

# NANPA Numbering News

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Provided by the North American Numbering Plan Administration (NANPA)

## COCUS 2000 Results Available

The results of the Central Office Code Utilization Survey (COCUS) 2000 and NPA Exhaust Analysis have been published and are now available on the NANPA web site ([www.nanpa.com](http://www.nanpa.com)). This report provides an NPA-by-NPA exhaust projection for all geographic area codes in the U.S. and Canada. The Canadian Number Administrator provided the exhaust projections for NPAs in Canada, which can be found on [www.cnac.ca](http://www.cnac.ca).

The NPA exhaust projections were developed using the same methodology that was implemented for the April 1999 NPA exhaust analysis. In early January 2000, service providers were requested to provide the total number of NXX codes assigned to them in each NPA as of January 1, 2000, and a forecast of the number of central office (CO) codes the service provider will need over the next five years (2000-2004).

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## Code Administration Conducting Customer Survey

During the month of July, NANPA will begin conducting a periodic survey of NANPA's CO Code Administration customers to gauge their satisfaction. Survey will measure the CO Code Administration's ability to meet customer needs and respond to customer issues. NANPA, together with NeuStar's Operations Analysis team, will use the responses to identify potential areas of improvement in the numerous services provided by NANPA's CO Code Administration.

Strict procedures are in place to ensure that the survey is conducted on an impartial basis, that all customers are given the same opportunity to respond, and that all responses are treated in a confidential manner. The survey will be distributed for a one-month period to customers using several methods, including fax with Part 3 dispositions, e-mail, or the NANPA web site.

NANPA is looking forward to working with its customers in this important effort. The goal of the survey is to help identify and improve any aspect of service that needs improvement. At the same time, to the extent NANPA performs some aspects of its job particularly well, NANPA

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## NRO Order Posted to Federal Register

On June 16, the Federal Communications Commission (FCC) posted the Number Resources Optimization (NRO) Order to the Federal Register, thus beginning the 30-day timeframe for the publication to go into effect.

The Order, which was released March 31, addresses a myriad of number administration issues, including: standardized number utilization reporting requirements and definitions of number category usage; revision of the current number assignment processes through administrative conservation measures, such as utilization thresholds; and thousand block number pooling, including the FCC's decision to select the Pooling Administrator through a competitive bid process.

Service providers and other interested parties have 30 days to petition FCC on the Order, which goes into effect July 17. **NEU STAR**

CO Code Statistics for First Quarter 2000									
	# of Codes Assigned	# of Changes	Suspensions	Denials	Canceled or Withdrawn	Disconnected	# of Reserved	Lottery Denial	Total # of Requests
April	1,333	1,073	40	207	66	291	5	545	4,083
May	1,356	1,259	217	189	51	437	4	430	4,127

## State Roundup

### Maine

Thousand block number pooling was implemented in the 207 NPA on June 1, which followed a November 4, 1999, Order mandating that timeframe. As of June 28, 401 contaminated and uncontaminated thousand blocks were returned by carriers across the 133 rate centers in NPA 207. These blocks, already designated for use in a particular rate center, will be used to fill out the pool of numbers in each individual rate center.

### New Hampshire

In a similar move, New Hampshire implemented thousand block number pooling in the 603 NPA on May 1, which also followed a January 7 Order mandating number pooling by that date. As of June 28, 767 contaminated and uncontaminated thousand blocks were returned by carriers across the 117 rate centers in NPA 603. These blocks, already designated for use in a particular rate center, will be used to fill out the pool of numbers in each individual rate center.

### Oregon

The FCC put Oregon's petition for delegated authority (File No. NSD-L-00-29, CC Docket 96-98) out for public comment. Comments were due June 15, and replies on June 30.

### California

On April 10, the California Public Utilities Commission (CPUC) sent a letter to the NANPA directing the them "to discontinue the practice of carrying over codes from one month to the next." When rationing is in place, NANPA rations out codes at a set rate each month. When the number of requests for a given month equals fewer than the number of codes to be rationed, the excess codes are rolled over into the next month's lotteries. For instance, if six codes are to be rationed, but only three are requested, the three remaining codes are rolled over into the next month's lottery, making nine codes as the total available in the next month's lottery. In the letter, the CPUC further directed NANPA to reduce the number of codes being rationed on a monthly basis in 19 NPAs across the state.

### New York

On April 25, New York's 716 pooling trial was placed on hold due to the apparent inability of two carriers to receive information on numbers

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## Code Administration Conducting Customer Survey

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would like to know that, too, in order to build on its success in those areas. For all of these reasons, customers are asked to look for the survey, fill it out and return it through one of the methods provided. Comments are most helpful and are very welcome.

**NEU STAR**

Central Office Code Applicant:

Please share with us your feelings about your recent interaction with NANPA Central Office Code Administration, regarding CO Codes in the state/territory of \_\_\_\_\_

Respond to the following questions indicating your level of satisfaction based upon the following scale. All responses are strictly confidential.

5	4	3	2	1
Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied
Mark the box that indicates your level of satisfaction				
1.) The Code Administrator knew and understood the Central Office Code Assignment Guidelines.				
2.) The Code Administrator was courteous and helpful.				
3.) The Code Administrator was responsive to my concerns.				
4.) Overall, I am _____ with the level of service provided by NANPA Central Office Code Administration.				

Would you like for a Senior Manager to call you and discuss your experience? If so, please provide your name and contact information below.

What can we do to help improve the quality of service we provide?

Additional comments:

Thank you,

Ron Centers  
Director - NANPA

Please forward completed questionnaires to:  
Department: Numbering Operations Analysis  
Fax: (202) 534-2522  
Mail: (202) 534-2522, Suite 580  
Washington, DC 20045

Effective 07/01/00  
Revision 01

### Draft CO Code Administration Survey

For questions or comments about the survey process, please contact Code Administration staff in Concord. **NEU STAR**

In addition to distributing hard copies of the NANPA Numbering News, electronic versions can also be found at:  
<http://www.nanpa.com/newsletters/index.html> and  
<http://www.numberpool.com/newsletters/index.htm>.

## Profile On: Numbering Administration in Canada

As a member of the North American Numbering Plan (NANP), Canada is one of the 19 countries that obtains numbering resources through the North American Numbering Plan Administrator (NANPA). Canada has also established its own Canadian Numbering Administrator (CNA) that is responsible for coordinating the assignment of NANP resources with the NANPA, on behalf of the Canadian telecommunications industry. In addition, the CNA performs the role of Central Office (CO) Code Administration and NPA Relief Planning in Canada. Canada contributes approximately 10 percent of the costs incurred by the NANPA that are related to NANP-wide services (i.e., excludes unique US services such as CO Code Administration, NPA Relief Planning and Study Group 2 activities).

As a result of amendments to the Canadian Telecommunications Act, on July 31, 1998, the Canadian Radio-television & Telecommunications Commission (CRTC), the Canadian telecommunications regulator, has been assigned the responsibility of administering telecommunications numbering resources in Canada. This authority had previously resided with Industry Canada.

In 1994, members of the Canadian telecommunications industry began to examine the need to transfer responsibilities related to numbering from the Incumbent Local Exchange Carriers (ILECs) to an independent third party administrator, funded by the telecommunications industry as a whole. The examination of this issue was undertaken by the Canadian Steering Committee on Numbering (CSCN). The CSCN is an open public forum established in 1991 as a Canadian forum where numbering and addressing issues could be identified and solutions developed, similar to the Industry Numbering Committee (INC). Resolutions reached at the CSCN are incorporated into the Canadian industry numbering assignment and allocation guidelines. The CSCN is currently a subtending Working Group of the CRTC Interconnection Steering Committee (CISC) – a committee established by the CRTC to examine issues related to technological, administrative and operational issues, as assigned by the CRTC. CISC membership comprises representatives of all types of carriers, public interest groups and industry associations.

From 1994 to 1999, Industry Canada, then the CRTC assumed interim responsibilities for the administration of NANP resources, while the ILECs continued to administer CO Codes in Canadian geographic NPAs. In April 1998, the CSCN secured CRTC approval for establishing a consortium of Canadian telecommunications industry members (Canadian Numbering Administration Consortium Inc. – “CNAC”) to re-

lease a Request for Proposals (RFP), which was developed by the CSCN, to establish a neutral CNA. CNAC was also responsible for evaluating vendor responses and the execution of a five-year contract with the new CNA. The RFP specified that the functions of the CNA would include but would not be limited to: acting as secretary to the CSCN, publishing the National Numbering Index, processing applications for NANP resources (e.g., CICs, NPA 500/600/900 NXXs, and 555-XXXX numbers) in coordination with NANPA, processing applications for other numbering resources (e.g., SS7 network codes), as well as responsibilities associated with Central Office Code Administration for Canadian geographic NPAs and NPA Relief Planning.

On December 9, 1998, SAIC Canada entered into an agreement with CNAC to perform the role of CNA. In April 1999, responsibilities performed on an interim basis by the CRTC were transferred to SAIC Canada, and the transition of CO Code Administration responsibilities had begun. By October 1999, all numbering administration functions in Canada had been turned over to SAIC Canada as the new CNA.



The CNA is accountable to the CRTC and reports to the Canadian telecommunications industry through the CNAC and the CSCN. The CNA adheres to numbering resource assignment guidelines and principles that have been developed and/or accepted by the CSCN and approved by the CRTC. The CSCN has established a working group to examine guidelines accepted by INC or being modified by INC and to

modify these guidelines as required to reflect the Canadian regulatory environment and Canadian industry requirements. The CSCN has addressed several guidelines to date, including CO NXX, 600, CIC, 456, 800-855. The Working Group is examining the remaining guidelines and expects to finalize its review of NPA Relief Planning Guidelines shortly. All numbering resources assignment guidelines are submitted by the CSCN to the CRTC for approval prior to being introduced for use in Canada. CSCN activities may be monitored on the CNA's web site at [www.cnac.ca](http://www.cnac.ca).

Canada has been represented at all but one INC meeting by a combination of one or more service providers, the Canadian regulator and the CNA in an effort to retain an active role in identifying and resolving numbering issues that affect all nations participating in the NANP. Similarly, Canadian industry representatives have been invited to participate in the North American Numbering Council (NANC).

*Editor's Note: This article was submitted jointly by the Canadian Number Administrator and CRTC staff.* **NEUSTAR**

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## State Roundup *(Continued from page 2)*

ported for purposes of pooling using Release 1.4. The problem identified was that the two carriers had not properly tested their ability to receive information on ported numbers with the pooled number identifier. Using Release 1.4, each time a number is ported for pooling, it is identified specifically as a pooled number. The trial was back up and running by May 1. In the interim, NeuStar suspended all block assignments while the carriers worked to update their systems. All previously assigned pooled blocks had to be “un-ported” and “re-ported.” The one-week shut down was much shorter than originally anticipated. On May 31, the New York Public Service Commission (NYPSC) and NeuStar held an implementation meeting for the 518 NPA, in which pooling will begin on September 15.

### Florida

On May 30, the Florida PSC ordered mandatory thousand block number pooling in three NPAs. Pooling will be implemented in NPA 954 on January 22, 2001, in NPA 561 on February 5, 2001, and NPA 904 on April 2, 2001. Pooling will be implemented in all three NPAs using software Release 3.0, which is first scheduled to be available for the Southeast region on January 22.

### Connecticut

On June 14, the Connecticut DPUC ordered mandatory thousand block number pooling in the 860 NPA by October 1. The DPUC also established a 75% fill-rate and a sequential numbering requirement for non-pooling carriers. Finally, the DPUC ordered two new criteria for qualification in applying for a CO Code. Under the DPUC Order, carriers must be six months to exhaust prior to requesting further resources and must be ready to offer service within 60 days. 




**Sandy Tokarek**

### **New Regional Director Named for Code Administration**

NeuStar recently announced that Sandy Tokarek, currently Senior NPA Relief Planner in the Central Region, has been promoted to Regional Director – Code Administration, effective July 10. Tokarek succeeds Bruce Bennett, who resigned in June. Tokarek joined NANPA on April 1, 1998, as a relief planner, and was promoted to her present position on June 1, 1999. Prior to joining NANPA, she was Public Affairs Manager at AT&T Wireless.

Tokarek, who currently lives in Rhode Island, will be based in NANPA’s Concord, Calif., office. NANPA’s Concord office is the home of central office code administration, where more than 4,000 applications for central office code assignment are processed each month. Tokarek said she is excited about her new job, and is committed to continuing the excellent level of service that NANPA’s customers have received in the past.

“Our biggest challenge will be to modify our code administration processes to reflect the changes in the FCC’s NRO order, which is about to go in to effect,” said Tokarek. The NRO order requires code applicants to supply number utilization information along with evidence of interconnection before receiving an assignment. Applicants must also have new Number Resource Utilization/Forecast (NRUF, formerly COCUS) forms on file for each NPA in which they request assignments.

In other NANPA staff changes, Craig Wiseman and Ben Childers, former NPA relief planners for the Western and Central regions, respectively, recently resigned. 



**Jeff Ganek**  
NeuStar Chairman and CEO

## A Word from NeuStar's Chairman and CEO

A hallmark of NeuStar's role in the telecommunications industry is our commitment to our customers, which includes all segment groups of the industry. It's the foundation of our company – it's how we got started – and it's something we take very seriously.

Being the neutral, third-party service provider to the telecommunications industry almost always assures that we will never win a popularity contest. Regardless, NeuStar is committed to providing quality service to all customers by listening to our customers' requirements. This requires that we be evaluated by our customers based on their experiences with our staff and the level of service we provide. Many of the issues we are tackling together are without precedent and their outcomes must meet the needs of all — fairly and equally. When we slip in our service to just one of our valuable customers, everyone suffers. We don't take these problems lightly – if they're significant to our customers, then they're significant to NeuStar. That's something that has always been paramount to our organization.


One of the foundational elements of NeuStar is our role as the NANPA, in which we have served for over two years. Our first year was focused on solidifying the organization and overseeing the transition of number administration from the industry to a neutral, third party. During the second year, we have been committed to building robust processes and systems that would deliver consistently excellent performance to our customers.

NANPA just recently received the NANPA Oversight Working Group's annual report card, and we were very pleased that they rated us "above average." Since last year's report, we have employed new processes to improve service, including the development of the electronic document distribution system (DDS), which now reaches over 1900 industry representatives; hiring additional staff in code administration and relief planning to better serve the industry, and continuously updating and improving our Web site.

As NeuStar reaches the midpoint of our term as NANPA, we remain excited about the future of this program and look forward to working in true partnership with the industry and regulators to provide high quality services. While we are proud of the accomplishments we have made in NANPA, we realize there is always room for improving our service as the NANPA, which benefits service providers, regulators, and ultimately, consumers.

### **COCUS 2000 Results Available** *(continued from cover)*

NANPA also incorporated other data elements into its analysis in determining the projected exhaust timeframe of each geographic NPA in the U.S. These data elements included the historical CO code assignment data by industry segment in an NPA over past three years, including the CO code assignments as of April 1, 2000, and the total number of codes available for assignment. In addition, the number of rate centers in an NPA, the number of service providers and expansion over the same time period, and any recent NPA relief activity, including CO code rationing amounts, if applicable, were also factored into the analysis.

NANPA is now in the process of developing a NANP exhaust projection. Working cooperatively with the North American Numbering Council (NANC), NANPA has developed a set of assumptions to be used in this analysis. These assumptions include elements of the FCC NRO Order, namely the impact of number pooling as envisioned in the Order. Publication of the results of this study is planned for the September 19. 

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## Central Office Code Assignment Activity Report: 1Q00 Results

The following table is a summary of the Central Office (CO) code assignments made for the period January 1, 1999 through March 31, 2000. Assignments are categorized by the four industry segments: CLEC, CMRS, ILEC and Paging. This table represents the total number of CO codes assigned less any CO codes reclaimed by the NANPA. For the 1Q00, 775 codes were reclaimed.

### CO Code Growth Summary (1/1/99 - 3/31/00)

	1Q99	2Q99	3Q99	4Q99	1Q00
CLEC	1,983	2,316	2,392	1,891	2,195
CMRS	1,101	942	884	705	1,048
ILEC	419	427	325	350	357
Paging	312	402	433	239	187
<b>Total</b>	<b>3,815</b>	<b>4,087</b>	<b>4,034</b>	<b>3,185</b>	<b>3,787</b>

As of March 31, there were 71 NPA codes in rationing.



## NANPA Numbering News

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