity:

August 2015 RC/NPA changes: 14 rate centers involved with 5 NPAs and 4 states:

X  O = 12

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 2

M\*  M = 0

**Meetings:**

* Participated in the following meeting:
	+ PA 717 initial planning call on September 15, 2015

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

* Provided NANPA the following:
	+ Updated pooling data for PA 717 initial planning call
	+ Pooling data for CA 805 relief planning call that is scheduled for October 21, 2015
	+ Pooling data for CA 916 relief planning call that is scheduled for October 22, 2015

# Regulatory Update

**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.  |
| A consultant was having difficulties locating a FCC license.  | We showed the consultant how to locate the license using via the FCC ULS.  |
| Received an inquiry from a carrier who needed to update their OCN on all of its p-ANI records. | We worked with the carrier by pulling a report of all its p-ANIs, and used the mass modify process to update the OCN. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| We were made aware that two companies had abandoned pooled codes and blocks in two states. | We worked with NANPA to get permission from the regulators to reclaim the numbering resources as abandoned.  We also worked with the NPAC to disconnect any LRNs or ported TNs from the NPAC for these companies.   This resulted in 14 pooled codes needing to be transferred to new code holders, 1 pooled code returned to NANPA, 43 blocks made available in the pool. |
| We were made aware that a company may have abandoned pooled codes and blocks in a state. | We worked with NANPA to locate contact information for this company since the contacts in PAS were no longer valid.  We worked with NANPA and the contact provided by NANPA for that company which resulted in PSTN confirmations received for 2 codes, 1 pooled code disconnect,  and 3 Part 4s received for past due blocks/codes.  This resulted in 1 pooled code returned to NANPA,  15 red pending blocks that are now PSTN confirmed available blocks, and 3 overdue block/codes  are now marked as in-service after approval was received from the state commission to approve the past due Part 4s. |
| We were asked by iconectiv to reach out to a block holder who did not have the NXD-X records built for 5 block assignments that were over a year old after several attempts were made by that block holder's AOCN requesting them provide the AOCN with the information so that the records could be built.   | We worked with block holder to provide the appropriate information to the AOCN so that the 5 NXD-X records finally got built in BIRRDS.   |
| Three different state commission staff persons who had several requests for full NXXs in one NPA had questions about how the requests were permitted. | Responded to questions from the staff persons on the rules for obtaining numbering resources and whether state commissions had any alternatives. |
| A regulatory staff person requested information about how to respond to a specific customer request. | Researched the status of the available rate center blocks and discussed with the staff person options available in the rate center. |

# Trouble Ticket Log

* 2 new trouble tickets opened
	+ 1533 – Block transfers were being prevented by Part 4 validation even though Part 4s were on file.
	+ 1534 – SP submitted a mass modification for a block that was not theirs for an intra OCN change and PAS allowed it to go through.

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



* The only remaining open trouble ticket is 1532. All other trouble tickets have been closed.
* The next PAS build is currently scheduled for the end of October.

**Other**

* Following are the proposed 2016 PA/NOWG Meeting dates:

January 15 (Fri)

February 16 (Tues)

March 15 (Tues)

April 26 (Tues)

May 24 (Tues)

June 21 (Tues)

July 19 (Tues)

Aug 16 (Tues)

Sept 27 (Tues)

Oct 25 (Tues)

Nov 22 (Tues)

Dec 13 (Tues)

PA ops review week of April 18 (second choice week of April 25)

* OMB bulletin (OMB 15-01)
	+ Does not change anything in the RCs in the top 100 MSAs. The changes that occurred as a result of this bulletin are:
* The addition of 17 micropolitan statistical areas
* One micropolitan statistical area changed to a metropolitan statistical area but not in top 100
* One MSA (not in top 100) that added a city in its name
* PAS suggestions page
* As a follow up to the operational review, the PA has been working on the PAS suggestion page. The updated PAS Suggestion page which includes a link to the form is located under Tools and a copy the PAS Suggestion form on the main PA website page.

**Open Discussion**

# Next Meeting

* November 13, 1:00pm ET