

**National Pooling Administration Monthly Pooling Metrics Report**  
per Section 2.22.4  
Revised per Contract Modification #10 dated February 19, 2010

**Reporting Period: May 1 through May 31, 2010**

<b>Requirements Section</b>	<b>Metric Description</b>	<b>May 1 through May 31</b>
<b>2.22.4.1</b>	<b>Trouble Tickets/Outages</b>	<b>8</b>
	<b>Quantity Filed - Opened</b>	<b>3</b>
	<ul style="list-style-type: none"> <li>Quantity opened due to PAS deficiency</li> </ul>	3
	<ul style="list-style-type: none"> <li>Quantity opened due to website deficiency</li> </ul>	
	<ul style="list-style-type: none"> <li>Quantity opened due to facsimile deficiency</li> </ul>	
	<ul style="list-style-type: none"> <li>Quantity opened due to voicemail deficiency</li> </ul>	
	<ul style="list-style-type: none"> <li>Quantity opened due to email deficiency</li> </ul>	
	<ul style="list-style-type: none"> <li>Quantity opened due to contractor ISP deficiency</li> </ul>	
	<b>Quantity under corrective action older than 30 calendar days.</b>	5
	<b>Quantity Resolved - Closed Including 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.</b>	<b>1 Closed</b>
	<ul style="list-style-type: none"> <li>Total quantity of trouble tickets opened for the month.</li> </ul>	3
	<ul style="list-style-type: none"> <li>Total quantity of trouble tickets closed for the month.</li> </ul>	1
	<ul style="list-style-type: none"> <li>Actual time open for each trouble ticket*</li> </ul>	#1468 - 94 Days, 13 Hours & 47 minutes  #1469 - 76 Days, 7 Hours & 14 minutes  #1470 - 70 Days,

Requirements Section	Metric Description	May 1 through May 31
		11 Hours & 36 minutes  #1471 - 69 Days, 10 Hours & 9 minutes  #1472 - 55 Days, 13 Hours & 4 minutes  #1474 - 26 Days, 15 Hours & 51 minutes  #1475 - 18 Hours & 40 minutes <b>NOW CLOSED</b>  #1476 - 4 Days, 9 Hours & 43 minutes
	<ul style="list-style-type: none"> <li data-bbox="594 1398 1101 1465">Average time open for all trouble tickets*</li> </ul>	49 Days, 18 Hours & 30 minutes
	<b>Quantity of system outages Notifications to all participants and regulatory agencies</b>	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>May 1 through May 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
	Changes initiated or modified requiring functional impact analysis – other	1
	Written notice of changes summarizing potential impact upon service and cost to be sent to contracting officer	1

<b>2.22.4.3</b>	<b>Communications</b>	<b>May 1 through May 31</b>
	Phone Calls Received	496
	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	44	0	0	0
AL	258	4	4	9
AR	203	0	0	0
AZ	81	11	9	3
CA	711	10	7	32
CO	165	6	6	6
CT	89	3	1	11
DC	1	1	1	0
DE	30	1	1	0
FL	252	16	8	36
GA	236	10	1	10
HI	6	0	0	0
IA	550	0	0	1

<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>
ID	146	0	0	0
IL	812	6	5	38
IN	474	1	1	21
KS	353	0	0	0
KY	345	1	0	1
LA	207	2	1	2
MA	264	4	2	13
MD	165	0	0	3
ME	212	0	0	7
MI	570	5	3	29
MN	290	0	0	1
MO	721	2	2	4
MS	194	1	1	6
MT	120	0	0	0
NC	362	0	1	9
ND	71	0	0	0
NE	459	0	0	0
NH	149	0	0	3
NJ	208	6	5	14
NM	69	2	0	6
NV	63	1	1	1
NY	727	21	15	22
OH	683	1	1	7
OK	310	0	0	0
OR	186	1	1	1
PA	776	11	2	22
PR	85	0	0	1
RI	25	0	0	0
SC	202	1	1	12
SD	75	0	0	1
TN	275	5	8	16
TX	892	7	7	7
UT	73	3	1	10
VA	369	7	0	13
VT	141	0	0	1
WA	238	2	0	6
WI	602	3	2	1
WV	170	1	0	13
WY	54	0	0	0

<b>2.22.4.6</b>	<b>Application Processing on a monthly basis</b>	<b>May 1 through May 31</b>
	Total applications (Part 3s) processed	9,124
	No. of applications (Part 3s) not processed in 7 calendar days	0
	No. of block assignments made	3,835
	No. of change requests to existing blocks	2,177
	No. of requests to cancel or withdraw	120
	No. of block disconnect requests	2,660
	No. of block requests denied	220
	No. of blocks reclaimed	5
	No. of block reservation requests	0