

**National Pooling Administration 4th Quarter 2008 Pooling Metrics Report  
per Section 2.22.4**

**Reporting Period: October 1 through December 31, 2008**

<b>Requirements Section</b>	<b>Metric Description</b>	<b>Oct 1 through Oct 31</b>	<b>Nov 1 through Nov 30</b>	<b>Dec 1 through Dec 31</b>
<b>2.22.4.1</b>	<b>Trouble Tickets/Outages</b>	<b>5</b>	<b>2</b>	<b>3</b>
	Quantity opened	5	2	3
	Quantity closed	0	0	2
	Quantity due to SP deficiency/misunderstanding		0	0
	Quantity opened due to PA deficiency		0	0
	Quantity opened by SPs related to system performance		0	0
	Quantity under corrective action older than 30 calendar days.	1	0	0
	Quantity due to user problem with accessing information due to web site		0	1
	Quantity due to user problem with accessing information due to pooling system	5	2	2
	Quantity due to user problem with accessing information due to contractor ISP		0	0
	Total quantity of trouble tickets opened and closed for the month.	5 opened & 0 closed	2 opened & 0 closed in November	3 opened & 2 closed in December
	Actual time open for each trouble ticket*	#1220 – 31 Days, 15 Hours & 34 Minutes. #1240 – 29 Days, 7 Hours & 48 Minutes. #1241 – 25 Days, 8 Hours & 41 Minutes. #1260 – 23	#1301 – 26 Days, 8 Hours & 6 Minutes. #1320 – 5 Days, 7 Hours & 15 Minutes.	#1341 – 27 Days, 10 Hours & 30 Minutes. #1380 – 11 Minutes. #1400 – 2 Days, 9 Hours & 30 Minutes.

Requirements Section	Metric Description	Oct 1 through Oct 31	Nov 1 through Nov 30	Dec 1 through Dec 31
		Days, 9 Hours & 49 Minutes.  #1280 – 4 Days, 14 Hours & 10 Minutes.  #1300 – 2 Days, 10 Hour & 56 Minutes.		
	Average time open for all trouble tickets*	19 Days, 11 Hours & 10 Minutes.	15 Days, 19 Hours & 40 Minutes.	9 Days, 22 Hours & 14 Minutes
	Quantity of system outages Notifications to all participants and regulatory agencies	0	0	0

**NOTE:** The same trouble ticket could appear in multiple months depending on when the trouble ticket was opened. If a trouble ticket is opened near the end of the month, it may not have had a chance to close and may appear in multiple months.

<b>2.22.4.2</b>	<b>Change Order and PAS Notifications</b>	<b>Oct 1 through Oct 31</b>	<b>Nov 1 through Nov 30</b>	<b>Dec 1 through Dec 31</b>
	Changes initiated or modified requiring functional impact analysis – numbering resource plans administrative directives	0	0	0
	Changes initiated or modified requiring functional impact analysis – assignment guidelines	0	1	1
	Written notice of changes summarizing potential impact upon service and cost to be sent to contracting officer	0	1	1

<b>2.22.4.3</b>	<b>Communications</b>	<b>Oct 1 through Oct 31</b>	<b>Nov 1 through Nov 30</b>	<b>Dec 1 through Dec 31</b>
	Phone Calls Received	645	491	558
	Phone calls not returned by next business day	0	0	0
	General inquiries or questions made outside the normal business hours not returned by next business day	0	0	0

<b>2.22.4.4</b>	<b>Forecasting Data on a per-state basis</b>											
	<b>Quantity of Rate Center Pools</b>			<b>Quantity of NXXs Applied for by SPs for Pool Replenishment</b>			<b>Quantity of NXXs Assigned for Pool Replenishment</b>			<b>Quantity of Rate Centers with Less than a 6-month supply</b>		
<b>State</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
AK	16	19	19	1	0	0	1	0	0	0	2	0
AL	257	257	257	15	10	0	13	9	0	8	15	8
AR	195	195	197	0	0	1	0	0	1	4	6	1
AZ	77	77	77	0	0	3	3	0	2	4	4	4
CA	689	689	690	15	11	5	16	9	4	44	52	46
CO	165	165	165	6	2	1	6	4	2	6	8	9
CT	89	89	89	5	1	4	13	4	1	3	5	4
DC	1	1	1	3	0	1	3	0	1	1	1	0
DE	30	30	30	0	2	0	0	2	0	2	0	0
FL	240	240	240	7	0	12	5	2	9	13	20	6
GA	201	201	201	3	5	3	1	6	3	6	10	3
HI	6	6	6	0	0	0	0	0	0	0	0	0
IA	543	544	544	0	2	1	0	2	1	2	4	1

2.22.4.4	Forecasting Data on a per-state basis											
	Quantity of Rate Center Pools			Quantity of NXXs Applied for by SPs for Pool Replenishment			Quantity of NXXs Assigned for Pool Replenishment			Quantity of Rate Centers with Less than a 6-month supply		
State	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec
ID	146	146	146	0	0	0	0	0	0	1	1	1
IL	750	750	750	45	29	3	21	7	1	28	45	25
IN	470	470	470	4	6	2	3	4	2	4	9	3
KS	282	282	282	1	0	0	1	2	1	4	4	3
KY	345	345	345	0	0	1	0	0	1	1	2	2
LA	207	207	207	0	0	1	1	0	1	6	10	5
MA	264	264	264	4	2	1	3	3	1	13	24	12
MD	165	165	165	3	2	3	3	2	2	3	7	1
ME	206	206	206	1	0	0	1	2	2	3	10	3
MI	567	567	567	5	5	0	8	4	0	11	27	5
MN	244	238	238	2	1	1	2	1	1	5	5	3
MO	721	721	721	2	0	0	5	0	0	2	3	2
MS	176	176	176	1	5	0	1	5	0	3	6	2
MT	120	120	120	1	0	0	1	0	0	1	1	0
NC	360	360	360	7	8	1	4	5	1	6	10	2
ND	71	71	71	0	0	0	0	0	0	0	0	0
NE	459	459	459	0	0	0	0	0	0	0	0	0
NH	138	138	138	0	0	0	0	0	0	1	1	1
NJ	209	209	209	1	2	2	9	3	3	15	23	18
NM	66	66	66	4	1	0	2	0	0	4	4	4
NV	63	63	63	1	1	7	1	1	6	2	2	2
NY	748	748	748	9	8	0	27	6	0	40	39	23
OH	683	683	683	6	1	0	5	1	0	6	15	4
OK	308	308	308	0	2	4	0	2	3	6	5	2
OR	185	185	185	2	2	1	2	2	1	2	5	2
PA	776	776	776	17	4	4	17	5	7	25	37	28
PR	85	85	85	5	9	1	3	4	1	2	2	0
RI	25	25	25	0	1	0	0	1	0	1	1	1
SC	196	196	196	2	8	3	1	8	3	4	8	2
SD	75	75	75	1	0	0	1	0	0	1	1	0
TN	275	275	275	2	9	4	3	9	4	9	7	5
TX	836	836	836	10	8	8	11	8	8	9	13	9
UT	74	74	74	1	1	1	3	1	1	9	10	5
VA	317	317	317	1	7	7	1	8	8	23	29	6
VT	102	102	102	0	0	0	0	0	0	0	0	0
WA	239	239	239	5	3	0	4	2	0	8	8	5
WI	602	602	602	4	0	2	5	2	4	5	4	2
WV	166	166	166	2	2	0	0	1	1	0	2	1
WY	54	54	54	0	0	0	0	0	0	0	0	0

<b>2.22.4.6</b>	<b>Application Processing on a monthly basis</b>	<b>Oct 1 through Oct 31</b>	<b>Nov 1 through Nov 30</b>	<b>Dec 1 through Dec 31</b>
	Total applications (Part 3s) processed	8,797	12,504	6,495
	No. of applications (Part 3s) not processed in 7 calendar days	0	0	0
	No. of block assignments made	5,733	5,666	3,150
	No. of change requests to existing blocks	1,586	4,166	1,553
	No. of requests to cancel or withdraw	180	265	51
	No. of block disconnect requests	662	796	1,148
	No. of block requests denied	397	1,469	494
	No. of blocks reclaimed	3	0	4
	No. of block reservation requests	5	6	12