NANC

2015 NANPA Performance Evaluation Report

**Prepared by the
Numbering Oversight Working Group
(NOWG)**

June 30, 2016

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Executive Summary

The North American Numbering Plan Administrator's (NANPA) annual performance assessment is based upon a compilation of performance feedback surveys, monthly standing agenda conference calls, the annual operational review, and observations/interactions between the NANPA and the Numbering Oversight Working Group (NOWG). The NANPA serves under a contract with the FCC. The NOWG has compiled this data into an annual performance report for the FCC and the North American Numbering Council (NANC).

NANPA's rating for the 2015 performance year was determined by consensus of the NOWG to be **Met**. This rating is defined below:

MET	• Performance was competent and reliable • Decisions and recommendations were within requirements

The Met rating was given to the NANPA for consistency in meeting all requirements which included the areas of Code Administration, NPA Relief Planning, NRUF, and Other NANP Resources.

Throughout 2015, the NANPA personnel continued to exhibit their professionalism and expertise while performing NANPA duties and continued to perform at a consistent level of efficiency in the administration of all NANP resources. Highlights included:

- Initiated a significant project to reclaim 555 line numbers not in service. This project involved extensive communications and outreach in which NANPA contacted the assignees of nearly 5,700 numbers, resulting in the return/reclamation of 4,955 line numbers by the end of 2015.

- Implemented NANP Administration System (NAS) enhancements in error checking capabilities for central office code mass modifications and NRUF submissions. These enhancements improved the integrity of NAS data by enabling the identification and correction of data discrepancies prior to the acceptance of the data into the system.

- In 2015, NANPA recovered or transferred 228 abandoned codes and resolved over 500 discrepancies in code records by working with service providers to ensure newly-assigned resources were built in the industry databases.

- Provided industry leadership and support in multiple NPA relief planning activities. Initiated seven new NPA relief planning projects, filed five NPA relief petitions/applications, facilitated 22 relief planning meetings, shadowed 60 NPA implementation meetings and published seven planning letters.

Section 1.0 Performance Review Methodology

The annual NANPA Performance Evaluation is a summary of significant events that were accomplished during the 2015 performance year. In addition to the annual performance review survey process, the NOWG's interactions with NANPA included the following:

- Monthly NOWG/NANPA status meetings
- Annual operational review
- Change orders
- NANPA NANC reports
- Interaction with the industry and state regulators

The annual 2015 NANPA Performance Survey, conducted by the NOWG to obtain feedback from the industry and state regulators regarding the NANPA's performance, contained eight evaluation sections and a single 'Comment' section at the end of the survey. The rating categories used were Met or Not Met.

The following chart defines the rating categories:

Satisfaction Rating	Used when the NANPA...
MET	• Performance was competent and reliable • Decisions and recommendations were within requirements
NOT MET	• Performance was unreliable and commitments were not met • Decisions and recommendations were inconsistent with requirements

The NOWG also used the "Met or Not Met" categories for the NANPA's 2015 performance rating.

The NOWG will present the draft report to the FCC and the NANPA. The final report will be presented to the NANC for endorsement and then forwarded to the FCC.

Section 2.0 NANPA Reports

In 2015, the NANPA provided reports on its numbering administration activities to the NANC and the NOWG. The reports were consistently completed and delivered when required. The NANPA also provided monthly reports to the FCC and made presentations at the June, September, and December NANC meetings.[1]

2.1 Monthly Reports to the FCC

As required per Sections 8.3, 8.4, and 8.5 of the NANPA Technical Requirements Document, the NANPA reported monthly to the FCC on activity regarding applications, assignments, and denials for Central Office (CO) Codes. The NANPA also reported on other numbering resources, as well as the status of NPA relief activities. In addition, the NANPA reported on the NAS performance and availability.

2.2 NANC Reports

In 2015, the NANPA provided monthly reports to the NANC and made presentations at NANC meetings on a variety of subject matters, which included the following:

- 2015 versus 2014 CO Code and NPA Inventory Status
- A summary of CO Code Activity
- NPA and NANP Exhaust Forecasts and Status Reports
- Trends in application activity, code assignments, and returns
- NPA relief planning and implementation, new NPA assignments and NPAs placed into service, including two new non-geographic NPAs
- Issues introduced by NANPA at INC
- NRUF data collection and process improvements
- Resource reclamations for other NANP resources, in particular, 555 line numbers
- Communications and outreach with the industry and state regulators
- Assistance and training for NAS Users
- Change Orders affecting NAS, NRUF and numbering assignments
- Enterprise Services
- Website additions and enhancements

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[1] The March NANC meeting was cancelled due to weather.

2.3 NOWG Reports

The NOWG and NANPA followed a standing agenda during scheduled monthly oversight meetings. The NANPA prepared monthly performance measurements, status reports, and trouble ticket tracking for the NOWG that were reviewed in-depth during the monthly meetings. NANPA also reported on a range of activities and services performed for the industry and regulators.

Specifically, the NANPA reported to the NOWG on the following:

- Assistance provided to state regulators
- Updates and enhancements to NAS, including new secure File Transfer Protocol (FTP) servers for accepting NRUF submissions
- NAS performance during an extended failover exercise
- Complaints and trouble tickets that affected individual service providers, and trouble tickets that affected multiple NAS Users
- Updates to the mass modification process
- Updates to the State Reclamation Contact List and Safety Valve Quick Sheet
- Procedures for processing applications for interconnected VoIP service providers
- Numbering Resource Optimization efforts
- Training for NANPA staff
- Training for the industry on using NAS for NRUF submissions
- General communications with industry and state regulators
- New procedures for verifying intra-company OCN changes
- Updates to the NANPA website including its conversion to HTTPS
- Updates to User Guides
- Rate center consolidations

See Appendix A for 2015 NANPA / NOWG Standing Agenda

Section 3.0 Program Improvement Plan (PIP)

The PIP is utilized for identifying and tracking program improvements and improvements in the user experience. Additionally, the NANPA utilized the Monthly Operational Report (MOR) for tracking and reporting performance activities at the monthly status meetings.

Highlights of the 2015 PIP included:

- Implementation of a new monitoring capability so the NAS load balancer can quickly identify application server problems and immediately re-direct traffic
- Ongoing code administrator training including procedures for processing applications of interconnected VoIP providers
- Reviewing and updating internal NANPA Help Desk methods and procedures

See Appendix B for 2015 NANPA PIP Report

Section 4.0 2015 Performance Survey Results

4.1   Survey Ratings – Quantitative Analysis

The NANPA 2015 Performance Survey was completed by a total of 68 respondents. The respondents were comprised of 52 Industry and Other respondents and 16 State Regulatory Commission respondents.

Respondents provided a rating for one question in each section. Following are the aggregated response ratings:

Section	Met	Not Met	N/A
CO Code (NXX) Administration	58	0	10
NPA Relief Planning	61	0	7
NRUF	62	0	6
Other NANP Resources	46	0	22
NANP Administration System (NAS)	65	0	3
NANPA Website and Reports	62	4	2
NANPA Industry Activities	44	0	24
Overall Assessment of the NANPA	65	0	3

See Appendix C for 2015 NANPA Numerical Survey Results and Bar Charts and Appendix D for 2015 NANPA Survey Cover Letter and Performance Survey

4.2   NANPA Survey Written Comments

The comment section in the survey allowed respondents the opportunity to provide details regarding their satisfaction or dissatisfaction with NANPA's performance in 2015. The NOWG reviewed all comments to determine if there was a common theme substantiated by multiple respondents.

Following is a summary of written comments that were provided by survey respondents.

The comments provided praise for individual staff members and expressed an appreciation for the quality of service provided by NANPA. The following adjectives and phrases were used by multiple respondents to describe their experiences in working with the NANPA staff:

- Dedicated, knowledgeable
- Responsive, prompt
- Go out of their way
- Always ready to help
- Show expertise and professionalism
- Pleasant and informative

Only two of the comments indicated some dissatisfaction. One respondent noted that it was difficult to find information on the NANPA website, however, once located, the information was helpful. Another respondent expressed frustration about on-line reporting for the NRUF Form 502.

After thoroughly reviewing all of the comments received, the NOWG concluded that the written comments generally indicated a high level of satisfaction experienced by those who interacted with the NANPA.

Samples of the written comments received are provided below:

"The NANPA employees I've had the pleasure of working with are incredibly knowledgeable and more than willing to help."

"NANPA representatives have been very easy to work with. They are very quick to respond to my questions and are helpful. It is a pleasure to work with them."

"NANPA is great about sending email notices to making sure we are apprised of what's happening and when due dates are upon us."

"NANPA staff is always responsive to me when I call or email with questions. I appreciate their experience and depth of knowledge regarding numbering administration issues (both in technical implications and in the area of FCC policies)."

"In 2015, the NANPA staff continued to do an excellent job. All staff members were great to work with and promptly responded to all questions / inquiries."

"Any question or concern I have had they always been so very helpful. I feel very welcome to reach out to them for any issue or question I may have. It is always a pleasure to work with any member of the staff."

"Anyone I have had to deal with at NANPA has always been more than helpful."

See Appendix E for 2015 NANPA Survey Respondents and Respondents' Comments

Section 5.0 Operational Review

The NOWG members met with NANPA representatives in Sterling, VA on March 8-9, 2016 to conduct the annual operational review of the NANPA. During the operational review, there were formal status presentations regarding:

- 2015 Summary
- NANP Administration System (NAS)
- Central Office Code Administration
- NANPA Enterprise Services
- NPA Resource Administration
- NPA Relief Planning
- State NPA Relief Planning Activities
- Numbering Resource Utilization & Forecast (NRUF) Reporting
- NANP Resource Administration
- NANPA Forum Participation and Industry Liaison Activities

The following sections summarize highlights of specific areas within the NANPA operational review.

5.1   2015 Summary

The NANPA presented a high-level summary of its 2015 activities, including the following details about the NANPA's Program Improvement Plan:

- NAS NRUF enhancements
- CO code mass modification enhancements
- The use of the NANP Notification System (NNS) to educate the industry on a variety of topics
- Semi-annual CIC reporting requirement reminders

NANPA reviewed its organization structure and personnel, noting the longevity of its personnel – a collective 167 years of experience with the organization. The high-level summary included a review of the contract details, as well as highlights on CO code allocation, 5XX-NXX assignment activity, and 555 line number reclamation efforts.

5.2   NANP Administration System (NAS)

The NANPA presented the following 2015 highlights on NAS:

- There were 1,297 NAS registered users, including 1,212 service provider or service provider consultant users, 45 federal and state regulatory users, and 40 other users.
- There were 2,679 mailing list recipients.
- The Help Desk received almost 1,750 emails and responded to more than 800 phone calls.
- NAS users were able to submit resource applications, utilize various search/query capabilities, submit and access NRUF data, manage user profiles, and access various NANP notifications such as Planning Letters, newsletters, NPA relief activity information, and INC guideline changes.

- NAS continued to create a daily "NRUF on File" database that is utilized by both the NANPA and the PA.
- NAS continued to create a daily list of Operating Company Numbers (OCNs) in which Federal Registration Numbers (FRNs) are associated with delinquent payments that are subject to the FCC's Red Light Rule.
- NAS issued 150 NNS notifications, covering topics such as NPA relief planning and Planning Letters, NRUF, INC guideline changes, and non-geographic resources.
- NANPA implemented a number of NAS enhancements, including several related to NRUF and CO code mass modifications.
- NANPA updated the NAS application server software and added memory to its application servers, converted the public website to HTTPS, conducted 2 failover exercises, and implemented 8 NAS software builds.
- NANPA opened 7 NAS trouble tickets, closing 5 of the 7 trouble tickets by the next business day, and there were no open trouble tickets at year end.
- NAS met the 99.9% system availability requirement, having 2 instances of scheduled unavailability of 33 minutes, and 4 instances of unscheduled unavailability for a total of 43 minutes.

5.3   Central Office Code Administration

The NANPA presented the following 2015 highlights on code administration services:

- Processed 14,051 applications in 2015, up from 12,400 in 2014.
  - 2% were submitted directly to NANPA; 89% of those were initial applications.
  - 98% were submitted through the PA; 80% of those were growth applications.
- Made 3,728 total and 3,495 net code assignments, both up from 2014.
- Denied 614 code applications due to reasons such as codes returned containing ported numbers or blocks, code holders failing to first disconnect LRNs and/or ports and blocks, lack of supporting documentation, and invalid switching identification.
- Suspended 93 applications, most due to returned codes containing ported numbers.
- Processed all applications within the 7 calendar day requirement, and returned 100% of calls within one business day.
- Made one code assignment that resulted in a code reject, but made no code assignments that resulted in a code conflict.
- Made no processing errors on 3,600 Part 4 applications processed (up from 2,800 Part 4 applications in 2014).
- Denied 27 applications due to the FCC's Red Light Rule.
- Worked with service providers to recover 84 codes across 4 states that were previously protected or no longer in use.
- Identified 386 codes as abandoned, and worked with regulators in 11 states to recover or transfer 228 of those by year-end.
- Initiated reclamation on 3 codes for those states that have not exercised their delegated authority over reclamation.

- Worked with 26 states on 164 codes appearing on state delinquent lists.
- Voluntarily investigated and coordinated communication among state regulators, service providers, and the PA on the possibility of transferring 20 codes in 5 states to avoid opening new codes for LRN purposes.
- Resolved discrepancies on over 500 codes (up significantly from 80 in 2014) by proactively reminding service providers of the requirements to build new codes in industry databases, and to complete work necessary to transfer or return codes.
- Distributed 2 NNS notices concerning rate center consolidations, and 6 NNS notices concerning Industry Numbering Committee (INC) guidelines changes.
- Held weekly meetings with NANPA staff to review, revise, and update internal methods and procedures.
- Initiated and implemented INC issue 796 in June which allows a code to be transferred for LRN purposes, regardless of whether the code has assigned numbers in it.
- Initiated and implemented INC issue 802 which requires an applicant to provide a letter of authorization to NANPA if the switching entity populated on the application is not under the applicant's ownership or control.

5.4   NANPA Enterprise Services

The NANPA presented the following 2015 highlights on NANPA Enterprise Services:

- The NANPA AOCN processed 19,400 total requests, more than double the amount of Part 2 submissions in 2014.
- The NANPA AOCN completed 99.87% of those inputs within 7 calendar days or less, exceeding the standard interval on 26 requests.
- The NANPA AOCN returned all phone calls no later than the close of the next business day, indicating a high quality of service provided to those 190 AOCN services customers.
- The NANPA AOCN continued to provide extra assistance to new customers to enter accurate Part 2 information, as well as ongoing guidance and support to all customers.

In addition to the AOCN services, NANPA continued to stand ready to provide four other Enterprise Services, although none were requested in 2015. Those include the entry of paper submissions of resource applications, entry of paper NRUF submissions, NANPA testimony in state regulatory hearings, and customized reports for publicly available resource assignment data.

Finally, the NANPA technical requirements indicate that any approved Enterprise Services are subject to an audit by an independent auditor. NANPA's most recent audit was completed in September 2015, covering the 2013-2014 time period, and the audit report was provided to the FCC. The next audit is targeted for completion in 2017, covering the 2015-2016 time period.

5.5   NPA Resource Administration

The NANPA presented the following 2015 highlights on NPA resource administration:

- 6 NPAs were assigned, 4 geographic NPAs and 2 non-geographic NPAs.
- 7 NPAs were placed into service, including 5 geographic NPAs in the United States, 1 non-geographic NPA in Canada, and the 588 non-geographic NPA.
- Since 2005, there have been 51 geographic NPAs placed into service, including 34 in the United States and 17 in Canada.
- At year end, there were 409 NPAs assigned, with 385 of those in service and 24 awaiting implementation.
- At year end, there were 272 NPAs remaining unassigned, including 43 Easily Recognizable Codes (ERC) and 229 General Purpose Codes (GPC):
    - Of the 43 ERCs, 6 were reserved and 37 available.
    - Of the 229 GPCs, 172 were reserved and 57 were available.

5.6   NPA Relief Planning

The NANPA presented the following 2015 highlights on NPA relief activities:

- Coordinated relief planning meetings and activities to avoid scheduling conflicts with other industry meetings.
- Conducted 22 industry relief meetings, including 5 initial NPA relief implementation meetings.
- Shadowed another 60 industry committee meetings for relief implementation spanning 11 different implementation projects across 9 states.
- Initiated 7 new relief planning activities.
    - Conducted 3 pre-IPD meetings and 6 relief planning meetings.
    - Conducted one meeting where the streamlined relief planning process was used since the NPA had only a single rate center.
    - Filed 5 relief petitions with state regulators.
- Published 7 Planning Letters announcing new relief projects or changes to existing relief projects.
- Distributed 88 NNS notifications of NPA relief planning activities, up from 2014.
- Met all performance objectives for 57 tracked events.
- Responded to 438 voicemail/email contacts within one business day (100%).
- Conducted weekly calls with other NANPA personnel and the PA.
- Advised state regulatory personnel on the status of NPAs within their states, such as NPA triggers being met or NPAs exhausting within 36 months.
- Conducted a quality survey for the 5 initial relief planning meetings and received an average score of 4.88 on a scale of 1.00-5.00 with 5.00 being the highest.
- Conducted a quality survey for 3 other conference calls and received an average score of 5.00 on a scale of 1.00-5.00 with 5.00 being the highest.
- Assisted California PUC staff in preparing for 6 local jurisdiction and public meetings held for the 213 and 323 NPAs; provided the script and maps, customer notices and mailing lists, and participated in the meetings.
- Tracked the status of various NPA relief activities throughout 2015, such as 5 new relief decisions, 16 suspended relief decisions or implementation dates to be determined across 12 states, and 10 relief petitions pending decisions.

5.7   State Regulatory NPA Relief Planning Activities

The NANPA presented a summary of the 2015 relief planning activities in 23 states where activity took place, a relief decision is pending, or some trigger for action is set in the future. The NANPA also identified 10 potential relief projects to be initiated in 2016 based upon the October 2015 NPA exhaust projections.

5.8   Numbering Resource Utilization & Forecast (NRUF) Reporting

The NANPA presented the following 2015 highlights on NRUF reporting:

- Processed over 13,665 Form 502 submissions
  - 54% submitted via email, 33% submitted online in NAS, and 13% submitted via secure FTP
- All 5 processing metrics were met at 100%
  - Form 502s processed and confirmation notifications sent, with any errors identified, within 7 calendar days
  - Missing utilization notices sent within 45 days
  - Anomalous notifications sent within 90 days
  - Phone calls/emails responded to within one business day
  - Job Aid updates completed 60 days prior to the submission deadline
- Answered more than 1,400 NRUF inquiries and produced 50 reports for state commission staff.
- Conducted NRUF refresher training in December where 75 individuals representing 67 service providers attended.
- Initiated INC issue 789 which updated the NRUF guidelines in March to include all current methods of submission and to include a definition of the FCC Registration Number (FRN).
- Distributed NNS notifications to reporting carriers such as submission deadline reminders, notices of availability of the Utilization Missing Report (UMR) and the Donation Discrepancy Report (DDR), and several helpful tips on how to avoid some frequent errors.
- Updated the NRUF on-line user guide and the NRUF job aid documents, and posted those to the NANPA website.
- Included NRUF-related articles in the NANPA's quarterly newsletters regarding NRUF data provided to the states, checking the UMR, changing OCNs when submitting online in NAS, and new NRUF capabilities in NAS.
- Produced and published NPA and NANP exhaust projections in April and October, as well as a separate exhaust projection for non-geographic 5XX NPAs.

5.9   NANP Resource Administration

The NANPA presented the following 2015 highlights on other NANP resource administration:

- There were 3 FGB CICs returned/reclaimed and no assignments made, for a total of 260 FGB CICs assigned at year-end (Last assignment made in 2012).
- There were 42 FGD CICs returned/reclaimed and 23 assigned, for a total of 1,973 FGD CICs assigned at year-end.
- Initiated and implemented INC issue 792 in June which brought reclamation processes for CICs into alignment with other INC guidelines.
- There were 630 net assignments of non-geographic 5XX-NXXs for a total of 4,199 codes assigned at year-end.
- Initiated and implemented INC issue 803 which eliminated the requirement for NANPA to provide 5XX-NXX and 9YY-NXX trouble reporting contact information to the ATIS Next Generation Interconnection Interoperability Forum (NGIIF) Administrator since NGIIF was no longer publishing such information.
- There were 4 net assignments of 9YY-NXXs for a total of 60 codes assigned at year-end (only 20 are assigned to US entities).
- Initiated a significant effort to reclaim 555 line numbers not in service in 2015:
  - Initiated INC issue 788 to start the discussion and process.
  - Submitted Change Order 2; when approved in June it placed a moratorium on new assignments.
  - Issued Planning Letter to announce moratorium and direct 555 line number assignees to provide status and contact information to NANPA.
  - By year-end, had contacted 5,669 line number assignees via US mail, email and fax.
  - At year-end, 4,955 line numbers had been returned/reclaimed.
  - At year-end, there remained 2,667 national assignments (down from 7,446 in 2014) and 230 non-national assignments (down from 385 in 2014).
- There were no 800-855 line numbers assigned or returned/reclaimed.
- There were no 456-NXXs assigned or returned/reclaimed, for a total of 3 codes assigned at year-end.
- There were no assignments of vertical service codes, N11 codes or ANI II digits.

5.10   NANPA Forum Participation and Industry Liaison Activities

The NANPA presented the following 2015 highlights on its forum participation and industry liaison activities:

- Provided monthly reports to the NANC membership and made presentations at NANC meetings on topics such as NPAs and NPA relief activities, central office codes, other NANP resources, and 555 line number activities.
- Continued to manage and maintain the NANC Chair website.
- Provided monthly reports to and participated in monthly meetings with the NOWG to cover such topics as the PIP, the MOR, NAS performance and enhancements, and NANPA Change Orders.
- Attended NANC's Future of Numbering Working Group (FoN WG) meetings to provide input as needed on NANPA operational capabilities and processes.
- Met with state regulators bi-monthly to review NPA relief activities, CO code assignment trends, INC issues, and other numbering-related activities.
- Also met with state regulators on a one-on-one basis as needed to discuss state-specific NPA relief planning and exhaust projections, CO code assignment activities, and NRUF reporting.
- Actively participated at INC, submitting 6 new issues and 7 contributions, including a contribution to update the guidelines to conform to the FCC's Order 15-70 allowing interconnected VoIP providers direct access to numbers.
- Provided periodic updates to INC on CIC reclamations, NANP resources and ITU-T Study Group activities, and provided real-time guidance during issue discussion to note impacts to NAS and NANPA's administrative roles and responsibilities.
- In quarterly neutrality audits conducted by Ernst & Young, the auditor found no issues with NANPA's processing of central office code and CIC applications or central office code reclamation activities.
- Published the 2014 Annual Report in March 2015, as well as quarterly newsletters covering topics such as NANP resource updates, NPA relief planning activities, new NAS capabilities, the 555 line number assignment moratorium, and other informational items.
- Made various updates to the NANPA website, such as adding information to the 555 line number and CIC resource landing pages, adding the FCC's Order 15-70 regarding interconnected VoIP providers' direct access to numbers, and modifying two NPA relief related reports.
- Made other updates to the website to keep information current on items such as the Safety Valve Process Quick Sheet, NAS user guides, the Binder of Decisional Principles, area code maps, and state reclamation contacts.

5.11   Summary of the NANPA Operational Review

Based on the information shared with the NOWG during the 2015 operational review, the NANPA not only maintained a high level of performance, but continued to proactively find ways to improve processes, NAS, and customer satisfaction. The NANPA's operational review presentation was very thorough in providing details of the NANPA activities in 2015. The NANPA staff effectively responded to NOWG inquiries during presentations, demonstrating their knowledge and seasoned expertise. NANPA received three email complaint submissions in 2015 but none were due to NANPA's performance, just inquiries on local dialing plans and how to stop unwanted calls.

See Appendix F for 2015 NANPA Operational Review Presentation and Appendix G for 2015 NANPA Highlights

Section 6.0 NANP Administration System (NAS)

NAS is the database used by service providers, service provider consultants, regulators, and NANPA in the assignment of NANP resources, NRUF and various administration aspects of the NANP. NAS provides an automated system for processing numbering resource applications, collecting numbering resource utilization and forecast data, and issuing notifications to the industry on numbering matters such as area code relief and rate center consolidations.

NAS provided system functionality in the following areas to support the assignment and administration of NANP resources:

- Central Office Codes
- Non-Geographic 5XX Resources
- Other Numbering Resources
- NANP Notification System
- NRUF
- NAS Reports
- NAS User Registration

Capabilities of NAS include:

- Ability to submit resource applications (e.g. CO code, CIC, 5XX)
- Ability to submit CO code applications via the Pooling Administration System (NAS-PAS interface)
- Queries to search for CO code, 5YY, and 5XX forms/reports
- Ability for users to submit NRUF FCC Form 502 data on-line
- Create daily NRUF on File database which is also uploaded into PAS
- Obtain FRNs delinquent in payments from the FCC and compare with NRUF data to identify OCNs on Red Light list and then upload that list into PAS
- Upload PAS-generated reports which include mandatory pooling rate centers and OCNs opting in pooling

In 2015, the NANPA provided excellent support and maintenance of NAS, meeting the FCC requirement for NAS system availability of 99.9%, which excluded scheduled maintenance.

There were two instances of NAS scheduled unavailability to upgrade Oracle WebLogic application software and to perform failover testing between Sterling VA and Charlotte NC. There were four instances of unscheduled unavailability for a total of 43 minutes where the application server failed to respond in a defined period of time.

In 2015, the following system enhancements were made to NAS:

- Enhanced the CO code mass modification process which included:
  - Identification of codes included on the mass modification spreadsheet that are either not assigned to an OCN in the user's profile or are currently vacant
  - Identification of codes where a future event is scheduled
  - Permit multiple types of changes on the mass modification spreadsheet
  - Allow updating of the Parent Company OCN when submitting a mass modification for intra-company OCN changes
- NNS requirement to limit specified time period of no more than 365 days when requesting All States, All NPAs, All NNS Categories
  - Limitation put in place due to large number of NNS notices in NAS
- Password reminder notices to now provide a link to the NANPA public website page with the NAS User Guides

There were eight NAS software builds in 2015 to implement the system enhancements and maintenance activity.

Regarding NAS Trouble Ticket Activity in 2015:

- There were seven trouble tickets opened in 2015 with the following types of issues:
  - Two tickets involved a user's NAS profile
  - Three tickets related to the reclamation record associated with a central office code
  - One ticket was related to updating NAS with the new 588 area code
  - One ticket concerned updates to the mass modification process
- There was one trouble ticket opened in 2014 that carried over and closed in 2015.

Five of the seven trouble tickets opened in 2015 were closed by the next business day. There were no open trouble tickets at the end of 2015.

The NANPA maintained the NAS Trouble Ticket Log that is reviewed at the monthly NANPA/NOWG meetings. This log provides a description of the issue, actions taken to address the trouble ticket, and the opened and closed date of the ticket.

See Appendix H for 2015 NAS Trouble Ticket Log

Section 7.0 Change Orders

During 2015, NANPA submitted two change orders to the FCC. The NOWG prepared a change order recommendation for each of the NANPA change orders, recommending that they be approved by the FCC.

NANPA Change Order 2: Moratorium on 555 NXX Assignments

> This change order was submitted in May 2015 in response to INC Issue 794: "Update 555 NXX Assignment Guidelines to Reflect a Moratorium on New Assignments." With the FCC's approval of this change order in June 2015, NANPA implemented a moratorium on the assignment of new 555 line numbers.

NANPA Change Order 3: NANP Administration System (NAS) NRUF Updates

> This change order was submitted in September 2015 to propose updates to the NAS NRUF process in response to the FCC Order 15-70 (released June 18, 2015) concerning direct access to numbers by interconnected VoIP providers. This change order proposed updates to NAS to enable interconnected VoIP providers to accurately identify themselves when submitting utilization and forecast data in their NRUF report filings. It also proposed additional changes in NAS to update the NRUF Form 502 to a more current version of Excel™, and to clarify terms used on the form. At year end, this change order was pending FCC approval.

The Change Order Log, which is maintained by the NOWG, shows a history of change orders submitted by NANPA under the current contract.

See Appendix I for the 2015 NANPA Change Order Log

Section 8.0 NANPA Website

The website maintained by the NANPA provides information relating to numbering resources and NPA relief planning for use by service providers, regulatory agencies, and the general public. In 2015, updates made to the NANPA website included:

- Revised the CIC resource landing page to include a reference to the modified reclamation process.
- Updated the "Getting Started with CIC Assignments" document.
- Updated the 555 line number landing page to reflect the moratorium on assignments.
- Added the FCC's Order 15-70 under Publications, FCC NRO Orders.
- Modified the public website report "NPAs Introduced Since 1995" to include only NPAs introduced over the last ten years and renamed the report "NPAs Introduced Over the Last 10 Years."
- Reformatted the NPA Relief Planning Status Report to improve the readability of the downloaded ExcelTM Report.
- Ongoing updates to documents available on the website, such as:
  - Safety Valve Process Quick Sheet
  - NANPA correspondence to the INC identifying CIC resources subject to reclamation
  - NAS User Guides
  - NANP country contacts and area code maps

The feedback received from respondents to the 2015 performance survey regarding the NANPA website was substantially positive in response to the following question: "The NANPA website (www.nanpa.com) was accessible and easy to navigate, and contained accurate and up-to-date information and reports."

Written comments included the following:

"I find it difficult to find exactly what I am looking for on the site, but once I do, the information is very helpful."

"The NANPA website contains valuable information and is consistently current and accurate."

Section 9.0 Conclusion and Recommendation

The NOWG based its 2015 NANPA Performance Evaluation Rating on documentation, information collected, and observations throughout the review year. For the 2015 performance evaluation rating, the NOWG considered NANPA activities that included interaction with the NOWG and NANC, active participation at INC and other industry forums, the NANPA's ongoing consistency in addressing PIP suggestions, the resolution of issues brought to the NANPA's attention, and suggestions made by the NOWG throughout the calendar year.

The 2015 survey results revealed a high level of client satisfaction with the NANPA's performance of their duties. NANPA continued to consistently and effectively demonstrate their numbering expertise. The quality of the work provided by the NANPA in 2015 was consistent and often exceeded expectations.

The NOWG reviewed all aspects of the NANPA activities, which included feedback from the industry and state regulators, to determine the NANPA's performance in 2015. As a result of this analysis, the NOWG gave the NANPA a "**Met**" rating.

The NOWG makes the following recommendations for NANPA's consideration in 2016:

- Continue to proactively search for ways to improve processes, educate customers, and enhance system functionality.

- Make information on the NANPA website easier to locate by reviewing its design and enhancing the website search function.

- Review the existing NRUF training videos for possible upgrades to support training for new VoIP providers and overall NRUF refresher training for service providers, with a focus on the submission of NRUF forms online. Consider also offering webinar NRUF training.

- Add verbiage to the document posted on the NANPA Fast Track website link for "Getting Started with CIC Assignments," to convey the message that OCNs and CICs are not interchangeable, and CICs are not contained in the LERG.

Section 10.0 Acknowledgements & NOWG Participants

The NOWG wishes to thank the following NANPA employees for their contributions throughout the year, for assisting the NOWG during the annual operational review, and for participating in the NOWG's monthly meetings:

Al Cipparone	Kimberly Miller
Joe Cocke	Bill Reidway
Nancy Fears	Beth Sprague
Tom Foley	Brent Struthers
Jeremiah Jenkins	LaShanda Tomlinson
John Manning	Heidi Wayman
Wayne Milby	NANPA Help Desk and Code Administrators

The following NOWG members have participated in varying degrees by attending NOWG meetings throughout the year, attending the annual operational review, and contributing to the development of this document:

AT&T	Linda Richardson
CenturyLink	Jan Doell
Cox Communications	Beth O'Donnell
Pennsylvania PUC	Christopher Hepburn
Sprint	Rosemary Emmer
Sprint	Shaunna Forshee
Sprint	Karen Riepenkroger
T-Mobile USA	Cathie Capita
Verizon	Dana Crandall
Verizon	Laura Dalton
XO Communications	Ruben Galvan

The NOWG would like to acknowledge and thank the following FCC members who attended the 2015 NANPA Operational Review either in person or via the conference bridge/online meeting:

John Castle	Marilyn Jones
Jean Ann Collins	Gary Remondino
Myrva Freeman	Sanford Williams

The NOWG would like to especially thank Marilyn Jones of the FCC who assisted the NOWG throughout the year by answering questions and providing support.

Section 11.0   List of Appendices

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