

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

**Reporting Period: October 1 through October 31, 2009**

<b>Requirements Section</b>	<b>Metric Description</b>	<b>Oct 1 through Oct 31</b>
<b>2.22.4.1</b>	<b>Trouble Tickets/Outages</b>	<b>2 old</b>
	Quantity opened	0
	Quantity closed	2
	Quantity due to SP deficiency/misunderstanding	
	Quantity opened due to PA deficiency	
	Quantity opened by SPs related to system performance	
	Quantity under corrective action older than 30 calendar days.	
	Quantity due to user problem with accessing information due to web site	
	Quantity due to user problem with accessing information due to pooling system	
	Quantity due to user problem with accessing information due to contractor ISP	
	Total quantity of trouble tickets opened and closed for the month.	<b>2 Closed &amp; 0 Opened in October</b>
	Actual time open for each trouble ticket*	#1461 – 164 Days, 6 Hours & 38 Minutes <b>NOW CLOSED</b>  #1465 – 63 Days, 4 Hours & 56 Minutes <b>NOW CLOSED</b>
	Average time open for all trouble tickets*	113 Days,

<b>Requirements Section</b>	<b>Metric Description</b>	<b>Oct 1 through Oct 31</b>
		17 Hours & 47 Minutes
	Quantity of system outages Notifications to all participants and regulatory agencies	

**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>
	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>Oct 1 through Oct 31</b>
	Phone Calls Received	665
	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	1
AL	258	5	3	11
AR	201	1	1	2
AZ	79	4	2	3
CA	713	4	3	43
CO	165	7	6	5
CT	89	0	0	11
DC	1	1	1	1
DE	30	0	0	0
FL	242	9	9	42
GA	214	15	8	13
HI	6	1	2	0
IA	549	3	3	4
ID	146	1	1	0
IL	754	14	8	41
IN	471	4	2	23
KS	317	0	0	1
KY	345	0	0	1
LA	207	2	1	2
MA	264	2	2	17
MD	165	3	3	4
ME	210	1	1	6
MI	567	7	5	27
MN	239	0	0	5
MO	721	0	0	8
MS	194	1	1	5
MT	120	1	2	0
NC	362	9	8	15
ND	71	0	0	0
NE	459	0	0	1
NH	149	5	1	3
NJ	209	3	2	12
NM	67	1	1	9
NV	63	4	3	0
NY	747	8	12	22
OH	684	15	14	11
OK	310	0	0	1
OR	186	0	0	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>
PA	776	7	5	37
PR	85	0	0	2
RI	25	0	0	1
SC	202	3	1	14
SD	75	0	0	0
TN	275	8	8	18
TX	847	15	14	14
UT	73	0	0	10
VA	321	2	0	16
VT	141	1	0	3
WA	239	1	1	5
WI	602	5	3	3
WV	166	0	0	7
WY	54	0	0	0

<b>2.22.4.6</b>	<b>Application Processing on a monthly basis</b>	<b>Oct 1 through Oct 31</b>
	Total applications (Part 3s) processed	6,708
	No. of applications (Part 3s) not processed in 7 calendar days	0
	No. of block assignments made	3,771
	No. of change requests to existing blocks	924
	No. of requests to cancel or withdraw	124
	No. of block disconnect requests	1,519
	No. of block requests denied	225
	No. of blocks reclaimed	7
	No. of block reservation requests	4