

**National Pooling Administration Monthly Pooling Metrics Report  
per Section 2.22.4**

**Reporting Period: April 1 through April 30, 2009**

<b>Requirements Section</b>	<b>Metric Description</b>	<b>Apr 1 through Apr 30</b>
<b>2.22.4.1</b>	<b>Trouble Tickets/Outages</b>	<b>3</b>
	Quantity opened	0
	Quantity closed	0
	Quantity due to SP deficiency/misunderstanding	0
	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.	3
	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.	0
	Actual time open for each trouble ticket*	#1360 – 117 Days, 10 Hours & 43 Minutes  #1420 – 91 Days, 11 Hours & 5 Minutes  #1440 – 48 Days, 10 Hours & 21 Minutes
	Average time open for all trouble tickets*	85 Days, 18 Hours &

<b>Requirements Section</b>	<b>Metric Description</b>	<b>Apr 1 through Apr 30</b>
		43 Minutes
	Quantity of system outages Notifications to all participants and regulatory agencies	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>Apr 1 through Apr 30</b>
	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

<b>2.22.4.3</b>	<b>Communications</b>	<b>Apr 1 through Apr 30</b>
	Phone Calls Received	566
	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

<b>2.22.4.4</b>	<b>Forecasting Data on a per-state basis</b>			
<b>State</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>
AK	42	0	0	0
AL	257	0	0	6
AR	197	0	0	1
AZ	77	0	0	3
CA	690	5	6	32
CO	165	0	1	9
CT	89	0	0	8
DC	1	1	1	1
DE	30	0	0	1
FL	241	3	1	34
GA	204	4	4	12
HI	6	0	0	0
IA	548	2	1	4
ID	146	1	1	0
IL	750	8	5	62
IN	470	1	1	16
KS	296	0	0	1
KY	345	1	2	1
LA	207	0	0	2
MA	264	2	3	23
MD	165	1	1	14
ME	209	0	0	11
MI	567	3	2	33
MN	238	1	1	6
MO	721	0	0	4
MS	189	0	0	8
MT	120	0	0	0
NC	360	4	6	9
ND	71	0	0	0
NE	459	0	0	1
NH	138	0	0	7
NJ	209	3	2	24
NM	66	0	0	6
NV	63	1	1	1
NY	748	16	14	27
OH	683	1	2	9
OK	309	1	1	2
OR	185	1	1	5
PA	776	15	13	54

<b>2.22.4.4</b>	<b>Forecasting Data on a per-state basis</b>			
<b>State</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>
PR	85	1	1	3
RI	25	0	0	2
SC	199	1	1	9
SD	75	1	0	0
TN	275	4	1	15
TX	841	9	7	18
UT	74	3	3	10
VA	321	8	6	25
VT	102	0	0	3
WA	239	0	0	10
WI	602	0	0	2
WV	166	0	0	5
WY	54	0	0	0

<b>2.22.4.6</b>	<b>Application Processing on a monthly basis</b>	<b>Apr 1 through Apr 30</b>
	Total applications (Part 3s) processed	8,841
	No. of applications (Part 3s) not processed in 7 calendar days	0
	No. of block assignments made	2,151
	No. of change requests to existing blocks	5,270
	No. of requests to cancel or withdraw	51
	No. of block disconnect requests	1,098
	No. of block requests denied	119
	No. of blocks reclaimed	4
	No. of block reservation requests	5