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# ****Attendees****

|  |  |
| --- | --- |
| **NOWG** | **PA** |
| CenturyLink – Jan Doell  **PA PUC - Chris Hepburn**  **Sprint – Shaunna Forshee**  **Sprint – Karen Riepenkroger**  **T-Mobile USA – Cathie Capita**  **Verizon Communication – Laura Dalton**  **Verizon Wireless – Dana Crandall** | Bruce Armstrong  Jesse Armstrong  Tara Farquhar  Linda Hymans  Cecilia McCabe  Amy Putnam  Shannon Sevigny  Florence Weber  Gary Zahn |

# Quality assurance performance monitoring metrics and measurements

**Summary:**

**Number Pool Status for August, 2015**

|  |  |
| --- | --- |
| **Metric** | **Measure** |
| RCs with < 6 months inventory based on forecast | 2034 |
| RCs < 6 months inventory based on forecast and zero blocks | 1373 |
| Codes opened for pool replenishment | 275 |
| RCs with blocks in pending status | 676 |
| Number of applications processed | 8,068 |
| Number of Part 1s passed thru from PAS to NAS | 499 |
| 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) | 52/230 |

**Details:**

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

|  |  |
| --- | --- |
| **Month & Year** | **Running 12-month total** |
| September 2014 | 12,113 |
| 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 |

# Formal Complaints and corrective action plans to resolve complaints

* None Reported

# FCC and/or NANC News

* NANC meeting is scheduled for 9/30/15
* Request from FCC to participate in a 9/8 call relating to available blocks and available blocks less than 10% contaminated. This was in preparation for a call with NARUC.
* Red Light Report – There have been some recent issues with the Red Light Report where carriers were appearing on the report when they actually should not been on the report. The affected carriers were able to resolve the same day they were notified. The PA noted that there was recently another issue the first part of September 2015 where a number of carriers appeared on the Red Light Report again. The PA brought this to the attention of the FCC.

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

* Following p-ANI issue went into final closure on 8/28/2015:
  + Issue 798, Add language to the p-ANI Guidelines regarding documentation needed for non-exclusive nationwide FCC licenses

# p-ANI

|  |  |
| --- | --- |
| Total Applications Processed (Part 3s Issued) | 358 |
| # of applications not processed in 5 business days | 0 |
| # of new p-ANI assignments made | 294 |
| # of modifications to existing p-ANIs | 5 |
| # of p-ANI returns | 49 |
| # of requests to cancel p-ANI return | 0 |
| # of requests denied | 4 |
| # of requests suspended | 0 |
| # of requests withdrawn | 6 |

* FCC ULS was temporarily down due to system enhancements. The system downtime was extended by a couple of days and was back up on 9/10. Notifications were sent to users advising that the FCC ULS would be down due to system maintenance.

# Change Orders

# Pooling Related Activities

* Rate center activity:

August 2015 RC/NPA changes: 9 rate centers involved with 5 NPAs and 2 states:

X  O = 9

O  M\* = 0

O  M = 0

O  M = 0

O  M\* = 0

M\*  M = 0

M\*  M = 0

**Meetings:**

* Participated in the following meetings:
  + NY 315 initial implementation call on August 5, 2015
  + TX 210 relief planning call on August 26, 2015

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

* Provided NANPA the following:
  + Updated pooling data for NY 315 initial implementation call
  + Pooling data for PA 717 initial planning call
  + Updated pooling data for TX 210 relief planning call
  + Pooling forecast data for the NRUF submission

# Regulatory Update

* Status update call was held on 8/14/15. At the call in the morning, there were 14 attendees and at the afternoon call, there were 5 attendees. No significat issues/questions were presented.

**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 a request for p-ANI from the SP’s consultant for which the documentation was insufficient. | Had numerous interactions with the consultant explaining what was needed from the carrier. |

* + **Pooling**

|  |  |
| --- | --- |
| **Request** | **Action** |
| We were made aware that a company had abandoned pooled codes and blocks in a state. | 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 13 pooled codes needed to be transferred to new code holders, 37 over contaminated blocks needing to be transferred to new block holders, and 1 block made available in the pool. |

# Trouble Ticket Log

* 3 new trouble tickets opened
  + 1530 – SP attempting to make a switch change receiving a validation error to submit a valid switch
  + 1531 – PAS not adding DR-39 verbiage to Red Light denials
  + 1532 – PAS not allowing SP to submit block transfer (INTER OCN) request even though the Part 4 due date hasn't passed yet and a Part 4 isn't on file yet.  PAS should allow a transfer to be submitted.

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



The PA advised that there will be an upcoming release that will resolve the open tickets in the attached trouble ticket report. A notice will be distributed when the release is scheduled.

**Other**

**Open Discussion**

# Next Meeting

* October 13, 1:00pm ET