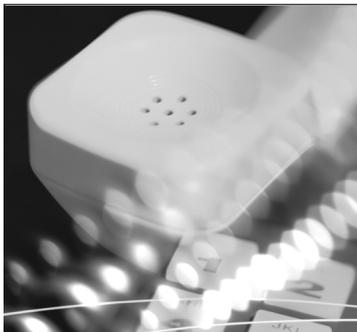
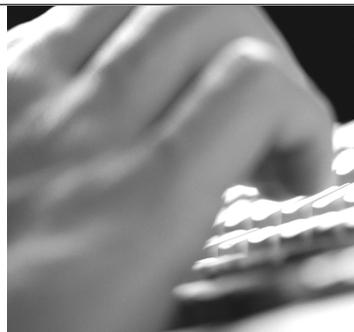


# NANPA Numbering News



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Provided by the North American Numbering Plan Administration (NANPA)

## NANPA Establishes New Code Reclamation Group in Concord

The FCC NRO Order, which took effect September 18, required major changes in the way that central office code reclamation works. To carry out these changes, NANPA has established a new reclamation group, which started October 1.

The new group works with the states and the FCC to reclaim codes that have been assigned but not put into service. By doing so they help alleviate the need for further area code splits and overlays, as well as facilitate more efficient use of the codes throughout the industry.

The Reclamation Group, part of NANPA's Code Administration team in Concord, Calif., identifies assigned central office codes for

which Part 4 forms have not been returned, indicating that the codes have not been put into service. Each month, the Reclamation Group forwards a list of these codes to the appropriate state commissions, which can grant an extension to the service provider or direct NANPA to reclaim the code.

Anthony Davi, who previously served as a Code Administrator for NANPA's Eastern Region, has been named Reclamation Manager. Dara Sodano has joined the group as a Reclamation Coordinator. Both are based in Concord. Davi can be reached on 925-363-8705 and Sodano at 925-363-8774. ■

## NANPA Receives NRUF Submissions, But Many Contain Errors

With the NRO Order, the FCC directed new data reporting requirements for service providers. The requirements included the submission of utilization and forecast data to the NANPA by September 15. As of mid-October, NANPA had received over 3,000 submissions (i.e., Form 502). Unfortunately, more than 2,400 of these submissions contained errors.

More than 1,700 submissions contained the following types of errors: the failure to provide an entry in the Parent Company Name or Operating Company Number (OCN) fields; unrecognizable NPA codes; invalid rate center name; or no recognizable forecast provided.

More than 750 submissions contained errors so severe that the submission could not be processed and had to be rejected. Examples of these types of errors include the following:

- Submissions in which no OCN appears in the service provider OCN field.
- Submissions in which multiple OCNs appear in the service provider OCN field.

*Continued on page 4*

## NRUF Help Session on December 1

NANPA, in cooperation with several telecommunications associations, will facilitate a meeting on December 1 to develop recommendations for FCC consideration on improvements to the directions provided with the NRUF reporting form (Form 502).

Enhancements to the form and associated directions will be available to service providers as they prepare their NRUF submissions associated with the February 1, 2000 reporting cycle.

The United States Telecom Association (USTA) has agreed to host the meeting in Washington DC. Interested parties must notify Beth Sprague if they plan to attend. Sprague can be reached at 202-533-2654 or [beth.sprague@neustar.com](mailto:beth.sprague@neustar.com).

Please respond no later than November 22. Seating is Limited, so attendance will be based on a first-come, first-served basis.

## CO Code Statistics for August – September 2000

	# of Codes Assigned	# of Changes	Suspensions	Denials	Canceled or Withdrawn	Disconnected	# of Reserved	Lottery Denial	Total # of Requests
August	1,112	1,456	435	848	70	283	0	317	4,633
July	1,057	1,045	470	617	53	282	2	357	4,048

### Tips for DDS Users

NANPA's Document Distribution Service (DDS), introduced in September 1999, notifies industry members of area code relief planning and code administration activities and allows industry members to download related documents, e.g., Initial Planning Documents and regulatory filings. DDS has other useful features that will allow users to change their profile, retrieve a forgotten password, and find an archived document, for example. Below are some tips for using DDS.

#### Tip #1 – How to retrieve archived DDS documents

Usually documents that are more than a 30 days old are automatically removed from the document download page, but are not "lost." To find them, scroll to the bottom of the document download page (the page that appears after entering the username and password) and select "NPA Relief Planning and Code Administration Documentation." This will lead to the "library" of NANPA documents. Select the location/state, which will prompt another menu listing all the area codes for which documents have been stored. Select the appropriate area code, and all the documents archived for that area code will appear in chronological order. Documents prior to September 15, 1999, cannot be found on this site.

#### Tip #2 – How to modify personal information

It may be necessary for a customer to modify their email address or the locations/states for which they receive DDS notifications or other information. This can be done by scrolling to the bottom of the document download page and selecting "Modify." The information recorded in the profile will appear and can then be modified. In addition, to add or remove a location, hold down the Control key while selecting a location. When all changes are complete, select "Modify," review the information for accuracy, then select "Modify" again at the bottom of the page.

#### Tip #3 – How to retrieve a forgotten password

If a user forgets their password, DDS will email a user's password to them within a few minutes of the request. To retrieve a password, select "Document Distribution Service" in the left hand column of NANPA's home page, then select "View and download documents of industry related notifications." Then select "Email me my password." Enter the username, and the password will be emailed to the user. Of course, if a user has also forgotten their username, they can simply select "Comments and Feedback" at the bottom of the page and indicate they need with their username, which will be e-mailed to them by the system administrator.

#### Tip #4 – How to obtain DDS notification distribution lists

Sometimes DDS users need to know the names of and contact

information for individuals who receive industry notifications in a particular state. This information was normally provided on the cover page when the documents were faxed to all recipients. To reduce file size, the recipient information is not provided within DDS documents, but may be retrieved at any time. To download such a distribution file, scroll to the bottom of the document download page (after entering the username and password) and select "Distribution List." On the next page, right click the computer mouse on the location of interest. This will allow the user to download a text file onto their hard drive, which then may be opened with standard spreadsheet software for formatting and printing. The information provided includes, name, company, phone number, fax number and email address.

#### Tip #5 – How to submit questions or suggestions

To submit a question related to DDS, NPA relief planning or code administration, or to provide suggestions, select "Comments and Feedback" at the bottom of any DDS page. Complete the form and then submit. A response will be returned within one business day. ■

### NANPA Staff Changes

**Bill Winter**, formerly with the California Cable Television Association, joined NANPA as an NPA Relief Planner in the Western Region. Winter works in NANPA's Concord, CA office and can be reached at 925-363-8769 and via email at bill.winter@neustar.com.

**Sandra Boclair**, formerly of the Virginia Corporation Commission, joined NANPA as an NPA Relief Planner in the Eastern Region. Boclair can be reached at 804-730-3772 and via email at sandra.boclair@neustar.com.

**Linda Hymans**, NPA Relief Planner in the Central Region, has been promoted to Manager, Regulatory Affairs for NeuStar effective November 1. Hymans, who joined NANPA in July 1999, formerly worked at the Public Utilities Commission of Texas (PUCT) as a Senior Utility Analyst in the Telecommunications Division. She will report to **Brent Struthers**, NeuStar's Chief, Regulatory Matters, and be based from Austin, Texas. Hymans can be reached at 512-996-8757 or linda.hymans@neustar.com.

In NANPA's Code Administration group in Concord, **Sandra Poortinga** has been promoted to code administrator for the central region. **Michael Jinkerson**, formerly with Pacific Bell, is a new code administrator in the Western Region, and Code Administrator **Terah Adger** has moved from the Western Region to the Eastern Region, replacing **Anthony Davi**. Davi and **Dara Sodano** have recently been named to the newly formed Reclamation Group in Concord. (See related story on Page 1). ■

## NANPA Quality Measures Show Continuous Improvement

Since late 1998, NANPA has been tracking the quality of its work through a series of measurements derived primarily from INC assignment guidelines. NANPA uses these benchmarks to gauge its performance in fulfilling customer requirements. In addition, NANPA regularly reports results to the NANPA Oversight Group. Quality results continue to improve each month. The 3Q2000 results are significantly better than last year's results for the same period.

NANPA also actively solicits customer feedback through the NPA Relief Planning and Code Administration groups. Since late 1998, NPA Relief Planning has conducted a customer survey. Since its inception, scores have consistently improved, reaching a high of 4.76 out of 5.0 in July. In August, NANPA revised the questions to expand the scope of the

survey to service areas not previously measured.

In late October, Code Administration started a customer survey, as well. As of November 3, NANPA had received 108 responses, and that number continues to grow. On the question of overall satisfaction with NANPA services, the average result of responses received to date is 4.62, where 5 means "very satisfied" and 4 means "satisfied."

The results, including comments and opportunities for improvement, are provided to NANPA management. Survey scores are handled and analyzed independent of the NANPA organization, and are the responsibility of NeuStar's Operations Analysis Department. A full report of survey results will be provided in the December 2000/January 2001 issue of *NANPA Numbering News*. In addition, NANPA will continue to report monthly performance results in this newsletter, with performance summaries provided on a quarterly basis, as shown below. ■

Code Administration Industry Performance Measurements	Goal	1999	YTD 00	Jul-00	Aug-00	Sep-00
Code applications processed within 10 days (%)	99.5%	98.9%	99.9%	99.9%	100%	100%
Average days late		N/A	0.43	1.3	0.0	0
Central office codes assigned without code conflict (%)	100%	99.8%	99.7%	99.9%	99.7%	99.6%
Reclamation begun on codes not activated within 6 months of requested activation date (%)	95%	50.7%	74.9%	100%	100%	N/A
Average days late		N/A	0.0	0.0	0.0	N/A
AOCN RDBS/BRIDS entry requests filled within 5 days (%)	99.5%	86.5%	99.9%	99.5%	99.9%	99.9%
Average days late		N/A	1.67	1.6	2.0	3.0
Phone calls returned by end of next business day (%)	99.5%	99.9%	99.96%	100%	100%	99.9%

N/A = not available, performance measure being changed due to NRO order

NPA Relief Planning Industry Performance Measurements	Goal	1999	YTD 00	Jul-00	Aug-00	Sep-00
6-week initial meeting notification	100%	88.8%	100%	100%	100%	N/A
4-week IPD distribution prior to meeting	100%	69.7%	100%	N/A	100%	N/A
2-week distribution of meeting minutes	100%	91.7%	98.4%	100%	100%	100%
Minutes review 3 weeks after meeting	100%	100%	100%	100%	100%	100%
6-week filing of industry relief plan	100%	97.5%	100%	100%	100%	100%
NPA Assignment request within 1 week of regulatory approval	100%	97.5%	100%	100%	100%	100%
Issue press release within 2 weeks after NPA assignment	100%	100%	100%	N/A	N/A	100%
Publish date of initial implementation meeting 3 weeks after NPA assignment	100%	91.6%	100%	N/A	100%	100%
Hold jeopardy meeting within 30 days/4 weeks after jeopardy declaration	100%	100%	80.8%	N/A	100%	100%
Customer Survey	4.5/5.0	4.47	4.67	4.76	4.52	4.58

N/A = no occurrences this month

## NANPA Receives NRUF Submissions, But Many Contain Errors

*Continued from page 1*

- Submissions containing a non-valid OCN format (i.e., OCN must be a four-digit, numeric number; any other format and the submission will be rejected).
- Submission containing a non-valid OCN – the reported OCN cannot be found in the LERG.
- Submissions in which key information is missing; e.g., service provider name, company address, city, state, zip, contact name and contact telephone number.
- Submissions in which utilization or forecast data is missing (i.e., the individual utilization and forecast forms contain no data).
- Submission in which the service provider modified the spreadsheet (e.g. eliminated workbooks).

Because carriers must have an NRUF on file to obtain central office code assignments, NANPA is focusing first on those carriers whose submissions have been rejected. Service providers will be allowed up to five days from date of notification to address these situations and respond to NANPA. Service providers that fail to correct the problem(s) during that period will be deemed, for purposes of applications for numbering resources, not to have an NRUF on file.

Carriers sometimes find it necessary to update their NRUF submissions, either to correct errors like those described above or to supply additional data. NANPA will accept updates and/or corrections to previous NRUF submissions associated with the current reporting cycle, provided the carrier submits all the previously reported data contained on the 502 Form for the OCN in question, as well as the revision/update. This revised 502 Form will completely replace the existing data for that OCN. For example, if a carrier wants to add another NPA to its forecast, the carrier should submit the previously reported utilization/forecast data for that OCN along with the new NPA forecast. Service providers should indicate in the e-mail that the submission replaces a previous submission for that OCN. ■

### Correction

In the August/September issue of the *NANPA Numbering News*, it was reported that the FCC had ruled favorably on NeuStar's petition seeking additional funds to implement changes mandated by the NRO Order. The FCC has not ruled on NeuStar's petition. Rather, they have directed NANPA to proceed with certain changes to CO code administration as outlined in a July 18, 2000, letter and will provide compensation for these changes subject to a FCC audit

## Updates to the NANPA Web Site

Since the last issue of *NANPA Numbering News*, several significant changes have been made to the NANPA web site, [www.nanpa.com](http://www.nanpa.com).

Many visitors to the web site have asked to be notified when a new area code is assigned, so an electronic mailing list has been established. Whenever a new planning letter or press release is issued, an e-mail is sent to everyone on the list. To sign up, go to the home page, click on the link that says "New NANP Electronic Mailing List," and follow the instructions. More than 250 people have already signed up.

New area code maps were added to the site on October 1. The maps show all of the US area codes in service as of October 1, as well as new area codes to be added during the last three months of the year 2000. The next set of new maps will be available on January 1, 2001. For Canadian area code maps, visit the Canadian Numbering Administrator's site at [www.cnac.ca](http://www.cnac.ca).

Each year the NANPA Oversight Working Group (NOWG) evaluates NeuStar's performance as NANPA. The evaluation is primarily based on a survey that NOWG distributes to the industry and regulators once each year. Although responses to last year's survey were very positive, a few individuals expressed some concerns. NANPA's goal is to be customer focused, and to address concerns as quickly as possible.

To facilitate that process, NANPA has added a formal complaint form to the web site. Use the form to report major problems or concerns that have not been resolved through normal escalation procedures. To file a complaint, use the following procedures. On the home page, click the plus sign to the left of the "More Options" button at the bottom of the left hand frame. Then click the button that says "File a Formal Complaint," and follow the instructions provided. Copies of all complaints filed go to NOWG, NANPA management, and NeuStar's Quality Assurance Department. ■

## NANPA Numbering News

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