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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| **CenturyLink – Jan Doell**  **Charter – Betty Sanders**  Cox Communication - Beth O’Donnell  Sprint – Shaunna Forshee  **Sprint – Karen Riepenkroger**  **T-Mobile – Cathie Capita**  **Verizon Communications – Laura Dalton**  **Verizon Wireless – Dana Crandall**  **XO Communication – Ruben Galvin** | Bruce Armstrong  Dara Flowers  Linda Hymans  Cecilia McCabe  Amy Putnam  Shannon Sevigny  Florence Weber  Gary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for September, 2014**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1,355 |
| RCs < 6 months inventory based on forecast and zero blocks | 808 |
| Codes opened for pool replenishment | 366 |
| RCs with blocks in pending status | 479 |
| Number of applications processed | 12,113 |
| Number of Part 1s passed thru from PAS to NAS | 690 |
| 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) | 55/317 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| October 2013 | 10,499 |
| 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 |

# 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)

* The following issues went into initial closure at INC 138 and Final Closure on 10/17/2104:
  + Issue 778, Update INC Guidelines to Identify Permitted OCN Category Types Appropriate for Assignment of Numbering Resources.
  + Issue 779, Revisit Use of Pre-planning Checklist as Proof of Facility Readiness
  + Issue 782, Removal of Suspension due to Minor Errors - COCAG
* The following issue went into initial closure on 10/16/2014 and will be placed into final closure on 10/13/14.
  + INC Issue 738, CO Code Requests from New NPAs

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 551 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 234 |
| # of modifications to existing p-ANIs | 0 |
| # of p-ANI returns | 312 |
| # of requests to cancel p-ANI return | 2 |
| # of requests denied | 1 |
| # of requests suspended | 0 |
| # of requests withdrawn | 2 |

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# Change Orders

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# Pooling Related Activities

* Rate center activity:

September 2014 RC/NPA changes: 8 rate centers involved with 5 NPAs and 5 states:

X  O = 5

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 3

M\*  M = 0

**Meetings:**

* On September 4, 2014, participated NC 336/743 implementation meeting.

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

* Sent NANPA updated pooling data for NC 336/743 for a meeting scheduled September 3, 2014.

# Regulatory Update

In the CA 415/628 overlay area, the PA received requests for new code assignments following the first date new codes could be ordered in the new NPA (628) with an effective date of March 21, 2015. As a result of these new assignments, there are a sufficient number of blocks in the pool that would prevent a service provider opening a code in the 415 NPA to obtain resources for a rate center. The PA has contacted the CPUC on this situation and is currently waiting on a safety valve waiver that the PA can used should a service provider need blocks in a rate center prior to the March 21, 2015 date.

**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. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| A state commission staff person asked for reasons why a pool needed to be replenished. | We ran a block report for the staff person to illustrate that all of the blocks in the pooling NXXs were either AS or RT.  There was also a non-pooled NXX in the rate center. Also had to explain how there could be a non-pooled code in a pooling rate center. |
| A state commission staff person called on two separate occasions to check if two different  NXXs were being used for LRNs. | We checked our records and informed the commission staff person about the LRN status for each request. |
| A state commission staff person asked for reasons why there were so many requests to open codes for pool replenishment in one NPA. | Educated the staff person about forecasted demand and also showed her how there were many rate centers in that NPA with zero blocks.  Also checked the Forecast Report for her in those rate centers. |
| A commission asked for a listing of SPs in a specific county. | Had to filter the data specifically for that area and then provided the information to the commission. |
| We were asked to request voluntary block donations in a pooling rate center that did not have any available blocks. | We had requested block donations for the rate center and successfully received 3 block donations. This process resulted in one code being saved. |
| We were asked to open up 5 excluded rate centers to optional pooling so that numbering resources maybe requested. | We had requested block donations for all rate centers and successfully received 3 block donations for 3 of the rate centers. This process resulted in 3 codes being saved. |
| We worked with SPs, AOCNs, and NANPA to work around issues with the new BIRRDS GUI. | Prior to the new BIRRDS GUI rollout the PA had identified numerous discrepancies between the new and old functionality of the BIRRDs GUI to Telcordia.  We continued to notify Telcordia that the issues previously identified were causing problems for SPs, their AOCNs, as well as the PA, and NANPA.   We also identified other new issues that weren't previously identified during testing with Telcordia. We worked with SPs, AOCNs, and NANPA to work around issues with the new BIRRDS GUI and notified our users via mass email of these issues so that we would be able to continue to make block assignments, modifications and disconnects.  Telcordia has resolved some of the identified issues and we today are still working with Telcordia on resolving the remaining discrepancies between the new and old functionality of the BIRRDs. |
| We had received approximately 891 block and 108 code modification requests via the PAS GUI rather than via the Excel spreadsheet mass modification process. | Since so many modifications were submitted for states that were assigned to one specific PA we had to re-task additional pooling staff members to expeditiously process these modifications. |

# Trouble Ticket Log

* No changes



**Other**

* Quarterly Pooling Tip – October 2014 - NANPA validating the Switching Entity/Point of Interconnection (POI) on all new LRN, Pool Replenishment,  Dedicated Code Requests Assignment & Code Transfer Requests
* 2015 PA/ NOWG meeting suggested dates – As a result of some schedule conflicts, the NOWG will be reviewing proposed alternate dates and will provide a response back to the PA.

**Open Discussion**

# Next Meeting

* November 21, 1:00pm ET