

NANC

**2014
NANPA
Performance
Evaluation
Report**

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

May 27, 2015

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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).

For the performance evaluation process, the NOWG received NANC concurrence in 2014 to modify the rating categories from the five categories previously used: Exceeded, More Than Met, Met, Sometimes Met, Not Met, to two categories: Met or Not Met.

NANPA's rating for the 2014 performance year was determined by consensus of the NOWG to be **Met**. This rating is defined below:

MET	<ul style="list-style-type: none">• Performance was competent and reliable• Decisions and recommendations were within requirements
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The Met rating was given to the NANPA for consistency in meeting and often exceeding all requirements related to Code Administration, NPA Relief Planning, NRUF, and Other NANP Resources.

Throughout 2014, 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:

- Met all of NANPA's performance measurements and required responsibilities in 2014.
- Implemented process improvements by revising internal Methods and Procedures, conducting ongoing Code Administrator staff training, and creating a NAS trouble ticket log and associated analysis for monthly review by the NOWG.
- Continued to educate the industry through the production of two new NAS instructional videos placed on the NANPA website, issuance of Quarterly NANPA Newsletters, and direct contact with new entrant service providers to explain processes and requirements for requesting numbering resources.
- Improved system capabilities by upgrading NAS hardware and operating software and conducting appropriate testing in order to enhance system security.

Section 1.0 Performance Review Methodology

The annual NANPA Performance Evaluation is a summary of significant events that were accomplished during the 2014 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
- NANPA NANC reports
- Interaction with the industry

The NOWG introduced a new streamlined survey process for 2014 to stimulate a higher survey response rate from entities. The questions were revised and a single ‘Comment’ section was created at the end of the survey to consolidate the participants’ comments. The NOWG received NANC concurrence to modify the rating categories from the five categories previously used: Exceeded, More Than Met, Met, Sometimes Met, Not Met, to two categories: Met or Not Met.

The NOWG also used this same “Met or Not Met” methodology for the overall performance evaluation rating.

The following chart provides the definition of the two rating categories:

Satisfaction Rating	Used when the NANPA...
MET	<ul style="list-style-type: none">• Performance was competent and reliable• Decisions and recommendations were within requirements
NOT MET	<ul style="list-style-type: none">• Performance was unreliable and commitments were not met• Decisions and recommendations were inconsistent with requirements

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 2014, the NANPA reported on its numbering administration activities to the NANC and the NOWG. The reports were consistently completed and delivered as required. The NANPA provided monthly reports to the FCC and made presentations at the March, June, September, and December NANC meetings. The NANPA provided monthly reports to the NOWG as well, for use in fulfilling the NOWG's oversight responsibilities.

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 2014, the NANPA provided monthly reports to the NANC and made presentations at NANC meetings on a variety of subject matters, which included the following:

- 2014 versus 2013 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, including new NPA assignments and NPAs placed into service
- Issues introduced by NANPA at INC
- NRUF data collection
- Code reclamations for other NANP resources
- Communications with the industry and state regulators

2.3 NOWG Reports

The NOWG and NANPA followed a standing agenda during scheduled monthly oversight meetings. The NANPA prepared monthly performance measurements and status reports 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. In 2014, the NANPA created a new Trouble Ticket Log which added to the transparency, quality, and content of reporting provided to the NOWG.

The NANPA reported to the NOWG on:

- Assistance provided to state regulators and utility commission staffers
- Updates and enhancements to NAS, including new servers and a new software release to address items discovered by Neustar Risk Management

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- NAS failover performance
- Modification of the NPA Relief Planning meeting agenda to include an Open Discussion and revision of the NPA Relief Planning surveys
- Availability of the Utilization Missing Report (UMR) for both geographic and non-geographic resources five business days after the start of the NRUF submission cycle
- Trouble tickets that affected individual service providers, and trouble tickets that affected multiple NAS Users
- Rate center consolidations
- Assistance provided to the Department of Homeland Security and Justice Department on NPAs 710 and 364
- Training for NANPA staff
- General communications with industry and state regulators

See Appendix A for 2014 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 2014 PIP included:

- Production of additional training videos for NAS users
- Ongoing Code Administrator training
- Creation of a NAS Trouble Ticket Log to track individual tickets and identify trends

See Appendix B for 2014 NANPA PIP Report

Section 4.0 2014 Performance Survey Results

4.1 Survey Ratings – Quantitative Analysis*

The NANPA 2014 Performance Survey was completed by a total of 67 respondents. The respondents were comprised of 46 Industry and Other respondents and 21 State Regulatory Commission respondents.

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

- CO Code (NXX) Administration
 - 58 as Met
 - 1 as Not Met

- NPA Relief Planning
 - 59 as Met
 - 0 as Not Met

- NRUF
 - 58 as Met
 - 1 as Not Met

- Other NANP Resources
 - 47 as Met
 - 0 as Not Met

- NANP Administration System (NAS)
 - 65 as Met
 - 0 as Not Met

- NANPA Website and Reports
 - 65 as Met
 - 1 as Not Met

- NANPA Industry Activities
 - 46 as Met
 - 0 as Not Met

- Overall Assessment of the NANPA
 - 65 as Met
 - 0 as Not Met

* The aggregated results do not include “N/A” responses.

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See Appendix C for 2014 NANPA Numerical Survey Results and Bar Charts and Appendix D for 2014 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 2014. 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.

Significant praise for the NANPA staff was a consistent theme in the survey comments. In many cases, 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:

- Responsive, professional, resourceful
- Informative, courteous, friendly
- Patient, helpful
- Well organized, prepared, knowledgeable
- Prompt, timely, quick to respond
- Provides great service

None of the comments suggested areas needing improvement. After thoroughly reviewing the comments received, the NOWG concluded that the written comments indicated a high level of satisfaction experienced by those who interacted with the NANPA.

Samples of the written comments received are provided below:

"NANPA has always been responsive and very helpful. The people are very professional and always a pleasure to talk to. I have nothing but GOOD things to say about NANPA!"

"The NANPA Code Administrator(s) consistently provide excellent customer service by contacting us to resolve issues with a Part 1 application if clarification is needed. They are pleasant and helpful."

"Reps are always helpful when I have questions regarding NANPA procedures."

"Neustar is a vital and capable ally to this state regarding numbering management and conservation. I cannot imagine the difficulty I would experience managing numbering resources absent the guidance provided by the staff."

"NANPA personnel were very helpful about providing information and explaining procedures related to number assignment. They were always ready to answer questions, even trivial ones."

“NANPA performance was exceptional.”

“All of the Administrators that I dealt with in 2014 were always more than helpful to assist me with any issues I brought to them.”

See Appendix E for 2014 NANPA Survey Respondents and Appendix F for 2014 NANPA Survey Respondents' Comments

Section 5.0 Operational Review

The NOWG members met with NANPA representatives in Sterling, Virginia on February 24-25, 2015, to conduct the annual operational review of the NANPA. During the operational review, there were formal status presentations regarding:

- 2014 Summary
- NANP Administration System (NAS)
- Central Office Code Administration
- NANPA Enterprise Services
- NPA Resource Administration
- NPA Relief Planning
- State Regulatory NPA Relief Planning Activities
- Numbering Resource Utilization & Forecast (NRUF) Reporting
- NANP Resource Administration
- NANPA Forum Participation and Industry Liaison Activities

The NANPA presentation shared at this meeting can be found in Appendix G.

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

5.1 2014 Summary

The NANPA presented a high-level summary of its 2014 activities, including a review of the NANPA organization and contract details, a summary of NPA relief activity and number resource administration, and details about the NANPA's Program Improvement Plan. Further details are provided in the following sections.

5.2 NANP Administration System (NAS)

The NANPA presented the following 2014 highlights on the NANP Administration System (NAS):

- There were 1,315 NAS registered users, including 1,232 service provider or service provider consultant users, 47 federal and state regulatory users, and 36 other users.
- There were 2,817 mailing list recipients.
- The Help Desk received almost 2,500 emails and responded to more than 2,600 phone calls.
- NAS users were able to submit resource applications, utilize various search/query capabilities, submit NRUF data, manage user profiles, and access various NANP notifications such as Planning Letters, newsletters, NPA relief activity information, and INC guideline changes.
- NAS created a daily "NRUF on file" database that is utilized by NANPA and the PA.

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- NAS created 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 list.
- NAS met the 99.9% system availability requirement, having one instance of scheduled unavailability of 120 minutes, and three instances of unscheduled unavailability for a total of 79 minutes.
- NANPA implemented several NAS enhancements, including capabilities to accommodate the non-geographic 577 NPA and software modifications made to specific public and secure URLs to enhance system security.
- NAS issued 114 NNS notifications, covering topics such as NPA relief planning and Planning Letters, NRUF, INC guideline changes, and non-geographic resources.
- NANPA updated the NAS data software and the firewall operating software, conducted 3 failover exercises, and implemented three NAS software builds.
- NANPA opened 11 NAS trouble tickets, covering issues such as NRUF reporting capabilities, processing In Service confirmation forms, and NAS user profile modifications; NANPA applied workarounds to the address the issues until appropriate corrections could be implemented in NAS.
- NANPA analyzed the quantity and content of NAS trouble tickets submitted before and after the April 2013 NAS technical refresh, and noted that the trend throughout 2014 was that of pre-refresh levels.

5.3 Central Office Code Administration

The NANPA presented the following 2014 highlights on code administration services:

- Processed 12,400 applications in 2014
- 3,414 total code assignments (the highest since 2006) and 3,155 net code assignments
- Processed all applications within the 7 calendar day requirement
- Returned 100% of calls within 1 business day
- No central office code assignments resulted in a code conflict or reject
- Of the 2,800 Part 4 applications processed, no Part 4 was approved or denied in error
- Due to the FCC's Red Light Rule, 24 applications were denied, down from 52 in 2013
- Initiated reclamation on 29 codes for those states that have not exercised their delegated authority over reclamation
- NANPA worked with 26 states on 184 central office codes appearing on state delinquent lists in 2014, resulting in the reclamation of 50 codes.
- Worked with service providers to recover 115 codes across 5 states that were previously protected or no longer in use
- Voluntarily investigated and coordinated communication among state regulators, service providers, and the Pooling Administrator on the possibility of transferring 35 codes in 11 states to avoid opening new codes for LRN purposes

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- Resolved discrepancies on over 80 codes 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 1 NNS notice concerning a rate center creation
- Held weekly meetings with NANPA staff to review, revise and update internal methods and procedures
- Implemented the resolution of several Industry Numbering Committee (INC) issues, including the ability to deny a new code assignment or transfer request if the switching entity/point of interconnection is invalid for the code assignment, and limiting assignment of codes from a new NPA to no more than 66 days prior to the effective date of a new NPA, unless there are no codes available in the existing NPA

5.4 NANPA Enterprise Services

The NANPA AOCN processed almost 8,000 Part 2 submissions in 2014, a 69% increase over 2013. The NANPA AOCN completed 100% of those inputs within 7 calendar days or less. In addition, all phone calls received by the AOCN were returned no later than the close of the next business day, indicating a high quality of service provided to NANPA 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 troubleshooting support when necessary.

In addition to the AOCN Services, NANPA continued to stand ready to provide four other Enterprise Services, although none were requested in 2014. 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 Enterprise Services are subject to an audit by an independent auditor. NANPA's most recent audit was completed in 2013 covering the 2011-2012 time period, and the next audit is targeted for September 2015, covering the 2013-2014 time period. The audit reports are provided to the FCC.

5.5 NPA Resource Administration

The NANPA presented the following 2014 highlights on NPA resource administration services:

- There were 2 geographic NPAs assigned in 2014, both in the United States
- There were 6 NPAs placed into service in 2014, including 4 geographic NPAs in the United States, 1 geographic NPA in Canada, and the 577 non-geographic NPA
- Since the start of 2004, there have been 48 geographic NPAs placed into service – 31 in the United States and 17 in Canada

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- At year end, there were 403 NPAs assigned, with 378 of those in service and 25 awaiting implementation
- There were 278 NPAs that remained unassigned, including 45 Easily Recognizable Codes and 233 General Purpose Codes:
 - Of the 45 Easily Recognizable Codes, 8 were reserved and 37 available
 - Of the 233 General Purpose Codes, 173 were reserved and 60 were available

5.6 NPA Relief Planning

The NANPA presented the following 2014 highlights on NPA relief activities:

- Met all performance objectives for 27 tracked events, and met guidelines requirements with 100% on-time completion of key relief planning tasks
- Responded to 265 voicemail/email contacts within one business day
- Published 8 Planning Letters announcing new relief or changes to existing relief projects
- Distributed 53 NNS notifications of NPA relief planning activities
- Advised state regulatory personnel on the status of NPAs within their states, such as NPA triggers being met, re-opening consensus, and NPAs exhausting within 36 months
- Coordinated relief planning meetings and activities to avoid scheduling conflicts with other industry meetings
- Facilitated 9 industry conference calls related to NPA relief planning, jeopardy, draft petition review, and implementation
- Conducted both the pre-Initial Planning Document (IPD) and IPD relief planning conference calls for the IN 317 NPA
- Conducted initial relief implementation conference calls for the CA 415, OH 740, NC 336, SC 843, and TN 615 NPAs
- Shadowed 69 industry implementation committee meetings for relief implementation for the CA 415, CT 860, FL 305, IN 812, KY 270, NC 336, NV 702, OH 740, SC 843, TN 61,5 and TX 281/713/832 NPAs (up from 46 in 2013)
- Conducted a quality survey for the IN 317 initial relief planning meeting and received an average score of 5.00 on a scale of 1.00-5.00 with 5.00 being the highest (Strongly Agree)
- Conducted a quality survey for 3 other conference calls and received an average score of 4.95 on a scale of 1.00-5.00 with 5.00 being the highest (Strongly Agree)
- Participated in the public hearing and meeting concerning the NC 336 NPA
- Attended the public hearing concerning the FL 305 Keys
- Worked with commission staff to distribute information pertaining to various pre-hearing, evidentiary hearing, and technical conferences for the IN 812 and 317 NPAs
- Tracked the status of various NPA relief activities throughout 2014, such as 4 new relief decisions, 17 suspended relief decisions or implementation dates to be determined (12 states), and 8 relief petitions pending decisions
- Further enhanced the NPA relief planning process by initiating an educational effort to inform recipients of NPA relief planning notices on how to add meeting

invitations to their Outlook calendars, revising the quality surveys to include a question about the effectiveness of using an on-line capability during the meeting, and adding the topic of an industry implementation subcommittee to the initial relief implementation meeting agenda template

5.7 State Regulatory NPA Relief Planning Activities

The NANPA presented a summary of the 2014 relief planning activities in 26 states where activity took place, a relief decision is pending, or some trigger for action is set in the future. The NANPA also identified potential relief projects to be initiated in 2015 based upon the October 2014 NPA exhaust projections.

5.8 Numbering Resource Utilization & Forecast (NRUF) Reporting

The NANPA presented the following 2014 highlights on NRUF reporting:

- Processed over 14,300 Form 502 submissions
- 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 submission deadline
- Answered more than 1,800 NRUF inquiries and produced 82 reports for state commission staff
- Updated the NRUF on-line training guide and the NRUF job aid documents, and posted all to the NANPA website
- Created and posted to the NANPA website a training video providing an overview of the on-line submission method for the NRUF Form 502
- Included NRUF-related articles in the NANPA's quarterly newsletters regarding such items as NRUF preparation reminders, correcting NRUF submissions, and tips on NRUF filing and forecasting
- Distributed various notifications to reporting carriers via the NANP Notification System (NNS) such as submission deadline reminders, notice of availability of the Utilization Missing Report, and reminders focused on particular submission methods (i.e. online in NAS, FTP or email)
- Improved NRUF data quality by rejecting email and FTP submissions containing certain errors such as invalid rate center names, duplicate reporting of the same block or code, and duplicate forecast reporting
- 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 2014 highlights on other NANP resource administration:

- There was 1 FGB CIC returned/reclaimed and no assignments made, for a total of 263 FGB CICs assigned
- There were 58 FGD CICs returned/reclaimed and 26 assigned, for a total of 1,992 FGD CICs assigned
- There were 570 net assignments for non-geographic 5XX-NXXs for a total of 3,569 codes assigned
- There were no 9YY-NXX assignments made, but 4 codes were returned, for a total of 56 codes assigned (only 21 are assigned to US entities)
- There were no 555 line numbers assigned or returned/reclaimed, for a total of 7,446 national assignments and 385 non-national assignments and no change from 2013
- There were no 800-855 line numbers assigned, and 1 returned/reclaimed that had been assigned temporarily in 2013
- There was one 456-NXX returned/reclaimed and no assignments made, for a total of 3 codes assigned
- 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 2014 highlights on its forum participation and industry liaison activities:

- Provided monthly reports to the NANC membership and made 4 presentations at NANC meetings regarding NPAs, central office codes, other NANP resources, and NPA relief activities
- Provided monthly reports to the NOWG and participated in monthly meetings with the NOWG to cover such topics as NAS activities or issues, NANPA's activities at the INC, its face-to-face meetings with state regulators, and NRUF education efforts
- Continued to manage and maintain the NANC Chair website
- Actively participated at INC in 2014, submitting 6 new issues and 12 contributions
- Regularly attended the NANC's FoN WG monthly meetings to ensure NANPA was available to provide input as needed on NANPA operational capabilities and processes
- Published 4 quarterly newsletters throughout 2014 and its 2013 Annual Report in March 2014
- Made additions/enhancements to its website, such as updating the area code maps for 5 states, and posting an index for NANPA newsletters published over the last 5 years

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- In the quarterly neutrality audits conducted by Ernst & Young, the auditor, found no issues with NANPA's processing of central office code and CIC applications or NANPA's central office code reclamation activities

5.11 Summary of the NANPA Operational Review

Based on the information shared with the NOWG during the 2014 Operational Review, the NANPA not only maintained a high level of performance, but continued to proactively find ways to improve processes and customer satisfaction. The NANPA's Operational Review presentation was very thorough in providing details of the NANPA activities in 2014. The NANPA staff effectively responded to NOWG inquiries during presentations, demonstrating their knowledge and seasoned expertise. NANPA received three email complaint submissions in 2014 but none were due to NANPA's performance. One was an inquiry related to stopping unwanted telephone calls, the second was an inquiry about securing a vanity number, and the third was an inquiry about a stolen phone and being able to retain the telephone number.

See Appendix G for 2014 NANPA Operational Review Presentation and Appendix H for 2014 NANPA Highlights

Section 6.0 NANP Administration System (NAS)

NAS is the database used by Service Providers, Consultants, Regulators, and NANPA in the assignment of NANP resources and various administration aspects of the NANP. NAS provides an automated system for processing number resource applications, collecting number 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 that allowed the user to search for CO code, 5YY, and 5XX forms
- Ability for users to submit NRUF data via the FCC Form 502 on-line, email (ExcelTM), and secure FTP
- 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 Red Light OCN into PAS
- Upload PAS-generated reports which include mandatory pooling rate centers and OCNs opting in pooling

During 2014, the NANPA provided excellent support and maintenance of NAS, meeting the FCC requirement for NAS system availability of 99.9%, which excludes scheduled maintenance.

There was one instance of NAS scheduled unavailability to upgrade Oracle database software. There were three instances of unscheduled unavailability for a total of 79 minutes as a result of web and application servers not communicating during a failover exercise and two instances when the application server failed to respond.

In 2014, the following system enhancements were made to NAS:

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- Added capability that allowed users to request the assignment of non-geographic 5XX NPA (NPA 577)
- Modified NAS to accept utilization of the 577 NPA in preparation for the 8/1/14 NRUF
- Conducted NAS Penetration Testing which included:
 - Software modifications to specific public and secure website URLs to enhance system security
- Replaced NAS secure FTP (File Transfer Protocol) servers, used primarily for NRUF submissions
- Updated firewall operating software for both NAS locations
- Upgraded NAS database software

There were three NAS software builds in 2014 to implement the system enhancements.

There were 11 trouble tickets opened in 2014 and 2 trouble tickets from 2013 were carried over into 2014. In 2014, the NANPA created the NAS Trouble Ticket Log that is reviewed at the monthly NANPA/NOWG calls. This log provides a description of the issue, actions taken to address the trouble ticket, and the open and closed date of the ticket. The 2 tickets carried over from 2013 were closed in 2014 and there were two tickets in 2014 that remained open at the end of 2014.

See Appendix I for 2014 NAS Trouble Ticket Log

Section 7.0 Change Orders

During 2014, NANPA did not create or implement any Change Orders.

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 J for 2014 NANPA Change Order Log

Section 8.0 NANPA Website

The website maintained by the NANPA provides information relating to numbering resources and relief planning for use by service providers, regulatory agencies, and the general public. In 2014, updates made to the NANPA website included:

- The following two new training videos were added to the website:
 - Requesting an effective date associated with a central office code assignment application (Part 1).
 - Demonstrating how to submit utilization and forecast data via the NAS NRUF on-line submission capability.
- Modifications were made to improve the website's appearance on mobile devices.
- State Reclamation Contact List and Safety Valve Quick Sheet were frequently updated to reflect changes in contact information.
- A summary of rate center consolidation activities (from 2005 to the present) was added under Central Office Code Reports.
- NAS User Guides were revised to include updated screen shots.
- NAS NRUF On-Line and Other Resources User Guides were modified to reflect the change in the availability in the geographic and non-geographic utilization missing reports.

Comments received regarding the NANPA website during the 2014 survey process provided positive feedback. These comments included the following:

“The NANPA website contains valuable information and is consistently current and accurate. It is a great source of information.”

“The website is helpful and the e-mail notifications are always very timely.”

Section 9.0 Conclusion and Recommendation

The NOWG based its 2014 NANPA Performance Evaluation Rating on documentation, information collected, and observations throughout the review year. For the 2014 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 2014 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 expertise as the custodian of numbering resources in all areas in which they were involved. The quality of the work provided by the NANPA in 2014 was consistent and often exceeded expectations.

The NOWG reviewed all aspects of the NANPA activities, as well as feedback from service providers and regulators, to determine the NANPA's performance in 2014. 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 2015:

- Continue to proactively search for ways to improve processes, educate customers, and enhance system functionality.
- Continue to utilize the NANP Notification System (NNS) to issue informative notices to the industry for issues of common interest, such as NAS enhancements, new reports added to the NANPA website, and the availability of the NANPA Newsletter index.
- Include on the semi-annual CIC Report Reminder Notice, a reminder to review and update CIC contact information as required by the CIC Assignment Guidelines.
- Continue to provide high quality, valued service to the industry.

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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
Joe Cocke
Nancy Fears
Tom Foley
Jeremiah Jenkins
John Manning
Wayne Milby
Kimberly Miller
Beth Sprague
Brent Struthers
LaShanda Tomlinson
Heidi Wayman
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.

<u>Company</u>	<u>Participant</u>
AT&T	Linda Richardson
CenturyLink	Jan Doell
Charter Communications	Holly Kuester
Cox Communications	Beth O'Donnell
Pennsylvania PUC	Christopher Hepburn
Sprint	Rosemary Emmer
Sprint	Shaunna Forshee
Sprint	Karen Riepenkroger
T-Mobile USA	Cathie Capita
Verizon Communications	Laura Dalton
Verizon Wireless	Dana Crandall
XO Communications	Ruben Galvan

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