

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

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

<b>Requirements Section</b>	<b>Metric Description</b>	<b>Dec 1 through Dec 31</b>
<b>2.22.4.1</b>	<b>Trouble Tickets/Outages</b>	
	<b>Quantity Filed - Opened</b>	
	<ul style="list-style-type: none"> <li>Quantity opened due to PAS deficiency</li> </ul>	1
	<ul style="list-style-type: none"> <li>Quantity opened due to website deficiency</li> </ul>	0
	<ul style="list-style-type: none"> <li>Quantity opened due to facsimile deficiency</li> </ul>	0
	<ul style="list-style-type: none"> <li>Quantity opened due to voicemail deficiency</li> </ul>	0
	<ul style="list-style-type: none"> <li>Quantity opened due to email deficiency</li> </ul>	0
	<ul style="list-style-type: none"> <li>Quantity opened due to contractor ISP deficiency</li> </ul>	0
	<b>Quantity under corrective action older than 30 calendar days.</b>	0
	<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>	
	<ul style="list-style-type: none"> <li>Total quantity of trouble tickets opened for the month.</li> </ul>	1
	<ul style="list-style-type: none"> <li>Total quantity of trouble tickets closed for the month.</li> </ul>	0
	<ul style="list-style-type: none"> <li>Actual time open for each trouble ticket*</li> </ul>	<b>#1482 – 25 DAYS, 7 HOURS, 16 MINUTES</b>
	<ul style="list-style-type: none"> <li>Average time open for all trouble tickets*</li> </ul>	<b>#1482 – 25 DAYS, 7 HOURS, 16 MINUTES</b>
	<b>Quantity of system outages Notifications to all participants and</b>	0

<b>Requirements Section</b>	<b>Metric Description</b>	<b>Dec 1 through Dec 31</b>
	<b>regulatory agencies</b>	

**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>Dec 1 through Dec 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	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>Dec 1 through Dec 31</b>
	Phone Calls Received	502
	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	260	0	0	1
AL	262	3	2	5
AR	206	0	0	0
AZ	81	2	1	4
CA	711	11	10	22
CO	165	3	2	4
CT	89	1	1	1
DC	1	0	0	1
DE	30	0	0	0
FL	252	17	18	28
GA	238	1	1	11
HI	6	0	0	0
IA	555	0	1	2
ID	145	0	0	1
IL	827	5	2	32
IN	517	3	3	18
KS	374	0	0	2
KY	345	1	0	1
LA	207	3	1	3
MA	264	0	0	5
MD	165	2	1	1
ME	212	0	0	2
MI	571	1	1	20
MN	298	3	1	3
MO	721	0	0	5
MS	200	1	0	2
MT	123	0	0	0
NC	367	7	6	16
ND	78	0	0	0
NE	448	0	0	1
NH	149	0	0	0
NJ	208	4	6	5
NM	69	0	0	1
NV	65	2	3	0
NY	727	11	12	20
OH	683	9	8	11
OK	312	2	1	1
OR	187	2	2	1
PA	776	1	1	10

<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	18	9	2
RI	25	0	0	1
SC	204	1	1	4
SD	83	0	0	0
TN	279	0	0	14
TX	896	13	14	23
UT	72	7	7	2
VA	369	4	3	4
VT	141	0	0	0
WA	236	2	0	5
WI	602	1	0	2
WV	172	6	4	3
WY	54	0	0	0

<b>2.22.4.6</b>	<b>Application Processing on a monthly basis</b>	<b>Dec 1 through Dec 31</b>
	Total applications (Part 3s) processed	8633
	No. of applications (Part 3s) not processed in 7 calendar days	0
	No. of block assignments made	3350
	No. of change requests to existing blocks	1997
	No. of requests to cancel or withdraw	188
	No. of block disconnect requests	2878
	No. of block requests denied	357
	No. of blocks reclaimed	0
	No. of block reservation requests	1