

# National Thousands-Block Pooling Administration

2007 ANNUAL REPORT



Mr. Anthony S. Wimbush  
Contracting Officer  
FCC Contracts and Purchasing Center  
445 12th Street S.W.  
Washington, D.C. 20554

RE: Contract #CON07000005

Dear Mr. Wimbush:

I am pleased to submit the Thousands-Block Pooling Administration 2007 Annual Report, submitted pursuant to Contract Data Requirements List (CDRL) 4.6.1. This report covers Pooling Administration (PA) activities from January 1, 2007 through December 31, 2007.

This report is required by Clause C.1 of the CONTRACT FOR POOLING ADMINISTRATION SERVICES FOR THE FEDERAL COMMUNICATIONS COMMISSION, FCC Contract No. CON07000005. Section 4, Contract Data Requirements List (CDRL) (Deliverables), specifically Section 4.6.1, Annual, directs that this report contain:

- A brief description of the PA,
- Highlights/significant milestones reached during previous year,
- Identification of existing and potential pooling areas,
- Aggregated total by pool of the service providers participating in the pooled area,
- Forecast results, as well as a review of forecasts vs. actual block activation in the past,
- System and performance metrics,
- The status of required transferable property,
- Industry issue identification/feedback,
- Volume of reports produced aggregated by regulatory agency, NANC, NANPA, and service providers, and
- Additional informational offerings.

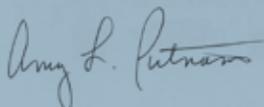
This report details our accomplishments for the entire year, and includes not only the successful completion of the first national pooling administration contract, CON01000016 on August 14, 2007, but also the beginning of the new contract, CON07000005 on August 15. On July 31, 2007, NeuStar was awarded the second contract for the administration of thousands-blocks. This report shows how we seamlessly transitioned from the old contract to the new, while both maintaining the high level of service that our customers have come to expect, and fulfilling all of our new contract requirements on time.

The year 2007 was marked more by high levels of customer service than significant increases in applications processed or blocks assigned. The annual report sets out how the entire PA team contributed to the overall effectiveness of the PA operation, justifying the confidence that the FCC and industry have placed in us.

During the past year we continued to accurately and efficiently manage thousands-block number pooling services in a neutral manner pursuant to our contractual obligations. As we have for the past six-and-a-half years, we will continue to work cooperatively and productively with you, service providers, industry groups, and regulatory staff throughout our contract term.

Should you have any questions about this report, please do not hesitate to contact me.

Respectfully Submitted,



Amy L. Putnam, Esq.  
Director, Pooling Administration  
NeuStar, Inc.

Cc: Ann Stevens, Esq., FCC; Marilyn Jones, Esq., FCC; Gary Remondino, COTR, FCC; Michael O'Connor, NeuStar

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# 1. Description of NeuStar Pooling Administration

## 1.1. Background

In 1997, the Illinois Commerce Commission selected NeuStar, Inc. [then an autonomous business unit known as Communications Industry Services (CIS) within Lockheed Martin Corporation] to administer the trial of thousands-block number pooling in the Illinois 847 Numbering Plan Area (NPA). This trial, the first of its kind, was successfully implemented in June, 1998 and was backed by the Federal Communications Commission (FCC) in its Memorandum Opinion and Order and Order on Reconsideration, CC 96-98, FCC 98-224, known as “the Pennsylvania Order.” In the Pennsylvania order, the FCC granted limited authority to continue the Illinois pooling trial and encouraged other states to seek delegated authority to implement pooling trials. Shortly thereafter, NeuStar began administering the trial in New York’s 212 NPA.

On November 30, 1999, NeuStar, Inc. was divested from Lockheed Martin as a separate, privately-held company. As more states requested and received delegated authority to implement thousands-block pooling trials, NeuStar was chosen as administrator in all but six states where trials were ordered. By the beginning of national pooling, in March, 2002, NeuStar was managing twenty-two state pooling trials in eighty-three NPAs and transitioned over five thousand blocks to our then-newly-designed Pooling Administration System (PAS).

NeuStar competitively bid for and was awarded the first federal contract to administer the national rollout and ongoing administration of thousands-block pooling on June 15, 2001, for a total of five years, renewable annually. Contract number CON01000016 expired on June 14, 2006. By the end of that contract NeuStar was managing nearly 14,000 rate area pools in all fifty states, the District of Columbia and Puerto Rico.

The FCC issued eight contract modifications between June 15, 2006 and July 12, 2007 to extend NeuStar’s pooling administration contract through August 14, 2007. NeuStar again competitively bid for and was awarded the second national pooling contract on July 31, 2007, for a possible total of five years, with a base period of two years and renewable annually for the remaining three. Contract number CON07000005 became effective on August 15, 2007.

## 1.2 Description of National Pooling Administration (PA)

NeuStar, Inc. as the national Pooling Administrator (PA) is an independent, neutral third party, as defined in Section H.3.B, CONFLICT OF INTEREST AND NEUTRALITY REQUIREMENTS, of the Pooling Work Statement (PWS). As such, the PA is responsible for the fair and efficient overall administration of pooled North American Numbering Plans (NANP) numbering resources. The PA is a non-governmental entity that is impartial and not aligned with any particular telecommunication industry segment, and complies with 47 C.F.R. § 52.1, which contains the same neutrality requirements to which the NANPA is subject. The PA serves as the neutral thousands-block administrator and ensures that domestic numbering administration shall be effective, while leveraging the expertise and innovation of industry to promote number conservation.

The PA:

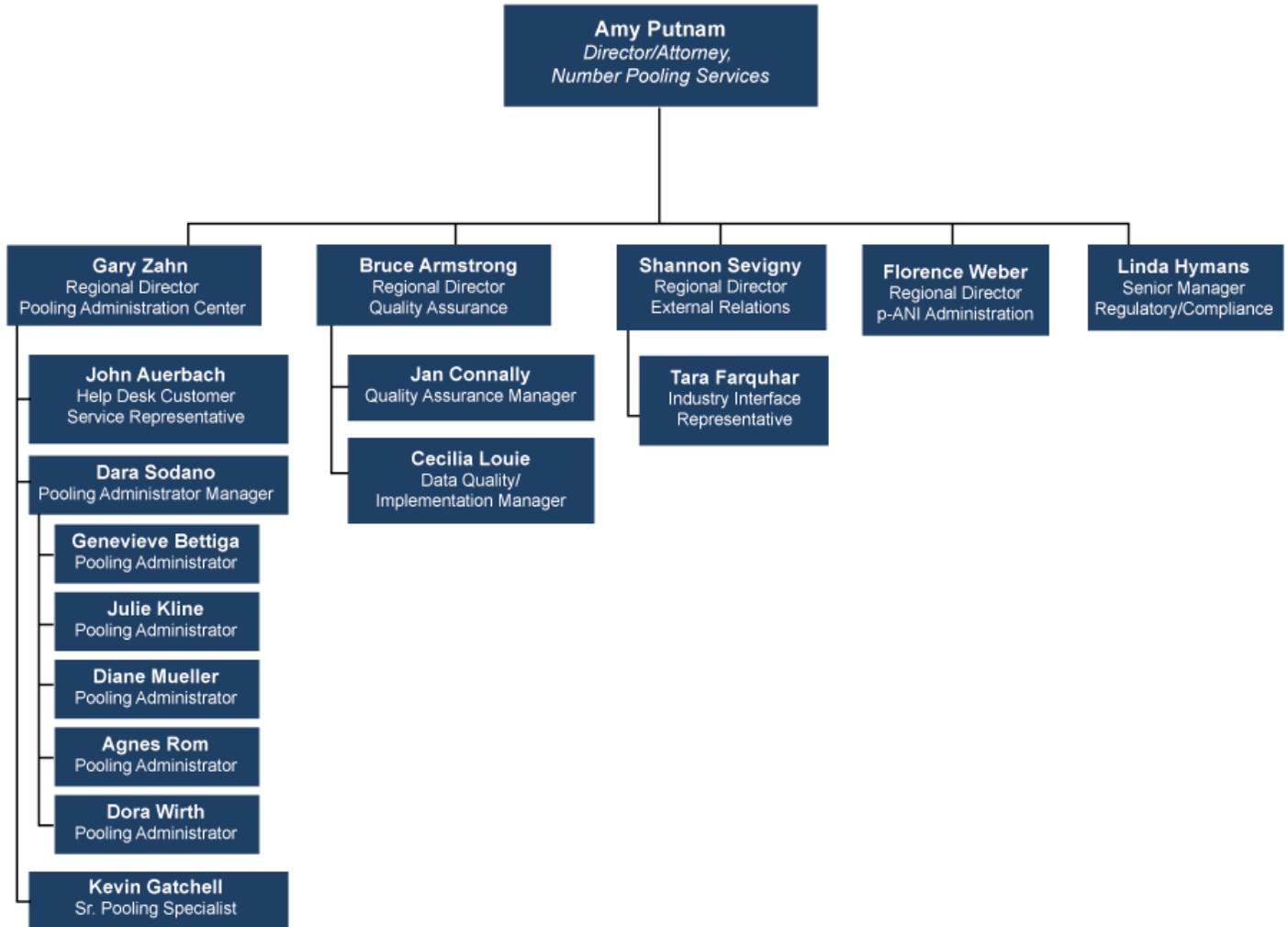
- Provides a standardized application of all administrative pooling guidelines,
- Develops tools and implements a system containing both hardware and software to facilitate the assignment, tracking, and data reporting requirements,
- Maintains interfaces with the NANPA, NPAC, service providers, industry forums, (e.g., INC, NRRIC, etc.) and regulatory agencies, and
- Maintains and plans for adequate pool inventory numbering resources.

The PA performs the day-to-day number resource assignment and administrative activities with a long-term focus, which includes maintaining a system to support all day-to-day and long-term pooling functions.

The PA also interacts with the NANPA and the NPAC vendor, while impartially administering thousands-block number pools by assigning, managing, forecasting, reporting, and processing data that allows service providers in rate areas designated for thousands-block number pooling to receive telephone numbers in blocks of 1,000. In addition, we maintain adequate pool inventory and accurate rate area designations.

For further information on the PA requirements, see Clause C.1 of the CONTRACT FOR POOLING ADMINISTRATION SERVICES FOR THE FEDERAL COMMUNICATIONS COMMISSION, FCC Contract No. CON07000005.

### 1.3 NeuStar Pooling Administration Organization Chart



## 2. 2007 NeuStar PA Highlights and Significant Milestones

Following is a synopsis of the major pooling accomplishments of NeuStar, as national Pooling Administrator (PA), during the 2007 reporting period.

### *Contract Award*

NeuStar submitted a thorough response to the Federal Communication Commission’s (FCC’s) Request for Proposal for Pooling Administration Services on April 5, 2007. The FCC awarded NeuStar the second Thousands-Block Pooling Administration contract for provision of pooling services on July 31, 2007. The contract became effective on August 15, 2007. (For details, see Section 2.1). Throughout the proposal process, the PA maintained its high level of productivity as pooling administrator.

*PA productivity at a glance (For details, see Section 2.2.)*

**Table 1. PA Productivity at a Glance**

Activity	2007 Total
Applications processed (Part 3s):	115,982
Applications not processed in 7 calendar days:	3
Blocks assigned:	46,796
Change requests to existing blocks:	37,515
Disconnects processed:	18,998
Withdrawals: <sup>1</sup>	1,292
Block requests denied:	3,295
Donations processed:	14,307
Central Office Codes opened:	2,669
Red Light Rule Denials:	218
Total Reclaimed Blocks:	69

### *Pooling Administration System (PAS)*

In spite of its advanced age, the PA was successful in sustaining PAS’ high level of connectivity. The PAS again exceeded the requirement of 99.9% scheduled availability with a total of 99.998% availability. (For details, see Section 6.0)

<sup>1</sup> During 2007, the system did not allow for service providers to withdraw an application; however, the system allows the PA to deny an application at the service provider’s request and the Part 3 form is coded as a withdrawal.

The total number of assigned blocks in the Pooling Administration System (PAS) as of December 31, 2007 was 190,721.

### *Comprehensive and timely reporting*

We produced 7,646 reports for the FCC, state regulatory agencies, the North American Numbering Council (NANC), NANPA, and service providers during the reporting period. (For details see Section 9.0.)

### *Industry support and customer focus*

In 2007, the PA participated in all three scheduled NANC meetings, and the Network Routing Resources Information Committee (NRRIC) meetings, the Common Interest Group on Routing and Rating (CIGRR) meetings, the Local Number Portability Administration (LNPA) Working Group, and the Future of Numbering (FoN) Working Group, as well as attending all Industry Numbering Committee (INC) meetings, and submitting 10 issues and 25 contributions to INC. (For details see Section 8.2)

The Data Quality and Implementation Management group continued the quality control and maintenance of the pooling area files that are so critical to service providers. (For details, see Section 2.4.)

The PA met with the NOWG for twelve monthly meetings in 2007, providing updates on various pooling administration activities. We also participated in the annual performance review and received a “More than Met” rating. The PA worked, and continues to work, cooperatively with the NOWG to make desired industry improvements while also meeting our contractual requirements. (For details, see Section 8.3)

### *Regulatory and Compliance*

We attended one commission meeting and provided educational sessions on pooling issues for three states as well as participating in two regulatory update calls with state regulatory staff. In addition we supported state implementation of FCC orders granting four petitions for additional delegated authority for Kentucky, Idaho, Alabama, and Wisconsin. The PA also responded to over 280 regulatory inquiries in 2007. (For details, see Section 2.5)

## p-ANI Administration

As Interim Routing Number Administrator (IRNA), we worked with the INC on completing the development of the permanent p-ANI Administration Guidelines by providing contributions, continued to participate in the p-ANI IMG meetings, responded to general inquires regarding p-ANIs, assisted providers with ESQK issues, and attended meetings to offer assistance and expertise. There were six new user registrations received and one ESQK request in 2007. (For details, see Section 2.6)

## 2.1 Pooling Administration Contract

### 2.1.1 Contract Award

On July 31, 2007, NeuStar, Inc. was awarded its second consecutive National Thousands-Block Number Pooling Administration (PA) contract by the Federal Communications Commission (FCC). The contract term is for a base period of two years, with three subsequent one-year options, and was effective on August 15, 2007. The original pooling contract was awarded to NeuStar in June, 2001 and expired on August 14, 2007, after several contract extensions.

### 2.1.2 Contract Requirements

NeuStar worked under two different contracts in 2007. Through August 14, 2007, the PA fulfilled the contract requirements set forth in CON01000016. Beginning on August 15, 2007, the PA began to fulfill the contract requirements set forth in CON07000005. The new contract, while similar in scope to the previous, required that NeuStar develop and implement an enhanced Pooling Administration System (PAS) within 180 days of contract award, i.e. by February 11, 2008. NeuStar personnel worked diligently to fulfill this requirement and delivered the enhanced PAS on February 9, 2008.<sup>2</sup>

<sup>2</sup> We recognize that this report covers only 2007. However, we cannot help but acknowledge at least once that the enhanced PAS is indeed functional as of this writing.

**Table 2. CDRL Plans**

No. Days after Contract	Date Due	CDRL#	Plan Name	Date Submitted	Date Accepted
30	09/13/07	CDRL 4.7	System Acceptance Plan	09/13/07	10/18/07
45	09/28/07	CDRL 4.2	Security Plan	09/28/07	10/18/07
60	10/12/07	CDRL 4.3	System Documentation Plan	10/08/07	10/23/07
60	10/12/07	CDRL 4.4	Disaster/Continuity of Operations	10/11/07	10/23/07
60	10/12/07	CDRL 4.5	Statistical Forecasting Plan	10/08/07	10/23/07
60	10/12/07	CDRL 4.6	Management Reporting Plan	10/11/07	PENDING
120	12/12/07	CDRL 4.8	QA Plan	12/12/07	12/21/07

In addition, the PA is required by the new contract to submit numerous reports and plans that are enumerated in at Clause C.1 of the CONTRACT FOR POOLING ADMINISTRATION SERVICES, Section 4, Contract Data Requirements List (CRDL) (Deliverables).

Table 2 is a list of CDRL plans that were submitted on-time to and accepted by the FCC in 2007.

In addition to the plans listed in Table 2, there are CDRL reports that must be submitted annually, semi-annually, quarterly, and monthly. These reporting requirements did not change from the previous contract and were submitted on time throughout 2007. However, new in 2007 is the requirement that all of these reports be posted to the <http://www.nationalpooling.com> website.

Beginning in September, 2007, we began posting the reports listed in Clause C.1 of the CONTRACT FOR POOLING ADMINISTRATION SERVICES, Section 2.22.4.5, on the website. All of the CDRL reports that we submitted to the FCC are detailed in Section 2.5.7.

### 2.1.3. Personnel Reorganization

To assure the highest level of performance under the new contract, which focuses more on data quality than the preceding, national rollout contract, the PA reorganized some of its personnel and job functions. Highlights of the reorganization are:

#### **Pooling Administration Services Center (PASC) – Concord, CA**

- A Pooling Administration Manager position was created to supervise all of the Pooling Administrators;

- A Senior Pooling Specialist position was created to handle specialized pooling administration projects, manage reclamation, centralize NANPA meeting liaison functions, and provide a high level of pooling expertise, as well as backup for the Pooling Administration Manager.

#### *Creation of the Quality Assurance group*

- The Senior Data Analyst position was eliminated. A new position, Regional Director, Quality Assurance was created;
- The Pooling Implementation Manager (PIM) position was eliminated;
- A second new position, Data Quality and Implementation Manager, was designed to handle PAS data integrity and supplemental implementation responsibilities.
- The Quality Assurance Manager position was moved to this group.

#### *Reorganization of the External Relations group*

- The Senior Manager, Regulatory/Compliance now reports to the Director;
- The Industry Interface Representative was moved to the group.

#### *Pooling Administration Technical Operations group*

- The technical operations group was moved to NeuStar corporate operations.

A listing of current Pooling Administration Services Center personnel and their contact information can be found on [www.nationalpooling.com](http://www.nationalpooling.com) under “Contacts.”

**Table 4. Total Number of Applications Processed by Activity Type**

	Approved	Denied	Suspended	Total	Percent of Total
Block Modifications	36,895	620	0	37,515	32.4
Block Disconnects	18,998	1,002	0	20,000	17.2
Individual Blocks	38,063	2,452	0	40,515	34.9
Block Transfers	405	186	0	591	.5
LRN Blocks	1,189	323	725	2,237	1.9
Dedicated Blocks	1,792	81	200	2,073	1.8
Pool Replenishment Blocks	5,753	439	1,927	8,119	7.0
Manual	2,922	714	1,296	4,932	4.3
Totals	106,017	5,817	4,148	115,982	100

## **2.1.4 Development of the Enhanced Pooling Administration System (PAS)**

During 2007, NeuStar began development on an enhanced Pooling Administration System (PAS) to be released 180 days after contract award. Work for the new system by NeuStar included writing the system functional requirements, building and testing the system, writing user guides for internal and external users, developing user testing procedures, and developing web-based training materials. Release of the new system is expected to have an on-time delivery on February 11, 2008.

## **2.2 Pooling Administration, Concord CA**

This section describes PA activity in 2007 including information about applications processed, blocks assigned and NXX codes opened. Pooling productivity statistics from the beginning of national thousands-block number pooling can be found in Section 10.0, Trends in Pooling Since 1998.

### **2.2.1 Pooling Administration Productivity for 2007**

In 2007, there were 115,982 applications (Part 3s) processed by the PA as follows:

**Table 3. Applications Processed by the PA in 2007**

Application	Total
Approvals	106,017
Denials	5,817
Suspensions	4,148

**Table 5. Number of whole NXX codes opened by the PA in 2007**

Purpose	Total	Percent of Total
LRN	689	25.8
Dedicated Customer	178	6.7
Pool Replenishment	1,802	67.5
TOTAL	2,669	100

The PA also issued 19,569 Part 5s as a result of disconnects, reclamations, and block exchanges during 2007. There were 18,998 actual block disconnects approved during 2007. Although the PA is not required to report on application withdrawal requests, there were 1,292 Part 3s during 2007 that were denied based upon service providers' requests to withdraw their applications. The PA also denied 3,295 block requests during 2007. Of the 115,982 applications processed in 2007, 32% were requests to modify an existing block, and over 98% of these were approved.

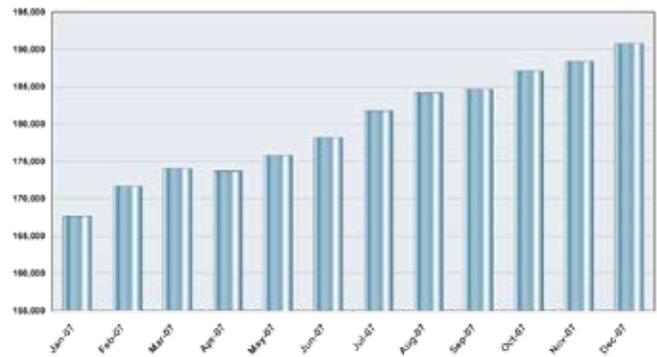
The PA processed 99.997% of applications within 7 calendar days during 2007, which far exceeds the performance metric of 97%. Only 3 applications were not processed within 7 calendar days during the entire year, which is 80% fewer than in 2006.

The level of activity managed by the PA declined in 2007 for the first time since we began pooling administration

functions. The total number of thousands-blocks assignments decreased by 25% in 2007 over 2006. Also, the number of applications (Part 3s) processed per month in 2007 decreased by 9% over 2006.

The below chart shows the cumulative number of assigned thousand-blocks in the PAS during 2007.

**2007 Cumulative Total Assigned Blocks**



In order to represent the actual increases in the monthly volume of assignments, the chart below depicts the monthly block assignments during 2007.

The total number of applications processed is a measure of the actual work performed by the pooling administrators, because not every application results in an immediate

**2007 Monthly Blocks Assigned**



### 2007 Pooling Administration System Applications (Part 3s)



assignment of a thousands-block. Although a large majority of applications for numbering resources are processed and approved immediately, some are suspended for future action and some are denied entirely.

The above chart provides a complete overview of all applications processed in the PAS for 2007, which includes approvals, denials, and suspended applications.

**Table 6. Top 10 States for Applications (Part 3s) in 2007**

State	Total Applications
CA	12,799
NY	10,535
TX	8,392
FL	7,280
PA	5,791
IL	5,236
NJ	4,438
MI	3,946
OH	3,647
MA	2,848
WA	2,739
NC	2,711

**Table 7. Top 10 NPAs for Applications (Parts 3s) in 2007**

State/NPA	Total Applications
NY 347	2,204
NY 646	1,378
CA 714	1,315
NY 631	998
IL 773	990
CA 323	985
CA 909	941
TX 956	932
TX 832	917
NC 704	864

## 2.2.2 Pool Replenishment

During 2007, inventories of many pools continued to exhaust in the absence of additional voluntary donations to the depleted supply of blocks that had been donated when pools opened. The PA persisted in diligently trying to replenish pool inventories, and worked with the NOWG and the INC to focus carriers' attention on keeping adequate inventories to meet demand.

Section 2.14 of the technical requirements states that the "contractor shall maintain a six-month inventory pool for each pooling area in order to meet the forecasted resource needs of participating service providers" and that the contractor shall use the service provider forecasts to size and manage each pooling area. During 2007, an average of 499 pooling rate areas<sup>3</sup> (approximately 3.6% of the total) per month had less than a six-month inventory based on carriers' forecasts. Of these 499 pooling rate areas, an average of 141 rate areas per month had zero blocks with some forecasted need.

While the PA has no authority to actually replenish the inventory pool because it is not authorized to obtain resources directly, we manage the process by determining when a pooling rate area inventory will fall below the aggregated six-month service provider forecasts, which establishes that it is necessary for service providers to replenish the pool. For replenishment, the PA has to rely on service providers that can meet the MTE (Months to Exhaust) and utilization requirements to open a code and replenish the pool. The service provider would keep the number of blocks for which it qualified, and the rest of the blocks go into the pool for that rate area.

There were 2,114 requests to open a CO code for pool replenishment resulting in 1,802 CO codes opened for pool replenishment in 2007.

The PA performed the following actions throughout 2007 to increase service provider participation in pool replenishment:

- Sent bimonthly e-mail notifications to all service providers with forecasts in any deficient pooling rate area. Notifications included how many blocks the recipient service provider had forecasted in that rate center for the next six months and the aggregate number of NXXs needed in that rate area in the next six months.

- Reported the names and number of rate areas with less than six months of available resources based on carriers' forecast to the NOWG each month
- Reported the names and number of rate areas with zero inventory and positive forecasts to the NOWG each month.
- Continued working with the INC on the previously-submitted issue specifying pool replenishment concerns and a list of potential solutions for its consideration.

The ten states and NPAs in which there were the greatest number of codes opened to replenish pools in 2007 were:

**Table 8. Top 10 States for Pool Replenishment**

State	Codes Opened
CA	318
NY	301
TX	263
IL	123
PA	116
FL	114
OH	98
NC	87
CO	81
MO	66

**Table 9. Top 10 NPAs for Pool Replenishment**

NPA	Codes Opened
NY 347	79
TX 956	51
NV 702	40
CO 719	37
NY 646	36
CO 970	35
NY 315	32
IL 773	32
CA 909	32
TX 210	31

<sup>3</sup> A "pooling area" is defined as a rate area with either a mandatory or optional designation.

### 2.2.3 Reclamation

NeuStar PA initiates reclamation according to the Thousands-Block Number (NXX-X) Pooling Administration Guidelines (TPBAG) which directs that, “[a] thousands-block assigned to a service provider should be placed into service by the applicable activation deadline, that is, six-months after the original effective date returned on the Part 3 and entered on the BCD/BCR screen in BIRRDs.” Each thousands-block assignment has an associated “Part 3 effective date,” which is the date the individual numbers in the thousands-block become available to be assigned to customers. The block holder confirms that the thousands-block is in service by submitting a Part 4 to the PA. If the PA does not receive the Part 4 during the first five months following the original effective date identified on the Part 3, the PA sends a reminder notice to the block holder.

If the Part 4 is not received within six months of the original Part 3 effective date, the Part 4 is considered delinquent and the thousands-block is eligible to be reclaimed. By the 10th calendar day of each month, the PA sends a list of delinquent Part 4s for the thousands-blocks from the previous month to the appropriate state commission or FCC. The FCC Report and Order and Further Notice of Proposed Rulemaking released March 31, 2000 (1st NRO Order) delegated authority to the state commissions to determine whether a thousands block should be reclaimed or not. The FCC makes reclamation decisions for those states that have opted not to exercise their reclamation authority. There were 32,343 blocks on delinquent Part 4s reports in 2007.

The PA website provides detailed information about the reclamation process, as well as contact information for the participating state commissions and FCC.

In 2007, state commissions or the FCC authorized the PA to reclaim 69 thousands-blocks.

**Table 10. Blocks Reclaimed in 2007**

State	Blocks Reclaimed
TEXAS	23
VERMONT	15
INDIANA	13
MICHIGAN	7
ALABAMA	3
ARKANSAS	2
NEW JERSEY	2

State	Blocks Reclaimed
GEORGIA	2
NEW HAMPSHIRE	1
COLORADO	1
TOTAL	69

## 2.3 Pooling Administration System (PAS)

### 2.3.1 PAS Performance

As detailed in Section 6.0, PAS had one incidence of unscheduled downtime in 2007 totaling nine minutes for a total of 99.998% availability, which means we far exceeded our system performance metric of 99.9% availability.

There were also two instances of FCC-approved scheduled unavailability that totaled 35 minutes in duration. See 2.3.2 for a description of the improvements made during this downtime.

### 2.3.2 Pooling Administration System (PAS) Change Orders/Improvements

Improvements to PAS are generally driven by changes to FCC rules, industry guidelines, or specific service provider or regulatory requests. If such changes or suggested improvements require a change to the PA contract, change orders are submitted to the FCC.

For change orders required under the previous contract, the PA had to provide the FCC, state regulatory agencies and the NANC with a written notice “...within a period of not more than 30 calendar days” summarizing the changes required and “...the potential impact of the changes upon service and cost.”<sup>4</sup> Under the current contract, “when the INC places any changes to its guidelines in final closure, the PA “...shall submit an assessment regarding the impact of scope of work, time and costs to the INC, the NANC and the FCC within 15 calendar days.”<sup>5</sup>

The Numbering Oversight Working Group (NOWG) currently reviews PA change order proposals and provides recommendations to the FCC. To facilitate the review process, the Regional Director, External Relations serves as the liaison with the NOWG to address any questions that may arise from their review of the change order.

<sup>4</sup> Section 2.5.3 of Attachment B, Section J: Thousands-Block Pooling Contractor, Technical Requirements, dated November 30, 2000

<sup>5</sup> FCC contract No. CON07000005, Section 2.5.4 of Section 3 Description /Specification/Work Statement dated July 31, 2007

The following sections provide a summary and description of each 2007 change order, and its status as of December 31, 2007. The PA submitted a total of three change orders in 2007, proposing a variety of system or process changes that were additions to the requirements of the contract in effect at the time.

### 2.3.2.1 Change Orders Submitted by the PA in 2007 under the previous contract

Two change orders were submitted to the FCC under the provisions of the previous contract. One, Change Order 48, was a revision to the Change Order 48 that was originally submitted on October 13, 2006.

**Table 11. Change Orders Under Previous Contract**

Number	Type	Description	NOWG Recommendation	Status
48 (Revised)	FCC	Interim p-ANI Administrator	Approved	Approved
51	INC Issue 506	Update TBPAG Appendix 2 per LNPA WG Request Regarding Unusable Blocks	Approved	Approved

### 2.3.2.2 Change Orders submitted by the PA in 2007 under the current contract

**Table 12. Change Orders Under Current Contract**

Number	Type	Description	NOWG Recommendation	Status
1	INC Issue 519	Pool Replenishment	Approved	Approved

### 2.3.2.3 Change Orders from the Previous Contract Acted Upon by the FCC in 2007

The FCC acted on five change orders in 2007, four from the previous contract and one from the current contract, accepting all five change order recommendations. Table 13 provides details on each change order for which there was an FCC decision in 2007.

**Table 13. FCC Decided Change Orders**

Number	Type	Description	NOWG Recommendation	Status
48	FCC	Interim p-ANI Administrator	Approved	Accepted 8/21/07
49	INC Issue 523	Pooled Blocks Pending Verification of LERG Assignee Responsibilities	Approved	Accepted 1/25/07
50	INC issue 527	Blocks with Effective Dates earlier than the NXX Activation Date of Associated LRN	Approved	Accepted 1/25/07
51	INC Issue 506	Update TBPAG Appendix 2 per LNPA WG Request Regarding Unusable Blocks	Approved	Accepted 3/1/07

### 2.3.2.4 Change Orders from the Current Contract Acted Upon by the FCC in 2007

**Table 14. Change Orders Acted Upon by the FCC**

Number	Type	Description	NOWG Recommendation	Status
1	INC Issue 519	Pool Replenishment	Approved	Accepted 12/21/07

### 2.3.2.5 Change Orders Incorporated into PAS in 2007

Five previously-submitted change orders affecting the system were implemented in 2007. The change orders, with descriptions of the changes that were incorporated into PAS in 2007 are as follows.

**Table 15. Change Orders Implemented in 2007**

Number	Description of Changes	Implemented
44	<b>Contaminated or Pristine Assigned Block Returns – INC Issue 486</b> – A remarks field has been added to the Part 1A form. PAS will not accept a Part 1A disconnect if the SP has not completed the remarks field. The SP should enter contamination “Yes” or “No” in the remarks field of a disconnect request; if this information is not provided the PA will deny the request.	March 19, 2007

**Table 15** (continued)

Number	Description of Changes	Implemented
47	<b>Update the TBPAG Part 4 Form – INC Issue 516</b> – The following fields were added to the Part 4 form: OCN, telephone number, email address, fax number, rate center, and original effective date.	March 19, 2007
49	<b>Pooled Blocks Pending Verification of LERG Assignee Responsibilities – INC Issue 523</b> – PAS will reject any Part 4s submitted for blocks that are assigned to the LERG Assignee where the LERG Assignee has not yet sent the PSTN confirmation email to the PA confirming that the code has been activated in the PSTN and all LERG Assignee responsibilities have been fulfilled.	March 19, 2007
50	<b>Blocks with Effective Dates earlier than the NXX Activation Date of the Associated LRN – INC Issue 527</b> – A footnote has been added to the Part 1A form to remind service providers that the block effective date cannot be prior to the date of the NXX (for the associated LRN) has been activated in the PSTN.	March 19, 2007
51	<b>Update TBPAG Appendix 2 per LNPA WG Request Regarding Unusable Blocks – INC Issue 506</b> – Three new fields were added to the Appendix 2 form in PAS “If contaminated, how many TNs are not available for assignment?”, “Have all intra-SP ports been completed?” and “Has the block been protected from further assignment?”	May 21, 2007

### 2.3.4 PAS and Website Overview Sessions

In 2007, the PA continued its ongoing efforts to provide educational support for service providers who use PAS and the pooling website. There continues to be positive response to these refresher overview sessions. The PA held two PAS

*“I thought it was great.”*

*“I thought the overview was conducted very well, and the information provided was helpful. In my opinion, no improvements are necessary.”*

*“Screen shots in the powerpoint presentation of how to fill out the Part forms was extremely helpful”*

and Pooling website overview sessions on Tuesday, June 19th and Thursday June 21st for a total of 40 attendees. Questions asked during the sessions were compiled into a document that was provided to the attendees of these sessions as well as posted to the website for those who could not attend.

## 2.3.5 Help Desk and Trouble Tickets

### 2.3.5.1 Help Desk

The Customer Support Representative (CSR or Help Desk) is the human interface between the PAS and our customers. The CSR responds to both internal and external questions and requests for technical support, and attempts to promptly confirm the cause of a problem.

The CSR:

- Opens, logs, and monitors trouble tickets to ensure that problems are resolved in a timely manner, and is able to quickly identify the appropriate person to whom to escalate issues, as needed;
- Works with carriers to troubleshoot problems over the phone and at the desktop, to assist in resolving technical problems;
- Answers a variety of inquiries from customers, including questions regarding use of forms and the PAS, and assists users with locating documentation; and
- Creates, deletes, and maintains user accounts and passwords.

In 2007, the Customer Support Desk handled approximately 3,900 calls from customers. This represents a 25% drop in the total number of calls handled by the Help Desk in 2006 (5,200).

### 2.3.5.2 Trouble Tickets

In 2007, there were eight trouble tickets submitted to the Help Desk on items such as pooling process related questions and PAS errors. This represents a 56% decrease from the total number of trouble tickets submitted in 2006 -- (18). Table 16 provides information on the 2007 trouble tickets and the activity necessary to correct the issue.

**Table 16. 2007 Trouble Tickets**

Ticket Number	Date Opened	Date Closed	Days Opened	Ticket Type	Testing and build required
HD100932	3/15/07	3/15/07	1	SP deficiency/ misunderstanding	NO
HD100933	3/16/07	3/16/07	1	SP deficiency/ misunderstanding	NO

**Table 16** (continued)

Ticket Number	Date Opened	Date Closed	Days Opened	Ticket Type	Testing and build required
HD100934	5/3/07	5/3/07	1	SP deficiency/misunderstanding	NO
HD100935	5/24/07	5/24/07	1	SP deficiency/misunderstanding	NO
HD100936	9/5/07	9/5/07	1	SP deficiency/misunderstanding	NO
HD100937	11/29/07	11/29/07	1	Opened by PA related to system deficiency	NO
HD100938	12/6/07	12/6/07	1	PA data entry error	NO
HD100939	12/11/07	12/11/07	1	SP deficiency/misunderstanding	NO

## 2.4 Pooling Implementation Management

### 2.4.1 Rate Area File Quality Control and Maintenance

The Data Quality and Implementation Manager (DQIM) manages the quality control and maintenance of the rate area files located on the website. The rate area files identify the participation status designation of all rate areas in each NPA, including where service providers are either required to participate in pooling (Mandatory), are required to participate when a second service provider enters the rate area (Mandatory Single Service Provider), may participate in pooling (Optional), or where there is currently no pooling (Excluded).

The six current status designations of rate areas as defined in the NPA/Rate Area Reports are as follows:

1. **Mandatory (M)** - This rate center is located in a top 100 MSA and service providers with numbering resources in this rate area that have not been granted a specific exemption must pool in this rate area.

2. **Mandatory State (M)** - Pooling was implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA, but has one or more pooling-

capable service providers, and is considered a mandatory pooling rate center.

3. **Mandatory Single Service Provider (M\*)** - This rate center is located in a top 100 MSA, but has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service provider receives numbering resources in this rate center, the designation will be changed to M for Mandatory.

4. **Mandatory State Single Service Provider (M\*)** - Pooling has been implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA and has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service provider receives numbering resources in this rate center, the designation will be changed to M for Mandatory State.

5. **Optional (O)** - This rate center is not in a top 100 MSA and any service provider with numbering resources in this rate center may elect to pool at its option. Service providers may voluntarily participate in thousands-block number pooling in an Optional rate center outside the top 100 MSAs.

6. **Excluded (X)** - This rate center is not in a top 100 MSA and no service provider is currently participating in pooling. This rate center is not available in the Pooling Administration System (PAS).

**Table 17. Total Number of Distinct Pooling Rate Areas in PAS by Year**

Status Designation	2002	2003	2004	2005	2006	2007
M*	0	683	885	675	583	519
M	4,090	4,782	5,796	4,679	4,765	4,820
O	1,695	5,763	5,870	6,335	6,439	5,728
M	1,448	2,053	1,607	1,479	1,636	2,401
M*	N/A	N/A	N/A	N/A	216	547
X	3,648	7,260	6,381	5,489	5,004	4,605
Total	10,881	20,541	20,539	18,657	18,643	18,620
Total Pooling Areas	7,233	13,281	14,158	13,168	13,639	14,015
Total Mandatory Pooling Areas	5,538	7,518	8,288	6,833	7,200	7,221

## 2.4.2 Rate Area File Changes

The DQIM is responsible for the accurate recording all of the pooling information associated with every NPA, including the status designation for each rate center. She is also responsible for the maintenance and tracking of all changes related to pooling areas that occur as a result of FCC and state orders and Office of Management and Budget (OMB) directives. Because of the frequent number of changes in the rate area files for various reasons, and in response to industry suggestions, we established a link on the PA website to a monthly report of the most recent changes made to these rate area files, we established a Rate Center File Changes Report in 2003. Prior to the establishment of this report, service providers had to compare the previous month's data in NPA rate area files in order to determine whether any changes or additions had taken place. These reports are posted within the first five working days of every month. The PA made 1,900 rate area designation changes in 2007 compared to 1,093 in 2006, an increase of 74%.

The following table shows how many rate areas were changed during each month in 2007.

**Table 18. Summary of Rate Area Designation Changes for 2007**

Reason	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Change in Status													
M* to M	1	6	11	28	8		5		4	3	2	2	70
M* to M		16	2	13			10			1	65	4	111
M to M*			4	6									10
M to M*			6	1									7
M to M							1						1
O to M													0
O to M				359	119	19				47	114		658
O to M*				265	16	56				21	49		407
X to M					9								9
X to M*													0
X to M*					31								31
X to O	14	52	4	47	33	9	5	45	10	71	30	33	353
New Rate Centers			198	3	1		1	5					208
Deleted Rate Centers				5			8	17	1		2		33
Rate Center Name Change			1					1					2
<b>Totals</b>	<b>15</b>	<b>74</b>	<b>226</b>	<b>727</b>	<b>217</b>	<b>84</b>	<b>30</b>	<b>68</b>	<b>15</b>	<b>143</b>	<b>262</b>	<b>39</b>	<b>1900</b>

## 2.4.3 Supplemental Implementation Meetings (SIMs)

**Table 19. Supplemental Implementation Meetings (SIMs) in Conducted by NeuStar in 2007**

State	State Order Issued	NPA/s Affected	Supplemental Implementation Meeting (SIM)	Pool Start Dates
Ohio	11/28/06	740, 937	1/9/07	5/28/07
Missouri	12/4/06	417,573, 636, 660	3/7/07	4/30/07
Washington	1/24/07	360	3/8/07	6/29/07
Washington	3/28/07	509	4/25/07	6/29/07
New York	3/29/07	315, 518, 845	5/30/07	10/31/07
Kentucky	7/18/07	270	8/21/07	11/30/07
Idaho	9/13/07	208	10/23/07	6/16/08
Alabama	10/9/07	256	11/15/07	1/19/08

**Table 20. NRUF/Forecast Results for 2007**

Date	Worksheets	NPAs	Jurisdictions	Forecasts - Year 1		
				Blocks Forecasted	Blocks Available	Codes Forecasted
Feb-07	237	275	52	71,893	176,445	3,125
Aug-07	237	275	52	35,063	183,483	1,144

### 2.4.5 NRUF/Semi-Annual Forecast Report

The NRUF (Numbering Resource Utilization/Forecasting) report (Form 502) is used by the North American Numbering Plan Administration (NANPA) to monitor and project exhaust in individual area codes as well as in the NANP overall. Service providers participating in pooling are required by Section 6.0 of the Thousands-Block Pooling Administration Guidelines (TBPAG) to submit their NRUF to the NANPA on a semi-annual basis on or before February 1 for the period ending on December 31, and on or before August 1 for the period ending on June 30 of each year. Service providers also submit the Thousands-Block Forecast Report (Appendix 1) to Pooling Administration for each of their separate OCNs at the thousands-block level, per rate area, for every NPA in which they have resources, as of June 30 and December 31, each year. This semi-annual report (due February 1 and August 1) includes a five-year forecast of demand for blocks-by-year. The data provided by the service providers in these forecasts is treated confidentially by the PA.

Data provided by the service providers was aggregated at the rate area level for all NPAs in pooling and used by the PA

to provide a rate area NRUF to NANPA and to determine if a critical industry inventory insufficiency existed within any rate area. The PA forwarded its aggregated NRUF data to the NANPA and a separate consolidated forecast report to the FCC according to the required deadlines, within 21 calendar days of both the February 1 and August 1 dates. The quantities of worksheets and NPAs have grown since the first cycle fulfilled by PA in February 2002 from 21 states, 84 NPAs and 60 worksheets, to a total of 275 NPAs in August 2007, covering 52 jurisdictions for which 237 worksheets were submitted to NANPA.

## 2.5 Regulatory and Compliance

### 2.5.1 Regulatory Update Conference Calls

The PA participated in two regulatory update conference calls, on October 25 and December 6, 2007. Topics included updates on the PA organization, pool replenishment, delegated authority petitions, PA survey, and status of change order activities.

### 2.5.2 Regulatory Orders

In 2007, the FCC issued two orders granting several state petitions for additional delegated authority to add more

**Table 21. 2007 Summary of Delegated Authority Activity**

State	FCC Order NO.	Date FCC Order Issued	NPA/s	State Order Issued	NPA/s Affected	Supplemental Implementation Meeting (SIM)	Pool Start Date
Missouri	FCC 06-14	2/24/06	417,573, 636,660	12/4/06	417,573,636, 660	3/7/07	4/30/07
Ohio	DA 06-2299	11/9/06	740, 937	11/28/06	740, 937	1/9/07	5/28/07
New York	"	"	212/646, 315, 518, 631, 845	3/29/07	315, 518, 845	5/30/07	10/31/07
Washington	"	"	360, 509	1/24/07	360	3/8/07	6/29/07
"	"	"		3/28/07	509	4/25/07	6/29/07
Kentucky	DA 07-2280	5/31/07	270	7/18/07	270	8/21/07	11/30/07
Idaho	DA 07-3728	8/24/07	208	9/13/07	208	10/23/07	6/16/08
Alabama	"	"	256	10/9/07	256	11/15/07	1/19/08
Wisconsin	"	"	715, 920	12/20/07	715,920	2/5/08	TBD

mandatory thousands-block number pooling in specific NPAs within their jurisdictions.

First, on May 31, 2007, the FCC released an order, in CC Docket No.96-98, CC Docket No 99-200, DA 07-2280, granting a petition for delegated authority to implement mandatory thousands-block number pooling in the Kentucky 270 NPA.

Then, on August 24, 2007, the FCC released an order in CC Docket No. 96-98, CC Docket No. 99-200, DA 07-118, granting petitions for delegated authority to implement mandatory thousands-block number pooling filed by the Idaho Public Utilities Commission (Idaho Commission) for the 208 NPA, the Alabama Public Service Commission (Alabama Commission) for the 256 NPA, and the Public Service Commission of Wisconsin (Wisconsin Commission) for the 715 and 920 NPAs.

Following the release of these delegated authority orders from the FCC, we conducted conference calls with regulatory staff for each affected state to discuss the process for implementation. Since the FCC merely delegated authority to the states to order additional pooling according to provisions of the order, the state commissions had to issue their own orders to implement further mandatory thousands-block number pooling.

#### **2.5.4 Daily Activity Reports for State Regulators**

In response to suggestions received from state regulatory staff members regarding their need to be able to observe daily application activity in their states, the PA made a confidential daily activity report available to requesting states beginning in April, 2005. The report is sent automatically by email and consists of daily Part 1A and Part 3 activity for the state. By the end of 2007, 21 states were receiving the report, an increase of one from 2006. In all, there were 7,370 daily activity reports sent to state commissions in 2007.

#### **2.5.5 Educational Sessions**

In 2007, PA staff attended a meeting of the Washington Utilities and Transportation Commission in January, 2007 at which implementation of additional mandatory pooling was approved. We served as an informational resource and provided reports on the status of the area code.

In addition, the PA conducted educational sessions on pooling processes and procedures, as well as on the pooling status, with Commissioners and staff in Massachusetts, Wisconsin, and West Virginia. These sessions are intended to assist regulatory commissioners and staff as they respond to thousands-block pooling issues in their states, by explaining procedures such as safety valve, reclamation, forecasting, and application processing. By conducting these sessions we attempt to improve regulatory understanding of the process which ultimately enhances the pooling experience for service providers.

In addition to these meetings, the Senior Manager, Regulatory/Compliance had over 280 contacts with state regulatory staff by phone and email about various issues such as block applications, donations, forecasts, pooling area designations and required participation, safety valve and reclamation procedures, and additional delegated authority.

#### **2.5.6 Debt Collection Improvement Act of 1996, FCC 04-72, MD Docket 02-339, adopted March 25, 2004 (Red Light Rule)**

The “Red Light Rule” provides that anyone filing an application or seeking a benefit from the FCC or one of its components (including the Universal Service Administrative Corporation, the Telecommunications Relay Service, or the North American Numbering Plan Administrator) who is delinquent in debts owed to the FCC will be barred from receiving a license or other benefit until the delinquency has been resolved. As a result, the PA was directed to withhold assignment of numbering resources to an entity identified by the FCC as delinquent in its payments to them.

The PA processed 218 denials as a result of the Red Light Rule in 2007, down from 247 in 2006.

#### **2.5.7 Reporting Compliance**

The following are the Contract Data Requirements List (CDRL) documents required and submitted by the PA contract during the 2007 calendar year, referencing the current contract section number and when those required reports were submitted.

### 2.5.7.1 Contract Data Requirements List (CDRL) – Plans

The following are the Contract Data Requirements List (CDRL) plans that were submitted by the PA during the 2007 calendar year according to the deadlines established in the contract.

**Table 22. CDRL Plans**

Report Name	Section Ref	Req Deadline	Date Submitted	Date Accepted
System Acceptance Plan	CDRL 4.7 per Section 3.12	Within 30 calendar days of contract award	Sept 13	Oct 18
Security Plan	CDRL 4.2 per Sections 3.1, 3.7, 2.16.1	Within 45 calendar days of contract award	Sept 28	Oct 18
System Documentation Plan	CDRL 4.3 per Section 3.19	Within 60 calendar days of contract award	Oct 8	Oct 23
Disaster Recovery/ Continuity of Operations Plan	CDRL 4.4 per Section 3.17	Within 60 calendar days of contract award	Oct 1	Oct 23
Statistical Reporting Plan	CDRL 4.5 per Section 2.17.3	Within 60 calendar days of contract award	Oct 8	Oct 23
Management Reporting Plan	CDRL 4.6 per Section 3.11	Within 60 calendar days of contract award	Oct 11	PENDING
QA Plan	CDRL 4.8 per Section 2.22.3	Within 120 calendar days of contract award	Dec 12	Dec 21

### 2.5.7.2 Contract Data Requirements List (CDRL) – Recurring Reports

Table 23 details the Contract Data Requirements List (CDRL) recurring reports that were submitted by the PA during the 2007 calendar year according to the deadlines established in both the previous and current contracts. The section references are from the current contract. The PA now posts these reports to the website after submission to the FCC.

**Table 23. CDRL Recurring Reports**

Report Name	Section Reference	Required Interval	Dates Submitted
Staffing Report	CDRL 4.6.4.3 per Section 2.3	1st working day of the month	Jan 3, Jan 31, Feb 27, Apr 2, May 1, Jun 1, Jul 2, Aug 1, Sept 4, Sep 28, Oct 26, Dec 3
Thousands –Block Pooling Report	CDRL 4.6.4.1 per Section 2.21 Also see 2.22.4.5	Monthly	Jan 15, Feb 15, Mar 15, Apr 16, May 15, Jun 15, Jul 16, Aug 15, Sep 17, Oct 15, Nov 15, Dec 17
System Performance Report	CDRL 4.6.4.2 per Section 2.22 Also see 2.22.4.5	Monthly	Jan 15, Feb 15, Mar 15, Apr 16, May 15, Jun 15, Jul 16, Aug 15, Sep 17, Oct 15, Nov 15, Dec 17
Pooling Matrices Report	CDRL 4.6.3.1 per Section 2.21.2 Also see 2.22.4.5	Quarterly	Jan 15, Apr 16, Jul 16 and Oct 15
Forecasted Demand	CDRL 4.6.2.1 per Section 2.17.1	Semi-Annual	Feb 22 and Aug 21
Rate Area Inventory Pool Status	CDRL 4.6.2.2 Section 2.16.5	Semi-Annual	Feb 22 and Aug 21
Annual	CDRL 4.6.1 per Section 2.21.1	Annual	Mar 30
By Request (Ad Hoc)	CDRL 4.6.5 per Section 2.21.3	Within three business days	As requested

### 2.5.7.2 Other Required Reports

**Table 24. Other Required Reports**

Report Name	Section Reference	Required Interval	Where	Dates Submitted
Staffing Report	Section H.3.3	Monthly	To FCC only	Jan 3, Jan 31, Feb 27, Apr 2, May 1, Jun 1, Jul 2, Aug 1, Sept 4, Sep 28, Oct 26, Dec 3
Progress Report	Section G.5	Monthly by the 15th of the month	To FCC only	Sep 14, Oct 15, Nov 15, Dec 14
Quarterly Pooling Metrics	Section 2.22.4.5	Quarterly	To PA Website only	Oct 15
Inventory	Per Section 3.21	Annual	To FCC	May 9

## 2.6 Interim RNA Administration (p-ANI)

Following a NANC recommendation, on September 8, 2006, the FCC appointed the national Pooling Administrator to serve as the Interim Routing Number Authority (IRNA) for p-ANIs for VoIP providers, consistent with the INC p-ANI Interim Assignment Guidelines for ESQK, as clarified in the appointment letter.

Six months later, in March 2007, the Industry Numbering Committee (INC) forwarded to the NANC the permanent p-ANI Administration Guidelines for consideration at the April NANC meeting. These Guidelines were accepted by the NANC on April 17, 2007 and on June 28, 2007, the FCC accepted the NANC's recommendation with unspecified clarifications.

When the FCC awarded the new PA contract in August, 2007, it included the provision that the new national PA will act as the permanent p-ANI Administrator once the FCC directs the permanent process. As of December 31, 2007, the permanent process for p-ANI has not been directed by the FCC.

Less than two months after being designated as the Interim RNA in 2006, we delivered to the industry a functional system and process in compliance with the “p-ANI Interim Assignment Guidelines for ESQK.” This included a dedicated ESQK website ([www.esqk.com](http://www.esqk.com)); the development of a web-based application to allow users to register and submit requests on-line, and to view available and assigned ESQK ranges in real time; and user guides to assist users in navigating the application. In accordance with the Interim Guidelines, we canvassed the industry nationwide to ascertain what p-ANIs had been assigned and received from the 211 NXXs and 511 NXXs in order to accurately establish the inventory of available ESQKs and to avoid any duplicate assignments.

*“Thanks for your speediness and willingness on all the pANI contributions -- couldn't do this without you!”*

In 2007, as the PA, we worked with the INC on the development of the permanent p-ANI Administration Guidelines by providing contributions and participating in the discussions. We continued to participate in the p-ANI IMG meetings. The IRNA Regional Director responded to

general inquires regarding p-ANIs, assisted providers who were unable to receive ESQKs directly from the IRNA to obtain ESQKs from other entities, and attended meetings to offer assistance and expertise.

**Table 25. Interim RNA Activity as of December 31, 2007**

ESQK New User Registrations Received	6
Approved	4
Denied	2
ESQK Requests Received	1
Approved	0
Denied	1

## 2.7 2007 PA Survey

The PA strives to publish an annual survey through which service providers and regulators can assess the PA's performance. The survey functions as an issue identification method that assists us with process enhancement and improved customer service. It is not a requirement of our FCC contract and is not connected with the annual performance survey completed by the Numbering Oversight Working Group (NOWG) for the NANC.

In 2007, we conducted the survey in October. Survey participants had a choice of completing the survey online or returning the survey via email or fax. There were 113 surveys returned, 20 of which were from state regulators.

Prospective survey participants were asked to rate PA performance on a scale of one (1) to (5), with one (1) being lowest and five (5) being highest. We developed the eleven questions to measure our performance in user interface, timeliness, knowledge, website information, and overall customer service.

In the 2007 results, questions regarding performance of PA personnel showed a high level of satisfaction with scores of 4.5 or higher. Questions regarding the help desk also had a rating of 4.5 and the overall satisfaction of the pooling website had a score of 4.3.

There were some suggestions by survey respondents on PAS improvements, training sessions, and website updates, all which have been addressed either with the enhanced PAS coming out in 2008 or directly with the respective respondents to address any concerns they have.

**Table 26. 2007 Survey Questions and Response Scores**

Surveys Returned = 113	Surveys Returned by Regulators = 20	Average Score
The pooling administrators are knowledgeable about the thousands-block application processes.		4.6
The pooling staff members are courteous and helpful.		4.7
The pooling staff members provide sufficient information regarding pooling at industry meetings.		4.5
The pooling staff members are knowledgeable about rate centers, and when necessary, refer me to the pooling guidelines, websites, or other appropriate references.		4.5
The pooling staff members communicate information about pooling often enough to meet my needs.		4.5
The pooling staff members respond to my request for information in a timely manner.		4.6
Overall, I am satisfied with the level of service provided by the pooling staff members.		4.6
The Help Desk personnel assist me with responses to my questions or refer me to industry guidelines, websites, or other appropriate resources.		4.5
Overall, I am satisfied with the level of service provided by the Help Desk personnel.		4.5
I am able to locate pooling-related information easily on the website.		4.2
Overall, I am satisfied with the nationalpooling.com website.		4.3
<b>OVERALL AVERAGE RESPONSE</b>		<b>4.5</b>

The 2007 survey illustrates significant satisfaction with PA performance. Following are some of the comments that supported this:

*“A fantastic group of people to work with. Very helpful, courteous, and knowledgeable.”*

*“We are extremely pleased with the service we receive from the Help Desk and our PAs!! Thanks!”*

*“All NeuStar personnel whom I have contacted are personable, knowledgeable, and very responsive to my needs.”*

*“I am fortunate to work with NeuStar personnel. From my experience, their level of involvement and interest is unsurpassed in either public or private work environments.”*

*“I have used the pooling administrators and the pooling Help Desk on numerous occasions over the past year and all have been a positive experience. If they do not have the answers they always get back to us in a timely manner.”*

*“All of the PA personnel we come into contact with constantly exhibit a high level of professionalism and courtesy. I have yet to have an issue “fall through the crack” and not be addressed or resolved in a timely manner.”*

*“I inherited the pooling function about a year ago and the Pooling Administrators I have worked with have been very helpful to me in learning this job.”*

# 3. Identification of Existing and Potential Pooling Areas

In this section, Pooling Administration summarizes the number of existing pooling areas. While we do not include a distinct list of separate “potential” pooling areas, there are currently 4,605 rate areas in which no carrier is pooling, and which could therefore be considered “potential” pooling areas. (See Section 3.2)

The PA designates each rate area according to one of the following definitions:

1. **Mandatory (M)** - This rate center is located in a top 100 MSA and service providers with numbering resources in this rate area that have not been granted a specific exemption must pool in this rate area.
2. **Mandatory State (M)** - Pooling was implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA, but has one or more pooling-capable service providers, and is considered a mandatory pooling rate center.
3. **Mandatory Single Service Provider (M\*)** - This rate center is located in a top 100 MSA, but has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service provider receives numbering resources in this rate center, the designation will be changed to M for Mandatory.
4. **Mandatory State Single Service Provider (M\*)** - Pooling has been implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA and has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service provider receives numbering resources in this rate center, the designation will be changed to M for Mandatory State.
5. **Optional (O)** - This rate center is not in a top 100 MSA and any service provider with numbering resources in this rate center may elect to pool at its option. Service providers may voluntarily participate in thousands-block number pooling in an Optional rate center outside the top 100 MSAs.
6. **Excluded (X)** - This rate center is not in a top 100 MSA and no service provider is currently participating in pooling. This rate center is not available in the Pooling Administration System (PAS).

### 3.1 Identification of existing pooling areas

Table 27 identifies the 14,015 pooling areas (i.e., distinct rate areas), and their status designation, by state, as of December 31, 2007. A pooling area is defined as either “mandatory” or “optional.” Rate areas with a designation of “excluded” are not considered pooling areas.

**Table 27. Pooling Areas and Status Designation by State**

State	Mandatory (M)	Mandatory (M) (State)	Mandatory (M*) (Single SP)	Mandatory (M*) (State Single SP)	Optional (O)	Total
AK					2	2
AL	62		7		187	256
AR	34		13		143	190
AZ	26		21		30	77
CA	437	83	17		150	687
CO	21	5	5		134	165
CT	70	19				89
DC	1					1
DE	8				22	30
FL	120	25	1		94	240
GA	73		7		122	202
HI	1				5	6
IA	55	52	54		379	540
ID	9		10		127	146
IL	211		42		493	746
IN	204	74	18		173	469
KS	47		39		180	266
KY	42	116	5	47	135	345
LA	54		7		145	206
MA	234	30				264
MD	112	53				165
ME	38	101	12		35	186
MI	205	112	9	14	227	567
MN	41		9		191	241
MO	136	368	22	195		721
MS	33		6		135	174
MT					120	120
NC	131	24	7		198	360
ND					71	71
NE	22	75	10	174	178	459
NH	32	92			14	138

**Table 27** (continued)

State	Mandatory (M)	Mandatory (M) (State)	Mandatory (M*) (Single SP)	Mandatory (M*) (State Single SP)	Optional (O)	Total
NJ	187		1		21	209
NM	10		5		45	60
NV	21		4		38	63
NY	412	242	2	21	82	759
OH	356	153	16	22	136	683
OK	91	15	50		143	299
OR	35	103	1		5	144
PA	410	97	5		129	641
PR	48		1		36	85
RI	25					25
SC	79		28		89	196
SD					75	75
TN	103		6		166	275
TX	279	7	46		493	825
UT	19	9	5	1	40	74
VA	119	184			11	314
VT		101			1	102
WA	52	117	8	61	1	239
WI	108		20		474	602
WV	7	144		12		163
WY					53	53
Total	4,820	2,401	519	547	5,728	14,015

## 3.2 Identification of “potential” pooling areas

Table 28 identifies the breakdown by state of the 4,605 rate areas that were designated as “excluded” from pooling as of December 31, 2007 and could be considered “potential” pooling areas. These rate areas are not available for pooling in PAS. This table does not include any rate areas designated as “mandatory” or “optional.”

**Table 28. “Excluded” Rate Areas by State**

State	Excluded (X)
AK	279
AL	54
AR	192
AZ	52
CA	52
CO	46
CT	0
DC	0
DE	0
FL	41
GA	159
HI	0
IA	277
ID	0
IL	242
IN	58
KS	308
KY	27
LA	72
MA	2
MD	0
ME	63
MI	68
MN	408
MO	0
MS	65
MT	140
NC	71
ND	229

State	Excluded (X)
NE	0
NH	11
NJ	0
NM	103
NV	32
NY	0
OH	56
OK	231
OR	110
PA	135
PR	0
RI	0
SC	44
SD	198
TN	66
TX	452
UT	64
VA	55
VT	39
WA	0
WI	0
WV	65
WY	39
Total	4605

## 3.3 Summary of Existing and “Potential” Pooling Areas:

### 3.3.1 Pooling Rate Area Facts

Total Number of Distinct Rate Areas	18,620
Total Number of Distinct Rate Areas Available for Pooling	14,015
Percentage of Distinct Rate Areas that are Available for Pooling	75.3%
Total Number of Mandatory Distinct Rate Areas	7,221
Percentage of Distinct Rate Areas that are Mandatory	38.8%
Total Number of Distinct Mandatory Single-Service Provider Rate Areas	1,066
Percentage of Distinct Rate Areas that are Mandatory Single-Service Provider	5.7%

Total Number of Distinct Optional Rate Areas	5,728
Percentage of Distinct Rate Areas that are Optional	30.8%
Total Number of Distinct Rate Areas Excluded from Pooling	4,605
Percentage of Distinct Rate Areas that are Excluded from Pooling	24.7%
Total Number of Rate Center Designations Changed in 2007 (see Section 2.4.1 for detail)	1,900

States/jurisdictions that have no excluded rate areas	Connecticut, Delaware, Hawaii, Idaho, Maryland, Missouri, Nebraska, New Jersey, New York, Rhode Island, Washington, Wisconsin, the District of Columbia and Puerto Rico
States/jurisdictions that have implemented additional mandatory pooling as of December 31, 2007 as a result of either delegated authority for state pooling trials prior to the rollout of national pooling, or as a result of additional delegated authority after the national rollout	California, Colorado, Connecticut, Florida, Iowa, Indiana, Kentucky, Massachusetts, Maryland, Maine, Michigan, Missouri, North Carolina, Nebraska, New Hampshire, New York, Ohio, Oklahoma, Oregon, Pennsylvania, Texas, Utah, Virginia, Vermont, Washington, West Virginia

### 3.3.2 Summary of State/ Jurisdiction Pooling Status

States/jurisdictions where number pooling has been implemented	All states, the District of Columbia and Puerto Rico, have implemented thousands-block number pooling.
States/jurisdictions that have only mandatory pooling areas	Connecticut, Maryland, Rhode Island, and the District of Columbia
States that have no mandatory pooling areas	Alaska, Montana, North Dakota, South Dakota, and Wyoming.

### 3.3.4 Complete Summary of all Rate Areas by Status Designation

Table 29 combines the information contained in Sections 3.1 and 3.2. It summarizes the total for each status designation for all 18,620 rate areas in each state by either its pooling status mandatory, optional, or excluded designation as of December 31, 2007.

**Table 29 . Summary of All Rates by Status Delegation**

State	Mandatory (M)	Mandatory (M) (State)	Mandatory (M*) (Single SP)	Mandatory (M*) (State Single SP)	Optional (O)	Excluded (X)	Total
AK					2	279	281
AL	62		7		187	54	310
AR	34		13		143	192	382
AZ	26		21		30	52	129
CA	437	83	17		150	52	739
CO	21	5	5		134	46	211
CT	70	19					89
DC	1						1
DE	8				22		30
FL	120	25	1		94	41	281
GA	73		7		122	159	361
HI	1				5		6
IA	55	52	54		379	277	817
ID	9		10		127		146
IL	211		42		493	242	988
IN	204	74	18		173	58	527
KS	47		39		180	308	574
KY	42	116	5	47	135	27	372
LA	54		7		145	72	278
MA	234	30				2	266

**Table 29** (continued)

State	Mandatory (M)	Mandatory (M) (State)	Mandatory (M*) (Single SP)	Mandatory (M*) (State Single SP)	Optional (O)	Excluded (X)	Total
MD	112	53					165
ME	38	101	12		35	63	249
MI	205	112	9	14	227	68	635
MN	41		9		191	408	649
MO	136	368	22	195			721
MS	33		6		135	65	239
MT					120	140	260
NC	131	24	7		198	71	431
ND					71	229	300
NE	22	75	10	174	178		459
NH	32	92			14	11	149
NJ	187		1		21		209
NM	10		5		45	103	163
NV	21		4		38	32	95
NY	412	242	2	21	82		759
OH	356	153	16	22	136	56	739
OK	91	15	50		143	231	530
OR	35	103	1		5	110	254
PA	410	97	5		129	135	776
PR	48		1		36		85
RI	25						25
SC	79		28		89	44	240
SD					75	198	273
TN	103		6		166	66	341
TX	279	7	46		493	452	1,277
UT	19	9	5	1	40	64	138
VA	119	184			11	55	369
VT		101			1	39	141
WA	52	117	8	61	1		239
WI	108		20		474		602
WV	7	144		12		65	228
WY					53	39	92
<b>Total</b>	<b>4,820</b>	<b>2,401</b>	<b>519</b>	<b>547</b>	<b>5,728</b>	<b>4,605</b>	<b>18,620</b>

## 4. Aggregated Total by Pool of the Service Providers Participating in the Pooled Areas

Following is a summary of the aggregated total by pool of the service providers participating in pooled areas in 2007.

There are 2,200 distinct service providers<sup>6</sup> participating in 14,015 distinct pooled areas in 242 NPA complexes<sup>7</sup> covering 52 jurisdictions—50 states, the District of Columbia, and Puerto Rico.

**Table 30. Summary of all Rate Areas by State**

NPA Complex	State	Service Providers	Pooled Areas
201/551	NJ	42	22
202	DC	34	1
203	CT	32	32
205	AL	33	62
206	WA	30	5
207	ME	29	186
208	ID	34	146
209	CA	31	54
210	TX	31	1
212/646/917	NY	41	13
213	CA	42	3
214/469/972	TX	50	43
215/267	PA	45	36
216	OH	26	4
217	IL	32	190
218	MN	26	56
219	IN	27	45
224/847	IL	41	42
225	LA	26	34
228	MS	20	11
229	GA	21	30
231	MI	28	77
234/330	OH	38	105
239	FL	27	14

<sup>6</sup> Distinct Operating Company Numbers (OCNs) that have at least one assigned or retained block in PAS.

<sup>7</sup> The term “NPA Complex” is used because for some rate areas there are multiple NPAs covering one geographic area.

NPA Complex	State	Service Providers	Pooled Areas
240/301	MD	55	63
248/947	MI	43	20
251	AL	32	36
252	NC	28	64
253	WA	30	13
254	TX	29	61
256	AL	34	91
260	IN	23	74
262	WI	30	60
269	MI	41	76
270	KY	42	170
276	VA	29	70
281/713/832	TX	51	45
302	DE	33	30
303/720	CO	36	16
304	WV	31	163
305	FL	39	1
305/786	FL	47	4
307	WY	18	53
308	NE	13	178
309	IL	30	84
310/424	CA	48	16
312	IL	35	1
313	MI	37	6
314	MO	28	7
315	NY	36	149
316	KS	24	14
317	IN	34	36
318	LA	22	73
319	IA	23	91
320	MN	28	59

NPA Complex	State	Service Providers	Pooled Areas
321	FL	34	5
321/407	FL	42	17
323	CA	47	12
325	TX	20	53
334	AL	31	67
336	NC	47	76
337	LA	22	52
339/781	MA	35	40
347/718	NY	42	2
347/718/917	NY	42	11
351/978	MA	36	58
352	FL	30	45
360	WA	52	77
361	TX	26	58
386	FL	36	21
401	RI	20	25
402	NE	51	281
404/678/770	GA	53	2
405	OK	32	80
406	MT	19	120
408	CA	38	11
409	TX	29	39
410/443	MD	51	102
412/878	PA	34	23
413	MA	28	61
414	WI	20	4
415	CA	42	14
417	MO	33	155
419/567	OH	42	161
423	TN	39	64
425	WA	32	14
430/903	TX	40	134
432	TX	16	21
434	VA	28	47
435	UT	33	51
440	OH	36	62
478	GA	22	27

NPA Complex	State	Service Providers	Pooled Areas
479	AR	23	40
480	AZ	30	1
484/610	PA	54	84
501	AR	27	50
502	KY	27	35
503	OR	39	7
503/971	OR	43	48
504	LA	26	5
505	NM	31	60
507	MN	32	90
508/774	MA	38	85
509	WA	48	130
510	CA	35	13
512	TX	39	33
513	OH	30	25
515	IA	32	75
516	NY	40	11
517	MI	45	76
518	NY	33	135
520	AZ	29	27
530	CA	36	90
540	VA	38	89
541	OR	42	89
559	CA	25	57
561	FL	41	7
562	CA	45	9
563	IA	19	75
570	PA	41	127
571/703	VA	44	19
573	MO	37	216
574	IN	28	47
580	OK	27	105
585	NY	30	77
586	MI	34	11
601/769	MS	39	65
602	AZ	29	1
603	NH	38	138

**Table 30** (continued)

NPA Complex	State	Service Providers	Pooled Areas
605	SD	16	75
606	KY	25	98
607	NY	24	105
608	WI	39	159
609	NJ	36	39
612	MN	35	1
614	OH	34	16
615	TN	38	49
616	MI	46	36
617/857	MA	38	20
618	IL	39	195
619	CA	39	11
620	KS	32	125
623	AZ	26	1
626	CA	43	10
630/331	IL	40	25
631	NY	37	53
636	MO	26	46
641	IA	33	147
650	CA	35	15
651	MN	42	14
660	MO	27	224
661	CA	40	32
662	MS	42	98
678/770	GA	54	41
682/817	TX	46	24
701	ND	24	71
702	NV	30	16
704/980	NC	42	52
706	GA	53	75
707	CA	37	75
708	IL	33	32
712	IA	37	152
714	CA	45	13
715	WI	43	253
716	NY	37	79
717	PA	35	90

NPA Complex	State	Service Providers	Pooled Areas
719	CO	28	55
724/878	PA	47	150
727	FL	36	5
731	TN	28	56
732/848	NJ	35	36
734	MI	47	33
740	OH	43	187
754/954	FL	41	5
757	VA	26	34
760	CA	49	83
763	MN	40	11
765	IN	37	122
772	FL	34	8
773	IL	33	10
775	NV	27	47
779/815	IL	43	167
785	KS	30	98
787/939	PR	11	85
801	UT	31	23
802	VT	18	102
803	SC	50	68
804	VA	27	55
805	CA	42	40
806	TX	22	58
808	HI	16	6
810	MI	35	47
812	IN	44	145
813	FL	40	8
814	PA	36	131
816	MO	36	73
818	CA	46	16
828	NC	30	68
830	TX	34	76
831	CA	28	24
843	SC	36	70
845	NY	53	96
850	FL	37	48

**Table 30** (continued)

NPA Complex	State	Service Providers	Pooled Areas
856	NJ	34	32
858	CA	32	8
859	KY	34	42
860	CT	29	57
862/973	NJ	43	42
863	FL	37	23
864	SC	32	58
865	TN	29	30
870	AR	26	100
901	TN	27	14
904	FL	32	18
906	MI	12	50
907	AK	2	2
908	NJ	36	38
909	CA	42	21
910	NC	29	64
912	GA	25	27
913	KS	32	29
914	NY	42	28
915	TX	24	6

NPA Complex	State	Service Providers	Pooled Areas
916	CA	41	16
918	OK	34	114
919	NC	38	36
920	WI	38	126
925	CA	32	17
928	AZ	30	47
931	TN	34	62
936	TX	25	41
937	OH	37	123
940	TX	39	59
941	FL	41	11
949	CA	41	7
951	CA	40	20
952	MN	37	10
956	TX	27	29
970	CO	31	94
979	TX	25	44
985	LA	28	42
989	MI	40	135

## 5. Forecast Results and a Review of Forecasts versus Actual Block Activation in the Past

This section identifies forecast results by NPA, and specifically contains a review of forecasts compared to actual block assignments for the current year and the previous year. In summary for 2007, there were:

- 242 NPA complexes;
- 9,561 distinct rate areas with forecasts;
- 144,197 forecasted blocks; and
- 46,796 blocks assigned.
- 32% of forecasted blocks were assigned.

### Section 5.1 Forecasted Versus Actual Block Assignments by NPA for 2007

The table below shows that during the 2007 calendar year service providers forecasted a need for 144,197 blocks, and 46,796 blocks were assigned, in 242 NPA complexes. This resulted in 32% of the forecasted blocks being assigned. Carriers forecasted a need for blocks in 9,561 rate areas out of the 14,015 pooling rate areas, or in 68% of them. This means that 4,454 pooling rate areas had no blocks forecasted during 2007.

**Table 31. Forecasted vs Actual Block Assignments**

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
201/551	NJ	716	258	36%
202	DC	319	143	45%
203	CT	678	217	32%
205	AL	716	255	36%
206	WA	437	139	32%
207	ME	375	187	50%
208	ID	571	227	40%
209	CA	626	226	36%
210	TX	815	366	45%
212/646/917	NY	4,113	566	14%
213	CA	267	202	76%

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
214/469/972	TX	1,952	655	34%
215/267	PA	1,457	508	35%
216	OH	292	139	48%
217	IL	696	127	18%
218	MN	314	147	47%
219	IN	365	94	26%
224/847	IL	1,120	261	23%
225	LA	241	124	51%
228	MS	201	27	13%
229	GA	241	57	24%
231	MI	553	117	21%
234/330	OH	815	233	29%
239	FL	364	130	36%
240/301	MD	1,108	456	41%
248/947	MI	732	340	46%
251	AL	270	76	28%
252	NC	429	112	26%
253	WA	366	142	39%
254	TX	425	85	20%
256	AL	738	151	20%
260	IN	474	71	15%
262	WI	483	118	24%
269	MI	608	146	24%
270	KY	423	99	23%
276	VA	188	51	27%
281/713/832	TX	2,161	972	45%
302	DE	521	141	27%
303/720	CO	716	320	45%
304	WV	703	197	28%
305	FL	95	35	37%
305/786	FL	814	304	37%

**Table 31** (continued)

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned	NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
307	WY	151	39	26%	412/878	PA	475	192	40%
308	NE	68	23	34%	413	MA	448	101	23%
309	IL	464	98	21%	414	WI	235	92	39%
310/424	CA	1,226	493	40%	415	CA	469	152	32%
312	IL	251	91	36%	417	MO	418	155	37%
313	MI	959	248	26%	419/567	OH	999	351	35%
314	MO	411	172	42%	423	TN	529	214	40%
315	NY	757	323	43%	425	WA	422	170	40%
316	KS	232	95	41%	430/903	TX	858	175	20%
317	IN	521	189	36%	432	TX	181	64	35%
318	LA	400	148	37%	434	VA	271	60	22%
319	IA	130	47	36%	435	UT	265	72	27%
320	MN	277	83	30%	440	OH	529	220	42%
321	FL	263	117	44%	478	GA	242	53	22%
321/407	FL	940	316	34%	479	AR	266	97	36%
323	CA	1,138	639	56%	480	AZ	686	223	33%
325	TX	221	66	30%	484/610	PA	1,553	531	34%
334	AL	428	109	25%	501	AR	370	93	25%
336	NC	541	158	29%	502	KY	447	162	36%
337	LA	262	82	31%	503	OR	53	6	11%
339/781	MA	510	145	28%	503/971	OR	743	281	38%
347/718	NY	356	138	39%	504	LA	314	135	43%
347/718/917	NY	2,973	988	33%	505	NM	781	266	34%
351/978	MA	645	213	33%	507	MN	304	96	32%
352	FL	615	184	30%	508/774	MA	1,127	377	33%
360	WA	740	217	29%	509	WA	741	237	32%
361	TX	354	165	47%	510	CA	436	146	33%
386	FL	409	139	34%	512	TX	695	309	44%
401	RI	307	96	31%	513	OH	531	209	39%
402	NE	439	147	33%	515	IA	200	85	43%
404/678/770	GA	545	159	29%	516	NY	450	161	36%
405	OK	525	230	44%	517	MI	543	201	37%
406	MT	313	107	34%	518	NY	714	246	34%
408	CA	504	179	36%	520	AZ	483	166	34%
409	TX	323	95	29%	530	CA	867	204	24%
410/443	MD	1,335	480	36%	540	VA	498	138	28%

**Table 31** (continued)

<b>NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>	<b>NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
541	OR	734	222	30%	660	MO	265	40	15%
559	CA	650	217	33%	661	CA	646	259	40%
561	FL	563	190	34%	662	MS	949	130	14%
562	CA	564	297	53%	678/770	GA	1,579	519	33%
563	IA	90	34	38%	682/817	TX	1,004	338	34%
570	PA	595	256	43%	701	ND	128	53	41%
571/703	VA	1,228	424	35%	702	NV	727	409	56%
573	MO	709	124	17%	704/980	NC	932	326	35%
574	IN	346	69	20%	706	GA	897	255	28%
580	OK	341	94	28%	707	CA	899	233	26%
585	NY	536	267	50%	708	IL	693	143	21%
586	MI	318	130	41%	712	IA	109	51	47%
601/769	MS	814	142	17%	714	CA	1,027	467	45%
602	AZ	568	98	17%	715	WI	318	111	35%
603	NH	976	153	16%	716	NY	587	263	45%
605	SD	149	73	49%	717	PA	785	280	36%
606	KY	327	114	35%	719	CO	343	117	34%
607	NY	466	182	39%	724/878	PA	961	224	23%
608	WI	307	143	47%	727	FL	387	127	33%
609	NJ	631	182	29%	731	TN	259	58	22%
612	MN	490	64	13%	732/848	NJ	875	293	33%
614	OH	593	281	47%	734	MI	698	248	36%
615	TN	719	276	38%	740	OH	808	264	33%
616	MI	476	156	33%	754/954	FL	525	178	34%
617/857	MA	575	225	39%	757	VA	620	302	49%
618	IL	810	159	20%	760	CA	1,402	370	26%
619	CA	657	267	41%	763	MN	531	98	18%
620	KS	437	89	20%	765	IN	651	126	19%
623	AZ	539	125	23%	772	FL	297	58	20%
626	CA	627	294	47%	773	IL	886	417	47%
630/331	IL	790	289	37%	775	NV	324	77	24%
631	NY	933	260	28%	779/815	IL	908	205	23%
636	MO	386	129	33%	785	KS	542	88	16%
641	IA	135	52	39%	787/939	PR	899	268	30%
650	CA	424	176	42%	801	UT	652	271	42%
651	MN	650	166	26%	802	VT	456	78	17%

**Table 31** (continued)

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
803	SC	744	202	27%
804	VA	536	213	40%
805	CA	649	244	38%
806	TX	303	100	33%
808	HI	339	126	37%
810	MI	512	176	34%
812	IN	645	104	16%
813	FL	689	276	40%
814	PA	1,187	244	21%
816	MO	565	130	23%
818	CA	908	404	44%
828	NC	423	93	22%
830	TX	380	96	25%
831	CA	284	91	32%
843	SC	654	197	30%
845	NY	822	294	36%
850	FL	570	159	28%
856	NJ	677	200	30%
858	CA	261	102	39%
859	KY	394	108	27%
860	CT	727	210	29%
862/973	NJ	1,249	402	32%
863	FL	405	112	28%
864	SC	612	223	36%
865	TN	385	159	41%
870	AR	425	87	20%
901	TN	398	165	41%
904	FL	538	213	40%
906	MI	179	34	19%
907	AK	12	3	25%
908	NJ	547	169	31%
909	CA	877	394	45%
910	NC	655	180	27%
912	GA	339	72	21%
913	KS	429	137	32%
914	NY	472	155	33%

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
915	TX	275	127	46%
916	CA	575	194	34%
918	OK	559	135	24%
919	NC	921	336	36%
920	WI	605	171	28%
925	CA	375	115	31%
928	AZ	496	149	30%
931	TN	417	91	22%
936	TX	271	69	25%
937	OH	706	238	34%
940	TX	276	64	23%
941	FL	321	111	35%
949	CA	348	139	40%
951	CA	785	326	42%
952	MN	502	90	18%
956	TX	1,118	612	55%
970	CO	568	203	36%
979	TX	356	70	20%
985	LA	280	77	28%
989	MI	756	163	22%
Totals	242	144,197	46,796	32%

## 5.2 NPAs/States with forecasts versus actual-blocks assigned under 20%

The table below shows that there were nineteen NPA complex areas where the ratio of forecasts to actual-blocks assigned was under 20% in 2007.

**Table 32. NPAs/States vs Actual-Blocks Assigned under 20%**

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
503	OR	53	6	11%
228	MS	201	27	13%
612	MN	490	64	13%
212/646/917	NY	4,113	566	14%
662	MS	949	130	14%
260	IN	474	71	15%
660	MO	265	40	15%
603	NH	976	153	16%
785	KS	542	88	16%
812	IN	645	104	16%
573	MO	709	124	17%
601/769	MS	814	142	17%
602	AZ	568	98	17%
802	VT	456	78	17%
217	IL	696	127	18%
763	MN	531	98	18%
952	MN	502	90	18%
765	IN	651	126	19%
906	MI	179	34	19%

## 5.3 NPAs/States with forecasts versus actual-blocks assigned above 50%

The table below shows that there were eight NPA areas where the ratio of forecasts to actual-blocks assigned was above 50% in 2007.

**Table 33. NPAs/States vs Actual-Blocks Assigned over 50%**

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
207	ME	375	187	50%
585	NY	536	267	50%
225	LA	241	124	51%
562	CA	564	297	53%

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
956	TX	1,118	612	55%
323	CA	1,138	639	56%
702	NV	727	409	56%
213	CA	267	202	76%

## 5.4. Analysis of forecasts versus actual-blocks assigned percentage since 2003

In 2007, we saw the first decrease in forecasts versus actual-blocks-assigned percentage since 2004. The forecasts versus actual-blocks-assigned percentage in 2007 was higher than every year except 2006, since we began filing this report in 2003. Even though the total number of forecasted blocks was nearly the same in 2007 as in 2006, the number of actual blocks assigned dropped by almost 25%.

The significance of the forecasting versus blocks assigned percentage disparity will typically be reflected in the PA's NRUF submission to NANPA, which is based on service provider forecasts compared to the resources available in the pools. The NANPA uses these forecasts in calculating NPA exhaust projections.

The following chart compares forecasts and actual activated blocks with the years 2003 through 2007 ranked from highest percentage of assigned-to-forecasted blocks to lowest.

**Table 34. Forecasts vs Actual-Blocks Assigned since 2003**

Rank from highest to lowest	Year	Total Forecasted Blocks	Total Blocks Assigned	Percentage of Assigned/Forecasted Blocks
1	2006	147,370	62,606	42.5
2	2007	144,197	46,796	32.4
3	2003	70,101	21,533	30.7
4	2005	197,878	55,990	28.3
5	2004	174,322	37,150	21.3

## 6. System and Performance Metrics

### 6.1 Pooling Administration System (PAS) Performance in 2007

**Table 35. Summary of PAS Performance**

Month	Number of Possible Scheduled Available Hours	Number of Hours Available	Percent Scheduled Hours Available
January	744	744	100
February	672	672	100
March	744	744	100
April	720	720	100
May	744	744	100
June	720	720	100
July	744	744	100
August	744	744	100
September	720	720	100
October	744	744	100
November	720	719 hours 51 minutes	99.98
December	744	744	100

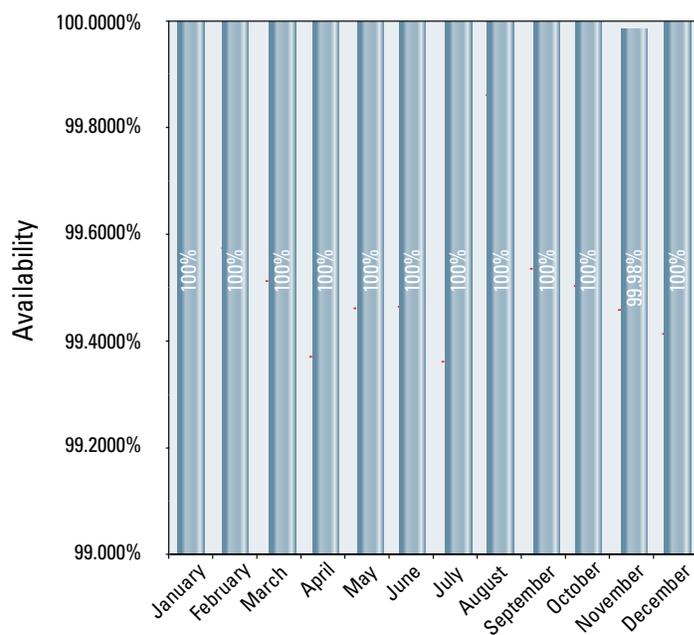
PAS availability is extremely important to our customers. PAS had only one instance of unscheduled availability in 2007, which consisted of nine minutes of unscheduled down time. As a result, PAS availability in 2007 was 99.998%, far exceeding the contract performance metric of 99.9%.

In 2007, NeuStar requested and received approval from the FCC for two occurrences of scheduled PAS down time and was unavailable, as a result, for a total of 35 minutes. This means that NeuStar used only 2% of the possible 24-hours of scheduled down time allowable by the contract.

**Table 36. PAS Down Time**

Scheduled PAS Down Time	Purpose	PAS Down Time Approved by FCC	Actual PAS Scheduled Unavailability	Approved Down Time Used
March 16	PAS Upgrades	3 hours	14 minutes	8%
May 18	Change Order 51	2 hours	21 minutes	17.5%

**Total PAS Scheduled Availability for 2007 (Jan 01, 2007 - Dec 31, 2007) 99.998%**



## 6.2 PAS Performance Metrics

In 2007, as outlined in the following table, the PAS consistently exceeded the REQUIRED PERFORMANCE METRICS (RPM) as set forth in Clause C.1 of the CONTRACT FOR POOLING ADMINISTRATION SERVICES FOR THE FEDERAL COMMUNICATIONS COMMISSION, FCC Contract No. CON07000005, Section 5.0:

**Table 37. PAS Performance Metrics**

Required Service	Performance Standard	Acceptable Quality Level	Accomplishment
PAS Availability (See PWS 3.3)	Pooling Administration System is available	99.9%	FAR EXCEEDED THE REQUIREMENT WITH ACTUAL AVAILABILITY LEVEL OF 99.998%
Maintenance (See PWS 3.3)	Unscheduled maintenance of the PAS is less than 9 hours in any 12 month period	100%	THERE WAS NO UNSCHEDULED MAINTENANCE OF THE PAS.
Maintenance (See PWS 3.3)	Scheduled maintenance of the PAS is less than 24 hours in any 12 month period	100%	SCHEDULED MAINTENANCE TOTALED ONLY 35 MINUTES

## 7. Status of Required Transferable Property

NeuStar Pooling Administration Services affirms that all equipment inventory that was billed to the FCC is considered transferable property, and is available for transfer upon direction from the FCC. The transferable property inventory report is updated, reviewed, and certified quarterly with the FCC Property Management Division and all transferable property is appropriately labeled with FCC asset tags.

# 8. Industry Issue Identification/Feedback

The PA identifies significant issues and both provides and receives feedback about them through several channels during the year: participation in the North American Numbering Council (NANC) meetings, interaction with the Numbering Oversight Working Group (NOWG), and participation in industry forums. This section contains information on industry pooling issues and feedback that was provided to the PA in 2007.

## 8.1 North American Numbering Council (NANC)

NeuStar, as national PA, participated in the three meetings of the North American Numbering Council (NANC) in February, April, and October 2007, and reported on the status of thousands-block pooling administration and events affecting the performance of the PA.

The PA also participated in two NANC subgroups -- the Future of Numbering (FoN) Working Group and pseudo-Automatic Number Identification (p-ANI) Issue Management Group (IMG) Group. The following describes those committees.

### 8.1.1 Future of Numbering (FoN) Working Group

The NANC formed the Future of Numbering (FoN) in December 2004. The mission of this working group is to explore changes to the environment, including new and future technologies and the impact of market place and/or regulatory changes and innovations on telephone numbering. The group identifies common criteria and gathers data to identify trends and their impact upon numbering resources. If necessary, it will analyze those trends and requirements to determine the feasibility and benefit of each, and report its findings to the NANC. The PA participated in the FoN working group in 2007.

### 8.1.2 p-ANI IMG

In 2007, the PA continued to participate in the p-ANI IMG meetings and worked with the INC on completing the development of the permanent p-ANI Administration Guidelines by providing contributions and participating in the discussions.

## 8.2 Industry Numbering Committee (INC) Issues

As the national PA, our participation at these industry forums included:

- Working on issues that affected pooling administration;
- Answering questions relating to the thousands-block pooling process;
- Actively participating in discussions; and
- Developing and submitting new issues based on input we received from the industry, regulators, and internal sources.

The PA participated in the following industry forums in 2007:

- Industry Numbering Committee (INC) – the PA submitted 10 new issues and 15 new contributions related to pooling and the PA/Interim RNA submitted 10 additional contributions related to the p-ANI guidelines.
- Network Routing Resources Information Committee (NRRIC) - the PA continued to work on Issue 0253-Substantive Updates to Network Interconnection and Interoperability Forum (NIIF) 0015 Intercompany Responsibilities with the Telecommunications Industry Document, and Issue 0264-Update the NIIF Mergers and Acquisitions Document
- Common Interest Group on Rating and Routing (CIGRR) – the PA agreed to review three validation reports that are sent to the Administrative Operating Company Numbers (AOCNs) prior to the release of the report to the AOCNs and continued to address issues and concerns from participants (some resulting in INC issues).
- Local Number Portability Working Group (LNPA WG) – the PA participated in LNPA WG meetings as a subject matter resource.

**Table 38. 2007 PA INC Pooling Issues**

<b>INC # Mtg Issue Presented</b>	<b>Issue Number</b>	<b>Supporting Contribution Number</b>	<b>Issue/Contribution Title</b>
INC 92	535	LNPA-534	Block Contamination Information for Block Returns
INC 93	539	LNPA-535	Clarification to Section 8.3.6 Regarding Block Assignments Created/Activated in the NPAC
INC 93	541	LNPA-537	Assigned and then Ported Numbers from Thousands Blocks Donated to the Pool
INC 93	543		Revise COCAG App C & TBPAG for PA Reallocate Abandoned/Returned Pooled Codes (w/Verizon Wireless)
INC 93	540	LNPA-536	Extend the Use of the Remarks Field on the Part 1A
INC 93	538	CO/NXX 401	Rate Center Updates/Changes That are not Part of a Consolidation of Formal State Order
INC 96	551	CO/NXX 407	Clarify order of zapping records n NPA-NXX Exchange Section of COCAG
INC 97	562	LNPA 546	Block Reservations
INC 97	563	DMM-177	Update PA Change Order Timeline
INC 97	564	LNPA-544	Update Pooling Milestones Table 1

**Table 39. 2007 PA INC Pooling Contributions**

<b>INC # Mtg Contribution Presented</b>	<b>Contribution Number</b>	<b>Contribution Title</b>	<b>Issue Number/Title</b>
INC 92	LNPA-534	Edits to Part 1A and Section 9.0 of the TBPAG for block contamination Information on block returns	Issue 535: Block Contamination Information for Block Returns
INC 93	LNPA-534	Edits to Part 1A and Section 9.0 of the TBPAG for block contamination Information on block returns	Issue 535: Block Contamination Information for Block Returns
INC 93	LNPA-535	Clarification to Section 8.3.6 regarding Block Assignments Created/Activated in the NPAC	Issue 539: Clarification to Section 8.3.6 Regarding Block Assignments Created/Activated in the NPAC
INC 93	LNPA-536	Extend the use of the remarks field on the Part 1A	Issue 540: Extend the Use of the Remarks Field on the Part 1A
INC 93	LNPA-537	Porting Numbers from Thousands Blocks Donated to the Pool	Issue 541: Assigned and then Ported Numbers from Thousands Blocks Donated to the Pool
INC 93	CO/NXX-401	Clarification in the TBPAG and COCAG for Rate Center Updates/Changes That are not Part of a Consolidation or Formal State Order	Issue 544: Exchange of an NPA/NXX
INC 93	CO/NXX-402	Addition of New Section to Address NPA-NXX Exchange Process	Issue 538: Rate Center Updates/Changes That are not Part of a Consolidation of Formal State Order
INC 94	CO/NXX-402	Proposed Edits to COCAG and TBPAG for Block Holder Disputes on Rate Center Changes	Issue 538: Rate Center Updates/Changes That are not Part of a Consolidation of Formal State Order
INC 94	LNPA-538	Protecting Blocks from further assignment	Issue 541: Assigned and then Ported Numbers from Thousands Blocks Donated to the Pool
INC 94	LNPA-539	Edits to the Part 1A, TBPAG and the Appendix C of the COCAG for block contamination Information on block returns, abandoned blocks and Pooled Code Returns	Issue 535: Block Contamination Information for Block Returns, Issue 515: Contamination Level of Abandoned Thousands-Blocks, Issue 543: Revise COCAG App C & TBPAG for PA Reallocate Abandoned/Returned Pooled Codes.
INC 94	LNPA-541	535 Revised: Clarification to Section 8.3.6 regarding Block Assignments Created/Activated in the NPAC	Issue 539: Clarification to Section 8.3.6 Regarding Block Assignments Created/Activated in the NPAC

**Table 39** (continued)

<b>INC # Mtg Contribution Presented</b>	<b>Contribution Number</b>	<b>Contribution Title</b>	<b>Issue Number/Title</b>
INC 96	CO/NXX-407	Clarify order of zapping records in NPA-NXX Exchange section	Issue 551: Clarify order of zapping records n NPA-NXX Exchange Section of COCAG
INC 97	LNPA-544	Update Pooling Milestones Table 1	Issue: 564: Update Pooling Milestones Table 1
INC 97	LNPA-545	Proposed Resolution Statement for Issues 515, 535, 543	Issue 535: Block Contamination Information for Block Returns, Issue 515: Contamination Level of Abandoned Thousands-Blocks, Issue 543: Revise COCAG App C & TBPAG for PA Reallocate Abandoned/ Returned Pooled Codes.
INC 97	LNPA-546	Block Reservations	Issue 562: Block Reservations

**Table 40. 2007 PA/Interim RNA INC Contributions**

<b>INC # Mtg Contribution Presented</b>	<b>Contribution Number</b>	<b>Contribution Title</b>	<b>Issue Number/Title</b>
Interim Meeting 1/9/2007	CO/NXX-369	TBPAG Section 3.0	Issue 534: The Development of the p-ANI Guidelines
Interim Meeting 1/9/2007	CO/NXX-370	TBPAG Section 6.0	Issue 534: The Development of the p-ANI Guidelines
Interim Meeting 1/22/2007	CO/NXX-374	Proposed p-ANI Application, Response and Activation Forms for the pANI Guidelines (with Attachments 1, 2 and 3)	Issue 534: The Development of the p-ANI Guidelines
Interim Meeting 2/14/07	CO/NXX-377	Proposed p-ANI Forecast Form	Issue 534: The Development of the p-ANI Guidelines
Interim Meeting 2/14/07	CO/NXX-378	p-ANI Annual Report - Appendix 2	Issue 534: The Development of the p-ANI Guidelines
Interim Meeting 2/14/07	CO/NXX-379	p-ANI Response/Confirmation (w/footnotes)	Issue 534: The Development of the p-ANI Guidelines
Interim Meeting 2/21/07	CO/NXX-383	Updates to p-ANI Working Document	Issue 534: The Development of the p-ANI Guidelines
Interim Meeting 2/27/07	CO/NXX-391	p-ANI Reclamation and Annual Report	Issue 534: The Development of the p-ANI Guidelines
Interim Meeting 2/28/07	CO/NXX-394	p-ANI Application Appendix 3	Issue 534: The Development of the p-ANI Guidelines
Interim Meeting 3/1/07	CO/NXX-396	Revisions to p-ANI Application Attachment 1	Issue 534: The Development of the p-ANI Guidelines

### 8.3 Working with the Numbering Oversight Working Group (NOWG)

The Numbering Oversight Working Group (NOWG) is a working group of the NANC. The NOWG's responsibilities with respect to the PA include:

- Reviewing PA Change Orders and providing a recommendation to the FCC for the disposition of the proposed change order;
- Completing the annual performance review of the PA and providing it to the FCC;
- Conducting a monthly meeting with the PA to review the previous month's performance.

The Regional Director, External Relations acts as the liaison between the PA and the NOWG, responding to pooling-related questions as they arise, and providing input to the NOWG on any issues or questions that arise during the year. The entire PA management team meets with the NOWG to participate on the monthly calls and in the annual performance review process, including the operational review.

Each month in 2007, the NOWG and PA met via conference call to discuss the PA's performance during the previous month. The PA updates the agenda prior to each monthly meeting and the information is reviewed with the NOWG. The agenda includes:

- Rate centers with less than 6 months inventory based on forecast
- Number of rate centers with no blocks available with blocks forecasted within 6 months
- Number of codes opened for pool replenishment
- Rate centers with blocks with a pending status
- Applications – number of applications processed monthly (running 12 month total)
- Number of manual Part 1s passed thru to the NANPA (running 12 month total)
- Percent of applications not processed within 7 calendar days

- Reasons that applications were not processed within 7 calendar days
- Percent of calls returned within one business day
- Formal complaints and corrective action plans to resolve complaints
- FCC and/or NANC News
- INC read out (initial closure and new issues)
- P-ANI
- Change orders
- Pooling related activities
- Regulatory update
- Customer focus
- Issues tracking log
- Next meeting
- Other items that do not fall into any of the above categories

The PA and the NOWG meeting dates in 2007 were: January 17, February 22, March 15, April 19, May 17, June 13, July 19, August 23, September 13, October 25, November 15, and December 18.

Also in 2007, the NOWG completed the annual review of 2006 PA performance and rated the PA performance as "More Than Met" by using the following inputs:

- 2006 Performance Feedback Survey from service providers and regulators,
- Written comments and reports,
- Annual Operational Review, and
- NOWG observations and interactions with the PA.

As a result of the 2006 PA annual operational review, the NOWG made five suggestions for continuous improvement of pooling administration that the PA took under consideration. The PA worked, and continues to work, cooperatively with the NOWG to make desired industry improvements while also meeting our contractual requirements.

**Table 41. NOWG Suggestions for PA improvements**

NOWG Suggestion	PA improvement
Proactively manage rate center inventories to ensure resources are available when needed.	The PA continually reviews rate center inventories sending out emails twice a month to the industry on pools needing to be replenished.
Continue to explore ideas and processes for keeping pools replenished	The PA has brought in an issue to the INC to address pool replenishment and has worked with the industry to address the topic. PA Change Order #1 is the result of an INC issue going into closure on this topic.
Continue customer focus	The PA continued its customer focus while also maintaining its contractual requirements. The PA keeps a log of customer focus items that are shared with the NOWG monthly.
Pass-through capability from PAS to NAS	With the release of the new PAS on February 11, 2008, as part of the preparation for the NAS/PAS interface, SPs will have the ability to submit pooled code modifications, pooled code returns, and complete a Part 1 for full NXX requests in PAS.
Process improvement suggestions provided by service providers and/or regulators in the survey comments.	A feasibility analysis is completed by a management team for each process improvement and PAS update suggestion. Many suggestions from service providers and/or regulators are built into the release of the new PAS scheduled for February 11, 2008.

The NOWG provides recommendations to the FCC on PA change orders. In 2007, the NOWG made recommendations on PA change orders #48 (revised) and #51 under the first contract, and Change order #1 under the new contract. The NOWG recommended approval of all three change orders.

The PA provided input and made recommendations for questions on the NOWG survey for the 2007 performance which is scheduled to be distributed in January, 2008.

### 8.4 Formal Complaints

Pursuant to Section 2.7.4 of the Thousands Block Pooling Contractor Technical Requirements, if a performance problem is identified by a telecommunications industry participant, the PA must notify the FCC of the problem within one business day. The PA must then investigate the problem and report back within a period of not more than 10 business days from the date of the complaint, to the FCC and to the telecommunications industry participant on the results of such investigation and any corrective action taken or recommended to be taken.

In 2007, NeuStar, as national PA, received no formal industry complaints.

### 8.5 Tip of the Month

The PA, on its own initiative, created the Tip of the Month (Tip) in July 2003 and feedback from recipients continues to be positive. Topics for the tip are generated from issues raised and suggestions received from regulators and service providers, INC action items, and internal intelligence, when processes need to be clarified. The tip is sent via email to the PAS distribution list on the first business day of each month. The tip provides helpful information regarding the PAS and thousands-block pooling process, as well as serving as a useful reference for all PAS users. Archive files for tips from previous years can be found on our website at [www.nationalpooling.com/tools/archives/tips-archive/index.htm](http://www.nationalpooling.com/tools/archives/tips-archive/index.htm).

**Table 42. 2007 Tips of the Month**

Month	Topic
January	Outlines the process for retrieving a block that had been returned in error with active customers.
February	Describes how to view the available blocks in PAS and to pay special attention to the block available date.
March	Outlines the thousands-block donation process per section 7.2.7 of the TBPAG, as well as helpful hints from Change Order 41.
April	Reminded SPs about the contacts lists for Pooling Administration, Reclamation and State PUC Numbering Contacts available on the website.
May	Explained how SPs can use the Assignments Needing Part 4 Report in PAS to see which of their blocks have not been confirmed as in service.
June	Outlines the process of deactivating a PAS account for an employee that has left a company, and forwarding their work items to another employee.
July	Outlines the thousands-block donation process per section 7.2.7 of the TBPAG.
August	Reminds carriers about the need to disconnect NXD-X record in BIRRRS after receiving the Part3 confirmation of a disconnect form the Pooling Administrator.
September	Sent at the request of some state commissions, reminding carriers to use the updated Thousands-Block (NXX-X) Confirmation Form Part 4.
October	Outlines the process of confirming that a code is active in the PSTN.
November	Outlines the thousands-block donation process per section 7.2.7 of the TBPAG.
December	Outlines the process of deactivating a PAS account for an employee that has left a company, and forwarding their work items to another employee.

## 8.6 Follow-up of Change Order 41 (2006)

FCC approval of Change Order 41 in 2006 authorized the PA to perform a one-time scrub of the entire PAS database to reduce the likelihood that carriers would receive over-contaminated blocks, or incorrectly identified contaminated blocks, in lieu of pristine blocks. Completion of the reconciliation took five months of extensive research and PAS updates by the PA to complete.

As part of the Change Order recommendation, the NOWG suggested that “one year after the first full reconciliation has been completed by the PA, the NOWG and PA should then seek input from the industry as to any increase or decrease in the frequency in which SPs encounter erroneous block contamination.”

One year following the first full reconciliation, in October, 2007, the PA sent a questionnaire to the industry seeking an

evaluation of the level of improvement in the contamination status of the blocks they had been assigned during the past year. Responders provided a rating of between 1 and 10, with 1 being “significantly worse” and 10 being “significantly improved.”

There were 67 respondents and the result was a rating average of 6.30 out of 10, which indicated a slight improvement in the contamination levels of the blocks that the industry was receiving. There were only two carriers that indicated a response below 5 because they had received blocks that were over 10% contaminated.

We presented our findings to the NOWG at the November NOWG/PA monthly meeting. It was decided that we would discuss the next steps the PA would take during the July, 2008 meeting, including whether to send out a new questionnaire to the industry in the October, 2008 timeframe.

# 9. Volume of Reports Produced Aggregated by Regulatory Agency, NANC, NANPA and Service Providers

This section provides the total number of reports sent to the FCC and state regulatory agencies (See Section 9.1) and the total number of reports provided to NANC, NANPA, and service providers (See Section 9.2).

## 9.1 Total number of reports produced for FCC and state regulatory agencies

Regulatory agency	Total number of reports
FCC	60
State	7,401

The total number of reports above includes:

- FCC: CDRL and other contract reporting requirements, and ad hoc reports
- State regulators: daily application activity reports, pooling status, educational sessions, and miscellaneous ad hoc reports.

## 9.2 Total number of reports produced for NANC, NANPA and service providers

Group	Total number of reports
NANC	3
NANPA	55
Service providers	127

The total number of reports includes:

- NANC: Meeting reports for February, April, and October.
- NANPA: Reports for NANPA industry meetings and two NRUF-cycle reports.
- Service providers: Rate center change reports, implementation meeting reports, monthly meeting reports to the NOWG, and miscellaneous ad hoc reports.
- These totals do not include reports that were obtained directly from the Pooling Administration website and/or system by service providers and regulators.

## 9.3 Overall total number of reports provided in 2007:

- There were 7,461 reports provided for the FCC and state regulatory agencies
- There were 185 reports provided for NANC, NANPA, and service providers.
- A total of 7,646 reports were provided in 2007.

# 10. Trends in Pooling Since 2002

When NeuStar began administering number pooling trials in 1998, nearly every NPA was experiencing acceleration of exhaust dates. On September 30, 1999, there were 73 NPAs in jeopardy.<sup>8</sup> Today there are 27 NPAs in a jeopardy status and only two of these, Illinois 217 and Kentucky 270, have been declared in jeopardy since the rollout of national thousands-block number pooling began in 2002.

One example of how pooling has contributed to NPA conservation is the delay in exhaust of the Illinois 847 NPA. In June 1998, when NeuStar implemented this first trial of thousands-block number pooling, the 847 NPA was expected to exhaust within three months. However, NANPA did not declare the final exhaust of the NPA until three years later on August 31, 2001.

While these developments may not be solely attributable to thousands-block number pooling, the PA estimates that 33,920 NXXs have been saved by pooling -- the equivalent of about 42 NPAs. (See Section 10.1 below for further details)

Since NeuStar began the national rollout of thousands block number pooling in March 2002, participation in pooling has dramatically increased. This increase can be attributed to the completion of the national rollout, the addition of wireless to pooling in November, 2002, new service offerings, modifications to the rate area designations as a result of OMB changes to the MSA lists, service providers voluntarily pooling in optional rate areas, state orders under delegated authority, and regulatory enforcement. (See 10.4 for further details)

<sup>8</sup> NANPA declares "jeopardy" in area codes for which the supply of NXXs could exhaust before relief can be provided.

## 10.1 NXXs Saved by Pooling

Table 43 illustrates by NPA complex<sup>9</sup> the 33,920 NXXs that have been saved in 50 states and the District of Columbia and Puerto Rico since number pooling. NXXs were saved in all but one pooled NPA area, Alaska 907, and this is simply because there is limited participation in pooling in that NPA.

**Table 43. NXXs Saved by Pooling**

NPA Area	State	Total of NXXs Saved
201/551	NJ	210
202	DC	14
203	CT	178
205	AL	86
206	WA	30
207	ME	308
208	ID	122
209	CA	242
210	TX	18
212/646/917	NY	61
213	CA	47
214/469/972	TX	166
215/267	PA	266
216	OH	25
217	IL	185
218	MN	108
219	IN	129
224/847	IL	407
225	LA	54
228	MS	31
229	GA	50
231	MI	252
234/330	OH	238
239	FL	80

<sup>9</sup> An NPA complex is one pooling area that is covered by more than one NPA, most often an overlay situation.

**Table 43** (continued)

NPA Area	State	Total of NXXs Saved
240/301	MD	364
248/947	MI	242
251	AL	40
252	NC	136
253	WA	76
254	TX	34
256	AL	106
260	IN	97
262	WI	177
269	MI	262
270	KY	136
276	VA	47
281/713/832	TX	221
302	DE	111
303/720	CO	70
304	WV	280
305	FL	14
305/786	FL	52
307	WY	72
308	NE	19
309	IL	100
310/424	CA	273
312	IL	11
313	MI	62
314	MO	41
315	NY	203
316	KS	29
317	IN	152
318	LA	70
319	IA	53
320	MN	108
321	FL	35
321/407	FL	122
323	CA	166
325	TX	26
334	AL	101
336	NC	148

NPA Area	State	Total of NXXs Saved
337	LA	69
339/781	MA	323
347/718	NY	25
347/718/917	NY	141
351/978	MA	411
352	FL	165
360	WA	203
361	TX	65
386	FL	100
401	RI	95
402	NE	75
404/678/770	GA	20
405	OK	132
406	MT	143
408	CA	110
409	TX	55
410/443	MD	556
412/878	PA	195
413	MA	234
414	WI	22
415	CA	113
417	MO	158
419/567	OH	274
423	TN	109
425	WA	75
430/903	TX	88
432	TX	23
434	VA	51
435	UT	100
440	OH	146
478	GA	34
479	AR	38
480	AZ	18
484/610	PA	449
501	AR	70
502	KY	53
503	OR	17

**Table 43** (continued)

NPA Area	State	Total of NXXs Saved
503/971	OR	105
504	LA	20
505	NM	151
507	MN	126
508/774	MA	696
509	WA	176
510	CA	141
512	TX	79
513	OH	73
515	IA	59
516	NY	121
517	MI	202
518	NY	208
520	AZ	57
530	CA	353
540	VA	139
541	OR	217
559	CA	173
561	FL	100
562	CA	82
563	IA	31
570	PA	250
571/703	VA	118
573	MO	212
574	IN	83
580	OK	97
585	NY	202
586	MI	117
601/769	MS	113
602	AZ	12
603	NH	553
605	SD	21
606	KY	79
607	NY	68
608	WI	86
609	NJ	242
612	MN	16

NPA Area	State	Total of NXXs Saved
614	OH	103
615	TN	134
616	MI	207
617/857	MA	196
618	IL	365
619	CA	99
620	KS	99
623	AZ	9
626	CA	128
630/331	IL	228
631	NY	376
636	MO	132
641	IA	79
650	CA	136
651	MN	50
660	MO	73
661	CA	175
662	MS	212
678/770	GA	204
682/817	TX	112
701	ND	26
702	NV	26
704/980	NC	274
706	GA	168
707	CA	337
708	IL	276
712	IA	45
714	CA	188
715	WI	60
716	NY	196
717	PA	200
719	CO	72
724/878	PA	481
727	FL	70
731	TN	87
732/848	NJ	371
734	MI	266

**Table 43** (continued)

NPA Area	State	Total of NXXs Saved
740	OH	215
754/954	FL	67
757	VA	103
760	CA	396
763	MN	21
765	IN	140
772	FL	99
773	IL	89
775	NV	63
779/815	IL	371
785	KS	87
787/939	PR	53
801	UT	162
802	VT	149
803	SC	134
804	VA	111
805	CA	308
806	TX	29
808	HI	32
810	MI	218
812	IN	128
813	FL	112
814	PA	201
816	MO	110
818	CA	214
828	NC	113
830	TX	85
831	CA	119
843	SC	126
845	NY	375
850	FL	118
856	NJ	223
858	CA	85
859	KY	69
860	CT	194
862/973	NJ	386
863	FL	118

NPA Area	State	Total of NXXs Saved
864	SC	204
865	TN	86
870	AR	99
901	TN	35
904	FL	111
906	MI	54
907	AK	0
908	NJ	199
909	CA	229
910	NC	177
912	GA	51
913	KS	45
914	NY	198
915	TX	16
916	CA	139
918	OK	92
919	NC	171
920	WI	188
925	CA	146
928	AZ	87
931	TN	137
936	TX	33
937	OH	206
940	TX	42
941	FL	110
949	CA	80
951	CA	243
952	MN	36
956	TX	111
970	CO	209
979	TX	49
985	LA	112
989	MI	246
Total		33,920

## 10.2 Trends in Thousands-Block Number Pooling

This section contains summaries of thousands-block number pooling statistics since the beginning of national pooling in 2002.

### 10.2.1 The increased productivity of the PA between 2002 and 2007.

**Table 44. Pooling Growth Chart**

	2002	2003	2004	2005	2006	2007
NXXs Opened for LRNs	206	475	787	945	968	689
NXXs Opened for Dedicated Customers	37	98	258	135	128	178
NXXs Opened for Pool Replenishment	194	240	933	1,305	2,006	1,802
Blocks Assigned by PA During Year	8,141	21,613	36,936	55,990	62,606	46,796
Total Assigned Blocks in PAS at Year End	10,023	29,027	61,118	109,420	162,234	190,721
Applications Processed	13,942	42,177	69,472	102,304	127,965	115,982

### 10.2.2 Total Applications Processed (Part 3s) – 2002 through 2007

The total number of applications (Part 3s) processed is the best measure of the actual work performed by the pooling administrators, because not every Part 3 results in an immediate assignment of a thousands-block. Although a

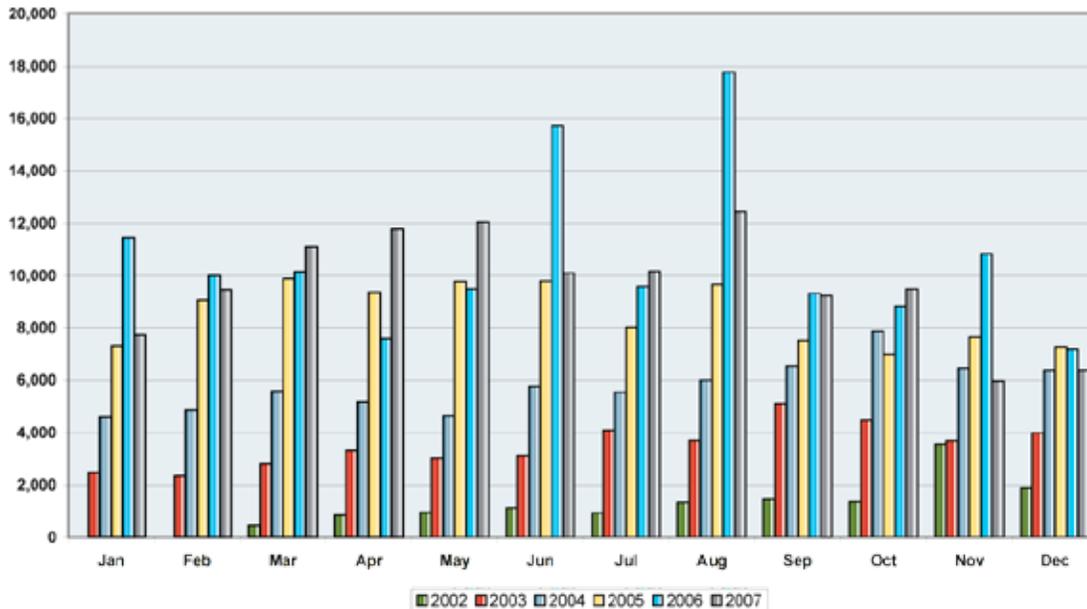
large majority of applications for numbering resources are processed and approved immediately, some are suspended for future NANPA action and some are denied entirely.

The following charts contain the total numbers of Part 3s processed since national pooling began in March 2002.

**Table 45. Total Applications Processed Since 2002**

Month	2002	2003	2004	2005	2006	2007
Jan	N/A	2,484	4,591	7,324	11,439	7,732
Feb	N/A	2,339	4,872	9,062	10,001	9,472
Mar	461	2,819	5,585	9,878	10,150	11,112
Apr	845	3,336	5,177	9,363	7,588	11,801
May	960	3,022	4,628	9,776	9,501	12,044
Jun	1,130	3,100	5,771	9,792	15,737	10,110
Jul	932	4,102	5,551	8,022	9,590	10,171
Aug	1,335	3,698	6,002	9,666	17,778	12,468
Sep	1,454	5,115	6,547	7,520	9,319	9,228
Oct	1,359	4,471	7,891	6,970	8,831	9,488
Nov	3,564	3,692	6,470	7,648	10,826	5,967
Dec	1,902	3,999	6,387	7,283	7,205	6,389
TOTAL	13,942	42,177	69,472	102,304	127,965	115,982

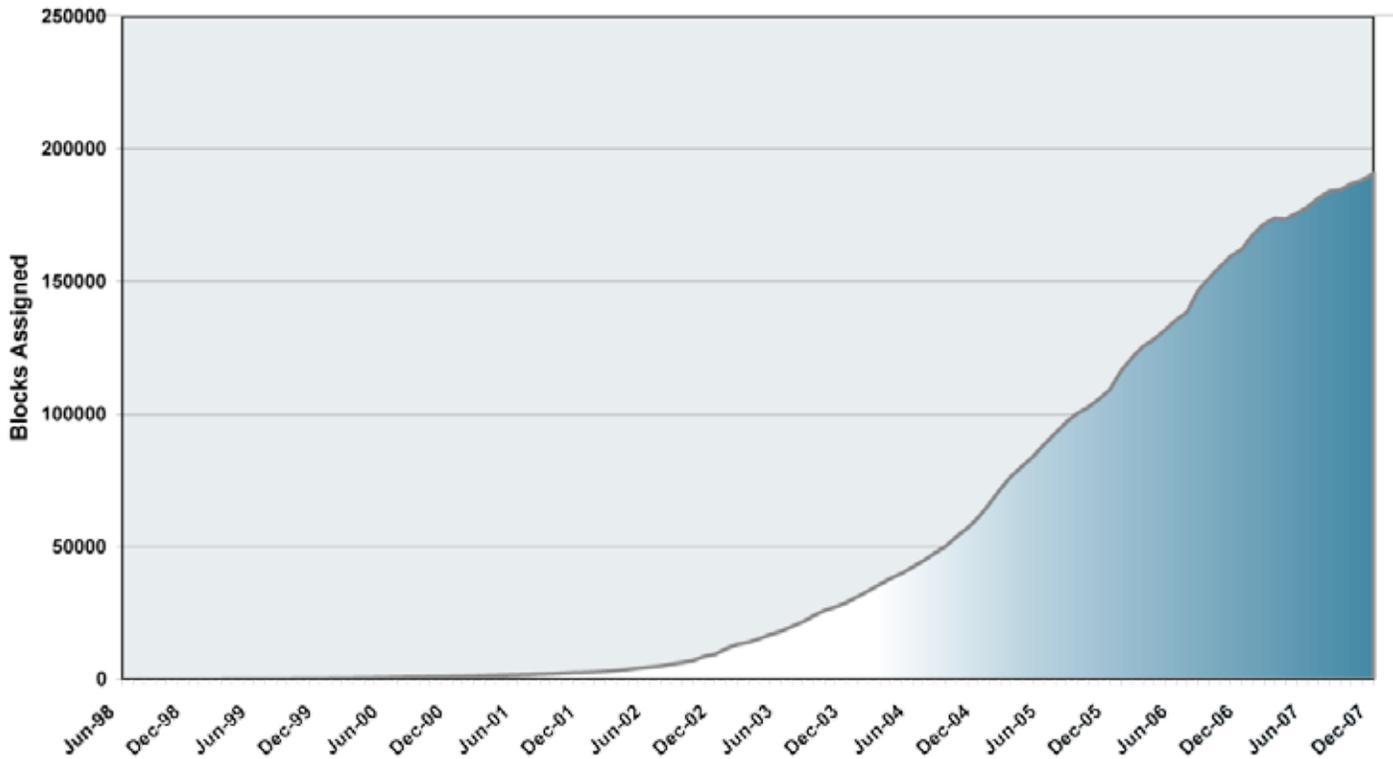
**PA Applications (Part 3s)**



### 10.2.3 Cumulative Thousands Blocks Assigned Since 1998

The following graph illustrates the cumulative number of total blocks assigned since thousands-block pooling began in Illinois in June 1998.

**Cumulative Thousands Blocks Assigned Since Pooling Began**



### 10.3 Trends in Thousands-Block Pooling By State and NPA Since 2002

During the past five years, the PA has processed many applications and assigned a considerable number of blocks. Below are several charts identifying the states and NPAs with the highest activity levels for applications, assignments, and reclamation.

#### 10.3.1. Top 10 NPAs for Total Number of Applications since 2002 (Part 3s)

State / NPA	Total Applications
NY 347	5,984
NY 646	4,679
CA 310	4,662
CA 714	4,418
CA 909	4,333
NC 704	3,867
NY 631	3,660
CA 760	3,502
GA 678	3,468
MA 508	3,455

### 10.3.2 Top 10 States for Number of Applications since 2002 (Part 3s)

State	Total Applications
CA	60,279
NY	36,282
TX	31,143
FL	27,392
IL	22,158
PA	21,802
MI	18,857
NJ	16,170
MA	14,603
OH	14,536

### 10.3.3 Top 10 NPAs for Total Number of Block Assignments since 2002

State/NPA	Total Blocks Assigned
NY 347	3,460
NY 646	2,648
CA 310	2,363
CA 909	2,228
CA 714	2,117
NY 631	2,048
TX 832	2,038
CA 323	2,033
GA 678	1,974
MA 508	1,951

### 10.3.4 Top 10 States for Number of Block Assignments since 2002

State	Total Block Assignments
CA	32,576
NY	19,788
TX	18,087
FL	14,280
PA	11,893

IL	11,523
MI	9,081
NJ	8,608
MA	8,006
OH	7,680

### 10.3.5 – Reclamation between 2002 and 2007

State	Blocks Reclaimed
CALIFORNIA	38
TEXAS	33
NEW YORK	32
OREGON	32
PENNSYLVANIA	24
MICHIGAN	20
FLORIDA	18
MISSISSIPPI	17
VERMONT	15
INDIANA	13
NEW MEXICO	13
NEW JERSEY	12
COLORADO	9
IDAHO	9
WEST VIRGINIA	9
ARIZONA	8
OHIO	8
NEW HAMPSHIRE	7
DELAWARE	5
TENNESSEE	5
ALABAMA	4
ARKANSAS	4
OKLAHOMA	3
VIRGINIA	3
GEORGIA	2
IOWA	1
PUERTO RICO	1
TOTAL	345

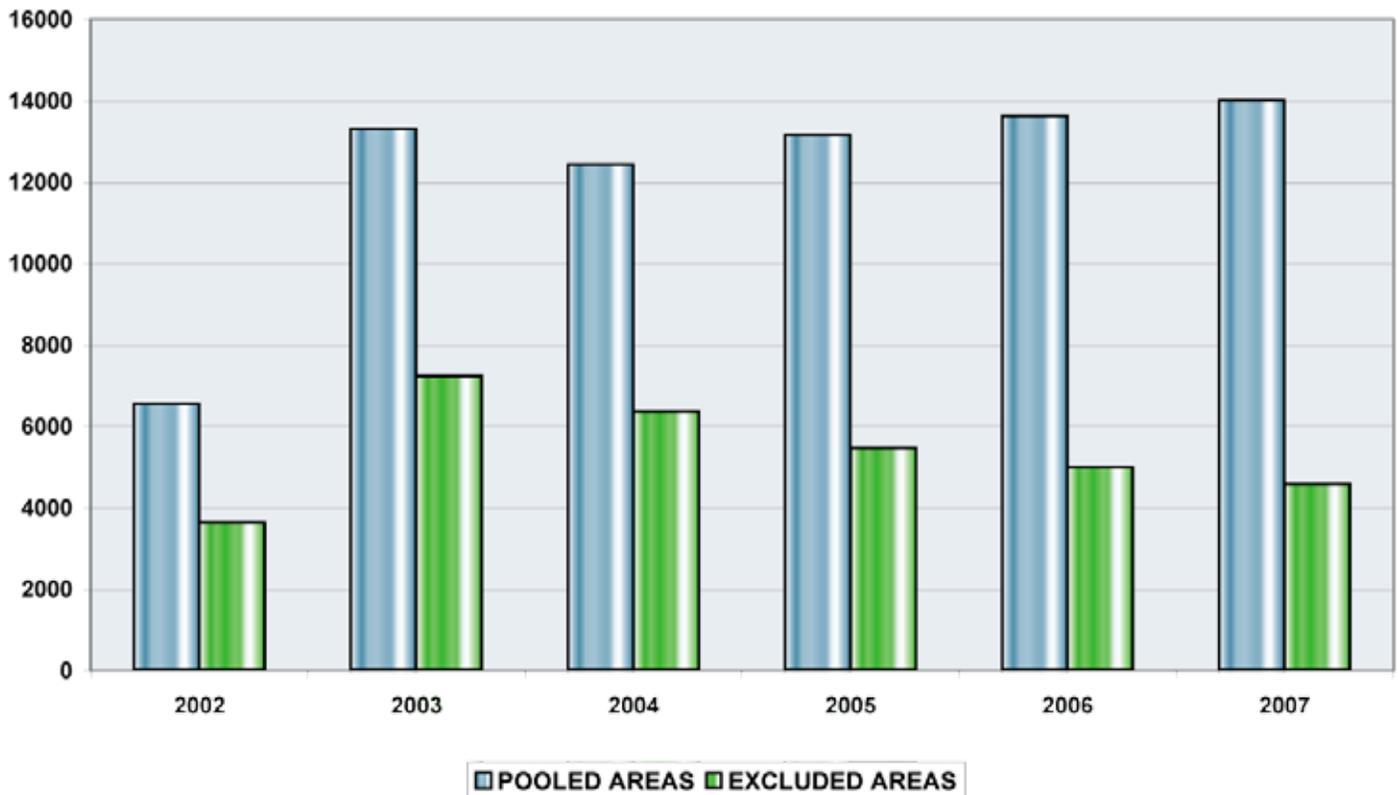
## 10.4. Summary of Pooled Areas since 2002

### 10.4.1 Aggregated Pooled Areas – 2002 through 2007

The following chart represents a summary of the aggregated total of the number of pooling areas, those designated as mandatory or optional, as well as the number of the service providers participating in the pooled areas since 2002. Since the first year of pooling, the total number of rate areas in pooling has increased 113%, from 6,578 at the end of 2002 to 14,015 at the end of 2007, and the number of service providers has increased 89.8%, from 1,159 at the end of 2002 to 2,200 at the end of 2007.

Year	Total Number of Distinct Pooling Service Providers	Pooled Areas
2002	1,159	6,578
2003	1,631	13,322
2004	1,608	12,448
2005	1,745	13,168
2006	1,955	13,639
2007	2,200	14,015

### 10.4.2 Total Pooling versus Total Excluded Rate Areas – 2002 through 2007



### 10.4.3 Total Number of Distinct Pooling Service Providers – 2002 through 2007

