

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

**Revised per Contract Modification #10 dated February 19, 2010**

**Reporting Period: January 1 through March 31, 2010**

<b>Requirements Section</b>	<b>Metric Description</b>	<b>Jan 1 through Jan 31</b>	<b>Feb 1 through Feb 28</b>	<b>Mar 1 through Mar 31</b>
<b>2.22.4.1</b>	<b>Trouble Tickets/Outages</b>	0	1	4
	<b>Quantity Filed - Opened</b>	0	1	3
	<ul style="list-style-type: none"> <li>Quantity opened due to PAS deficiency</li> </ul>	0	1	3
	<ul style="list-style-type: none"> <li>Quantity opened due to website deficiency</li> </ul>	0	0	0
	<ul style="list-style-type: none"> <li>Quantity opened due to facsimile deficiency</li> </ul>	0	0	0
	<ul style="list-style-type: none"> <li>Quantity opened due to voicemail deficiency</li> </ul>	0	0	0
	<ul style="list-style-type: none"> <li>Quantity opened due to email deficiency</li> </ul>	0	0	0
	<ul style="list-style-type: none"> <li>Quantity opened due to contractor ISP deficiency</li> </ul>	0	0	0
	<b>Quantity under corrective action older than 30 calendar days.</b>		0	1
	<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>	2	0	0
	<ul style="list-style-type: none"> <li>Total quantity of trouble tickets opened for the month.</li> </ul>	0	1	3
	<ul style="list-style-type: none"> <li>Total quantity of trouble tickets closed for the month.</li> </ul>	2	0	0
	<ul style="list-style-type: none"> <li>Actual time open for each trouble ticket*</li> </ul>	#1466 – 71 Days, 11 Hours & 03 Minutes  #1467 – 39 Days, 17 Hours	#1468 - 2 Days, 13 Hours & 47 minutes	#1468 - 33 Days, 13 Hours & 47 minutes  #1469 - 15 Days, 7 Hours

Requirements Section	Metric Description	Jan 1 through Jan 31	Feb 1 through Feb 28	Mar 1 through Mar 31
		& 11 Minutes		& 14 minutes  #1470 - 9 Days, 11 Hours & 36 minutes  #1471 - 8 Days, 10 Hours & 9 minutes
	<ul style="list-style-type: none"> <li>Average time open for all trouble tickets*</li> </ul>	55 Days, 14 Hours & 07 Minutes	2 Days, 13 Hours & 47 minutes	16 Days, 16 Hours & 41 minutes
	<b>Quantity of system outages Notifications to all participants and regulatory agencies</b>	0	0	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.

2.22.4.2	Change Order and PAS Notifications	Jan 1 through Jan 31	Feb 1 through Feb 28	Mar 1 through Mar 31
	Changes initiated or modified requiring functional impact analysis – numbering resource plans administrative directives	0	0	0
	Changes initiated or modified requiring functional impact analysis – assignment guidelines	4	0	1
	Written notice of changes summarizing potential impact upon service and cost to be sent to contracting officer	4	0	1

<b>2.22.4.3</b>	<b>Communications</b>	<b>Jan 1 through Jan 31</b>	<b>Feb 1 through Feb 28</b>	<b>Mar 1 through Mar 31</b>
	Phone Calls Received	641	632	544
	Phone calls not returned by next business day	0	0	0
	General inquiries or questions made outside the normal business hours not returned by next business day	0	0	0

<b>2.22.4.4</b>	<b>Forecasting Data on a per-state basis</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>		
<b>State</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
AK	43	43	43	0	0	0	0	0	0	2	0	0
AL	258	258	258	3	1	3	3	0	3	11	11	11
AR	201	201	203	2	1	0	2	1	0	0	0	0
AZ	79	79	79	4	7	11	3	3	10	1	2	2
CA	713	713	713	8	41	13	9	27	14	29	34	30
CO	165	165	165	2	10	2	2	4	4	6	5	6
CT	89	89	89	0	3	0	0	3	0	9	10	12
DC	1	1	1	0	5	8	0	3	9	1	1	0
DE	30	30	30	2	4	0	2	2	0	1	0	0
FL	242	242	245	9	29	9	8	14	18	34	33	31
GA	218	218	237	8	10	6	9	8	8	9	15	16
HI	6	6	6	0	0	0	0	0	0	0	0	0
IA	549	550	550	0	18	19	0	0	34	6	5	1
ID	146	146	146	0	0	0	0	0	0	0	0	0
IL	769	769	797	5	6	4	4	3	3	41	41	42
IN	472	472	472	2	3	1	0	3	1	27	24	23
KS	345	345	345	1	0	1	0	1	0	2	1	1
KY	345	345	345	0	3	3	0	2	3	2	1	0
LA	207	207	207	1	1	4	1	0	5	1	2	1
MA	264	264	264	0	9	0	0	8	1	14	11	12
MD	165	165	165	0	1	2	0	1	1	1	1	0
ME	211	211	211	0	1	1	0	2	1	6	6	6
MI	568	568	568	4	7	6	3	6	4	28	27	32
MN	240	244	270	1	2	15	1	2	2	4	3	3
MO	721	721	721	0	1	1	0	1	1	12	10	6
MS	194	194	194	0	1	0	0	1	0	4	7	7

2.22.4.4	Forecasting Data on a per-state basis												
	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			
	State	Jan	Feb	Mar	Jan	Feb	Mar	Jan	Feb	Mar	Jan	Feb	Mar
MT	120	120	120	0	0	0	0	0	0	0	0	0	0
NC	362	362	362	6	6	2	6	6	1	10	9	8	8
ND	71	71	71	0	0	0	0	0	0	0	0	0	0
NE	459	459	459	0	1	0	0	1	0	0	0	0	0
NH	149	149	149	0	0	1	0	0	1	1	1	1	1
NJ	209	209	209	2	9	1	2	10	0	12	10	10	10
NM	67	67	67	2	2	6	3	2	3	7	7	7	7
NV	63	63	63	0	3	1	0	1	2	1	1	0	0
NY	748	748	748	14	57	37	12	26	52	20	19	16	16
OH	684	684	684	5	5	6	2	6	4	10	10	8	8
OK	310	310	310	1	1	0	1	1	0	0	0	0	0
OR	186	186	186	1	0	0	1	0	0	1	1	1	1
PA	776	776	776	4	16	6	5	4	3	18	21	22	22
PR	85	85	85	1	0	0	1	0	0	1	1	1	1
RI	25	25	25	0	1	0	0	1	0	0	0	0	0
SC	202	202	202	9	2	2	7	3	2	12	10	13	13
SD	75	75	75	0	1	0	1	1	0	1	1	0	0
TN	275	275	275	7	7	8	9	7	7	11	11	12	12
TX	888	888	888	64	49	12	63	8	9	6	8	8	8
UT	73	73	73	1	3	2	2	2	2	12	10	9	9
VA	369	369	369	3	8	2	4	7	2	10	6	7	7
VT	141	141	141	0	2	1	0	2	1	2	2	1	1
WA	239	239	239	3	4	0	3	1	1	5	5	4	4
WI	602	602	602	1	1	0	1	1	0	0	2	2	2
WV	167	168	170	2	4	3	1	3	1	8	13	14	14
WY	54	54	54	0	0	0	0	0	0	0	0	0	0

2.22.4.6	Application Processing on a monthly basis	Jan 1 through Jan 31	Feb 1 through Feb 28	Mar 1 through Mar 31
	Total applications (Part 3s) processed	7,402	6,390	7,717
	No. of applications (Part 3s) not processed in 7 calendar days	0	0	0
	No. of block assignments made	4,326	2,347	3,935
	No. of change requests to existing blocks	1,706	924	1,690
	No. of requests to cancel or withdraw	77	54	89
	No. of block disconnect requests	935	2,414	1,466

	No. of block requests denied	179	188	302
	No. of blocks reclaimed	17	1	49
	No. of block reservation requests	6	4	10