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# ****Attendees****

|  |  |  |
| --- | --- | --- |
| **NOWG** | **FCC** | **PA** |
| **AT&T – Linda Richardson**  **CenturyLink – Jan Doell**  **Cox Communications – Beth O’Donnell**  Sprint – Shaunna Forshee  Sprint – Karen Riepenkroger  Verizon – Laura Dalton  Verizon – Dana Crandall  XO Communications – Ruben Galvin | Myrva Freeman  Sanford Williams | Bruce Armstrong  Tara Farquhar  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, 2016**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 1,189 |
| RCs < 6 months inventory based on forecast and zero blocks | 512 |
| Codes opened for pool replenishment | 280 |
| RCs with blocks in pending status | 576 |
| Number of applications processed | 9,197 |
| Number of Part 1s passed thru from PAS to NAS | 675 |
| 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) | 107/303 |

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**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| October 2015 | 8,524 |
| November 2015 | 7,604 |
| December 2015 | 9,291 |
| January 2016 | 6,922 |
| February 2016 | 12,323 |
| March 2016 | 15,097 |
| April 2016 | 9,371 |
| May 2016 | 9,614 |
| June 2016 | 10,767 |
| July 2016 | 8,067 |
| August 2016 | 11,361 |
| September 2016 | 9,197 |

# Program Improvement Plan (PIP)

* The PA reported 17 customer service items for September



# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* NANC meeting was held September 15

**INC read out (initial closure and new issues)**

* Following pooling related issues went into final closure on 9/23/2016:
* Issue 824, Add thousands-block forecast report (Appendix 1) submission options to TBPAG Section 6.1.1
* Issue 825, Update the COCAG Appendix C – Procedures for Code Holder Exit, to address a returned NXX with an LRN that does not belong to the code holder

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 1,289 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 295 |
| # of modifications to existing p-ANIs | 1 |
| # of p-ANI returns | 976 |
| # of requests to cancel p-ANI return | 2 |
| # of requests denied | 0 |
| # of requests suspended | 0 |
| # of requests withdrawn | 15 |

# Change Orders

* Change Order #3a – Specifications for API
  + Deliverable sent to iconectiv, and FCC, on 9/30/16. PA received and responded to questions from iconectiv in September.

# Pooling Related Activities

* Rate center activity:

September 2016 RC/NPA changes: 26 rate centers involved with 10 NPAs and 6 states:

X  O = 21

M\*  M = 5

M\*  M = 0

**Meetings:**

* Pooling participated in the following meetings:
  + NY 518 declaration of jeopardy call on 9/20/16
  + NY 518 initial implementation call on 9/28/16
  + PA 717 participated in declaration of jeopardy call on 9/29/16

Activities related to requests for pooling-related data from NANPA:

* Provided NANPA data for:
  + CA 909 relief planning 10/7/16 call
  + PA 717 declaration of jeopardy 9/29/16 call
* Provided NANPA updated data for:
  + NY 518 declaration of jeopardy and initial implementation calls
  + PA 717 declaration of jeopardy call

# Regulatory Update

* VoIP direct access order related activities:
  + 15 VoIP applications have been filed and 10 have been approved. There are no notices out for comment and 5 are awaiting for action.
* Held a conference call with the States to answer questions about the 30 day notifications and also provided a status of applications.
* Regulatory Contacts Updates:
  + Ohio – Cheryl Williams has retired and the new contact is Robbin Russell. The PA has held an educational session with Robbin Russell.
  + Kentucky – Kyle Willard has left the commission. At this time there is 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. |
| Received requests for p-ANIs from a carrier. | In reviewing the requests and supporting documentation, we reached out to the carrier to determine which capacity they will be ordering p-ANIs as. After numerous email exchanges and discussions, they were actually applying as a VPC provider, so we explained what is required and also provided the states that we’ve been made aware of that do not certify VPC providers. |
| Received three inquiries from a PSAP regarding misrouted 911 calls. | Contacted the carrier and the MPC provider, provided the PSAP information that is showing for the p-ANI in question. The carrier and MPC provider worked with the PSAP in resolving the issues. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| Ongoing: VoIP Direct Access Order support. | ·   Sent 8 emails to state commission staff about new and pending applications.  · Responded to more than 10 inquiries from service providers and state regulators about 30-day notifications.  · Responded to an inquiry from a rural state about how to check on forecasted demand and block inventory in light of 30-day notifications. Educated the staff person on soliciting block returns.  ·      Began investigation on 2 state inquiries about whether VoIP providers will have to follow state rules about 30-day notifications.  ·      Participated in call with states about the VoIP order primarily about 30-day notifications.  ·      Updated and posted the 30-day state notification process and contact list.  ·       Worked with VOIP applicants to educate them on providing acceptable supporting documentation for requests for resources.  ·       Reviewed the 30 day notices to the state commission provided by a VOIP applicant for requests for resources in multiple rate centers to ensure that for each request that the notices were not previously used for a previously approved request for resources for the same rate center. |
| Ongoing: Initiated a project to reduce the number of very old overdue Part 4s in 5 states. | Through September we have received and approved 40 old Part 4s, initiated reclamation on 10 and reclaimed 1. |
| We were asked to open up 13 excluded rate centers to optional pooling so numbering resources may be requested. | We requested and received block disconnects for all 13 rate centers. This process resulted in 13 codes being saved. |
| A state commission staff person called several times to discuss what we will accept as interim state authorization during a rulemaking process. | Advised her that we will accept the determination of the commission that service providers are authorized to get numbering resources. |
| A state regulatory staff person initiated a request for the possibility of transferring a code instead of opening a new code for and LRN. | Reviewed the existing assignments in each rate center and provided information to the commission staff for contacting the affected service providers. |
| A state waiver was for a different number of blocks than requested by the service provider in their petition. | Contacted the affected state commission staff person to find out if they meant to approve the petition or only the number of blocks approved.  The service provider agreed to take the approved blocks rather than wait for a revised approval letter. |
| Two state commission staff persons (different states) requested information on the overdue Part 4 process. | Educated the staff persons on the rules and guidelines for resolution of overdue Part 4s. |

# Trouble Ticket Log

* There were no new trouble tickets.



**Other**

* **Open Discussion**

# Next Meeting

* November 22, 1:00 pm ET