

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

Reporting Period: October 1 through October 31, 2010

Requirements Section	Metric Description	Oct 1 through Oct 31
2.22.4.1	Trouble Tickets/Outages	
	Quantity Filed - Opened	
	<ul style="list-style-type: none"> Quantity opened due to PAS deficiency 	3
	<ul style="list-style-type: none"> Quantity opened due to website deficiency 	
	<ul style="list-style-type: none"> Quantity opened due to facsimile deficiency 	
	<ul style="list-style-type: none"> Quantity opened due to voicemail deficiency 	1
	<ul style="list-style-type: none"> Quantity opened due to email deficiency 	
	<ul style="list-style-type: none"> Quantity opened due to contractor ISP deficiency 	
	Quantity under corrective action older than 30 calendar days.	0
	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.	
	<ul style="list-style-type: none"> Total quantity of trouble tickets opened for the month. 	4
	<ul style="list-style-type: none"> Total quantity of trouble tickets closed for the month. 	2
	<ul style="list-style-type: none"> Actual time open for each trouble ticket* 	#1478 – 24 Days, 20 Hours & 5 Minutes #1479 – 23 Days, 23 Hours & 44 Minutes #1480 – 3

Requirements Section	Metric Description	Oct 1 through Oct 31
		Days, 5 Hours & 23 Minutes CLOSED #1481 – 0 Days, 23 Hours & 58 Minutes CLOSED
	<ul style="list-style-type: none"> Average time open for all trouble tickets* 	13 Days, 6 Hours & 17 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	Oct 1 through Oct 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
	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	0

2.22.4.3	Communications	Oct 1 through Oct 31
	Phone Calls Received	522
	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	45	0	0	0
AL	262	3	3	6
AR	206	0	3	1
AZ	81	2	3	3
CA	711	21	16	25
CO	165	4	6	4
CT	89	0	0	4
DC	1	1	1	1
DE	30	1	1	0
FL	252	28	27	23
GA	238	6	5	11
HI	6	0	0	0
IA	553	2	1	0
ID	145	0	0	0
IL	827	8	6	38
IN	482	5	4	20
KS	371	3	3	2
KY	345	0	0	0
LA	207	1	1	2
MA	264	4	3	8
MD	165	0	1	3
ME	212	0	0	4
MI	571	4	4	23
MN	297	5	7	3
MO	721	0	0	3
MS	199	2	2	3
MT	123	4	4	0
NC	365	5	3	15

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
ND	78	22	7	0
NE	448	0	0	0
NH	149	1	0	0
NJ	208	10	3	10
NM	69	1	1	1
NV	65	0	0	2
NY	727	31	38	20
OH	683	6	4	10
OK	311	1	1	1
OR	187	2	1	1
PA	776	10	2	13
PR	85	4	4	1
RI	25	0	0	0
SC	204	1	1	3
SD	84	8	6	0
TN	279	0	0	12
TX	893	22	14	17
UT	75	1	1	3
VA	369	14	8	7
VT	141	0	0	0
WA	236	1	1	3
WI	602	5	4	1
WV	172	0	0	5
WY	54	0	0	2

2.22.4.6	Application Processing on a monthly basis	Oct 1 through Oct 31
	Total applications (Part 3s) processed	8,061
	No. of applications (Part 3s) not processed in 7 calendar days	0
	No. of block assignments made	4,793
	No. of change requests to existing blocks	1,687
	No. of requests to cancel or withdraw	188
	No. of block disconnect requests	897
	No. of block requests denied	290
	No. of blocks reclaimed	0
	No. of block reservation requests	7