

**National Pooling Administration Monthly Metrics Report
Reporting Period – September 1 – September 30, 2007**

Requirements Section	Metric Description	Metric
2.22.4.1	Trouble Tickets/Outages	
	Quantity Filed - Opened	1
	Quantity Resolved – Closed	1
	Quantity Due to SP Deficiency/Misunderstanding	1
	Quantity Opened Due to PA Deficiency	0
	Quantity Opened by SPs related to System Performance	0
	Quantity Under Corrective Action Older than 30 calendar days.	0
	Quantity due to User problem with accessing information due to Web Site	0
	Quantity due to User problem with accessing information due to Pooling System	0
	Quantity due to User problem with accessing information due to Contractor ISP	0
	Total quantity of trouble tickets opened and closed for the month, with both the actual open time for each ticket and the average open time for all tickets.	1 8 min 8 min
	Quantity of System Outages Notifications to all participants and regulatory agencies	0
2.22.4.2	Change Order and PAS Notifications	
	Changes initiated or modified Requiring Functional Impact Analysis - numbering resource plans administrative directives	0
	Changes initiated or modified Requiring Functional Impact Analysis - assignment guidelines	0
	Written Notice of Changes Summarizing Potential Impact upon Service and Cost to be sent to Contracting Officer	0
2.22.4.3	Communications	
	Phone Calls Received	725
	Phone Calls Not Returned by Next Business Day	0
	General inquiries or questions made outside the normal business hours Not Returned by Next Business Day	0
2.22.4.4	Forecasting Data on a per-state basis	
	Quantity of Rate Center Pools	13,883
	Quantity of NXXs Applied for by SPs for Pool Replenishment	135
	Quantity of NXXs Assigned for Pool Replenishment	131
	Quantity of Rate Centers with Less than a 6-month supply	408
2.22.4.6	Application Processing on a monthly basis	
	Total applications (Part 3s) processed	9228

Requirements Section	Metric Description	Metric
	No. of applications (Part 3s) not processed in 7 calendar days	0
	No. of block assignments made	3437
	No. of change requests to existing blocks	1830
	No. of requests to cancel or withdraw	116
	No. of block disconnect requests	2880
	No. of block requests denied	177
	No. of blocks reclaimed	1
	No. of block reservation requests ¹	See Footnote

¹ The current process does not allow for block reservations. This will be implemented with the introduction of the new system.