

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

Reporting Period: December 1 through December 31, 2009

Requirements Section	Metric Description	Dec 1 through Dec 31
2.22.4.1	Trouble Tickets/Outages	1 old
	Quantity opened	1 new
	Quantity closed	0
	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.	1
	Quantity due to user problem with accessing information due to web site	
	Quantity due to user problem with accessing information due to pooling system	1
	Quantity due to user problem with accessing information due to contractor ISP	
	Total quantity of trouble tickets opened and closed for the month.	1 opened 0 closed
	Actual time open for each trouble ticket*	#1466 – 56 Days, 23 Hours & 50 Minutes #1467 – 23 Days, 18 Hours & 41 Minutes
	Average time open for all trouble tickets*	39 Days, 51 Hours & 15 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.

2.22.4.2	Change Order and PAS Notifications	Dec 1 through Dec 31
	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	Dec 1 through Dec 31
	Phone Calls Received	535
	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			
State	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
AK	43	0	0	2
AL	258	2	1	9
AR	201	0	0	1
AZ	79	1	1	2
CA	713	12	7	46
CO	165	1	2	7
CT	89	0	0	13
DC	1	0	0	0
DE	30	0	0	0

2.22.4.4	Forecasting Data on a per-state basis			
State	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
FL	242	9	7	36
GA	215	3	2	9
HI	6	0	0	0
IA	549	0	0	4
ID	146	0	1	0
IL	755	1	1	29
IN	472	0	0	22
KS	344	1	2	1
KY	345	0	0	1
LA	207	2	2	2
MA	264	2	2	16
MD	165	0	0	2
ME	210	0	0	7
MI	568	4	4	27
MN	240	2	1	6
MO	721	0	0	3
MS	194	1	0	3
MT	120	0	0	0
NC	362	0	0	13
ND	71	0	0	0
NE	459	0	0	1
NH	149	0	0	3
NJ	209	3	2	9
NM	67	1	0	9
NV	63	1	1	0
NY	748	2	3	13
OH	684	1	0	14
OK	310	0	0	0
OR	186	0	0	1
PA	776	2	1	23
PR	85	6	6	1
RI	25	0	0	1
SC	202	5	5	9
SD	75	1	0	0
TN	275	7	4	20
TX	847	9	4	11
UT	73	1	0	11
VA	323	6	4	9
VT	141	0	0	1

2.22.4.4	Forecasting Data on a per-state basis			
State	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
WA	239	0	0	9
WI	602	2	2	1
WV	166	0	0	8

2.22.4.6	Application Processing on a monthly basis	Dec 1 through Dec 31
	Total applications (Part 3s) processed	5,773
	No. of applications (Part 3s) not processed in 7 calendar days	0
	No. of block assignments made	2,213
	No. of change requests to existing blocks	1,747
	No. of requests to cancel or withdraw	88
	No. of block disconnect requests	1,341
	No. of block requests denied	266
	No. of blocks reclaimed	0
	No. of block reservation requests	5