

**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 December 31, 2010**

<b>Requirements Section</b>	<b>Metric Description</b>	<b>Oct 1 through Oct 31</b>	<b>Nov 1 through Nov 30</b>	<b>Dec 1 through Dec 31</b>
<b>2.22.4.1</b>	<b>Trouble Tickets/Outages</b>			
	<b>Quantity Filed - Opened</b>	4	0	
	<ul style="list-style-type: none"> <li>Quantity opened due to PAS deficiency</li> </ul>	3	0	1
	<ul style="list-style-type: none"> <li>Quantity opened due to website deficiency</li> </ul>		0	0
	<ul style="list-style-type: none"> <li>Quantity opened due to facsimile deficiency</li> </ul>		0	0
	<ul style="list-style-type: none"> <li>Quantity opened due to voicemail deficiency</li> </ul>	1	0	0
	<ul style="list-style-type: none"> <li>Quantity opened due to email deficiency</li> </ul>		0	0
	<ul style="list-style-type: none"> <li>Quantity opened due to contractor ISP deficiency</li> </ul>		0	0
	<b>Quantity under corrective action older than 30 calendar days.</b>	0	0	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>	4	0	1
	<ul style="list-style-type: none"> <li>Total quantity of trouble tickets closed for the month.</li> </ul>	2	2	0
	<ul style="list-style-type: none"> <li>Actual time open for each trouble ticket*</li> </ul>	<b>#1478 – 24 Days, 20 Hours &amp; 5 Minutes</b>  <b>#1479 – 23 Days, 23 Hours</b>	<b>#1478 – 43 Days, 8 Hours &amp; 26 Minutes</b>  <b>#1479 – 42 Days, 12 Hours &amp; 05 Minutes</b>	<b>#1482 – 25 Days, 7 Hours, 16 Minutes</b>

Requirements Section	Metric Description	Oct 1 through Oct 31	Nov 1 through Nov 30	Dec 1 through Dec 31
		& 44 Minutes  #1480 – 3 Days, 5 Hours & 23 Minutes CLOSED  #1481 – 0 Days, 23 Hours & 58 Minutes CLOSED		
	<ul style="list-style-type: none"> <li>Average time open for all trouble tickets*</li> </ul>	13 Days, 6 Hours & 17 Minutes	42 Days, 22 Hours & 15 Minutes	
	<b>Quantity of system outages Notifications to all participants and 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.

2.22.4.2	Change Order and PAS Notifications	Oct 1 through Oct 31	Nov 1 through Nov 30	Dec 1 through Dec 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	0	1	0
	Changes initiated or modified requiring functional impact analysis – other	1	0	0
	Written notice of changes summarizing potential impact upon service and cost to be sent to contracting officer	0	0	0

<b>2.22.4.3</b>	<b>Communications</b>	<b>Oct 1 through Oct 31</b>	<b>Nov 1 through Nov 30</b>	<b>Dec 1 through Dec 31</b>
	Phone Calls Received	522	461	502
	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>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
AK	45	260	260	0	0	0	0	0	0	0	0	1
AL	262	262	262	3	0	3	3	0	2	6	2	5
AR	206	206	206	0	0	0	3	0	0	1	0	0
AZ	81	81	81	2	0	2	3	0	1	3	2	4
CA	711	711	711	21	45	11	16	48	10	25	28	22
CO	165	165	165	4	7	3	6	7	2	4	3	4
CT	89	89	89	0	1	1	0	1	1	4	3	1
DC	1	1	1	1	1	0	1	1	0	1	1	1
DE	30	30	30	1	0	0	1	0	0	0	0	0
FL	252	252	252	28	10	17	27	9	18	23	18	28
GA	238	238	238	6	1	1	5	2	1	11	8	11
HI	6	6	6	0	0	0	0	0	0	0	0	0
IA	553	555	555	2	4	0	1	2	1	0	2	2
ID	145	145	145	0	0	0	0	0	0	0	1	1
IL	827	827	827	8	1	5	6	5	2	38	33	32
IN	482	517	517	5	3	3	4	3	3	20	18	18
KS	371	373	374	3	1	0	3	2	0	2	1	2
KY	345	345	345	0	0	1	0	0	0	0	0	1
LA	207	207	207	1	2	3	1	2	1	2	2	3
MA	264	264	264	4	3	0	3	3	0	8	5	5
MD	165	165	165	0	0	2	1	0	1	3	2	1
ME	212	212	212	0	0	0	0	0	0	4	3	2
MI	571	571	571	4	10	1	4	6	1	23	14	20

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	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec
MN	297	298	298	5	5	3	7	5	1	3	2	3
MO	721	721	721	0	2	0	0	1	0	3	3	5
MS	199	200	200	2	0	1	2	0	0	3	2	2
MT	123	123	123	4	0	0	4	0	0	0	0	0
NC	365	367	367	5	2	7	3	2	6	15	15	16
ND	78	78	78	22	3	0	7	3	0	0	0	0
NE	448	448	448	0	0	0	0	0	0	0	0	1
NH	149	149	149	1	0	0	0	0	0	0	0	0
NJ	208	208	208	10	6	4	3	11	6	10	10	5
NM	69	69	69	1	0	0	1	0	0	1	1	1
NV	65	65	65	0	4	2	0	3	3	2	2	0
NY	727	727	727	31	10	11	38	9	12	20	20	20
OH	683	683	683	6	5	9	4	3	8	10	8	11
OK	311	311	312	1	0	2	1	0	1	1	1	1
OR	187	187	187	2	0	2	1	0	2	1	1	1
PA	776	776	776	10	3	1	2	2	1	13	11	10
PR	85	85	85	4	0	18	4	0	9	1	1	2
RI	25	25	25	0	0	0	0	0	0	0	0	1
SC	204	204	204	1	2	1	1	0	1	3	4	4
SD	84	82	83	8	1	0	6	1	0	0	0	0
TN	279	279	279	0	2	0	0	2	0	12	12	14
TX	893	896	896	22	12	13	14	11	14	17	24	23
UT	75	72	72	1	1	7	1	1	7	3	4	2
VA	369	369	369	14	5	4	8	8	3	7	5	4
VT	141	141	141	0	1	0	0	1	0	0	0	0
WA	236	236	236	1	1	2	1	1	0	3	4	5
WI	602	602	602	5	0	1	4	2	0	1	1	2
WV	172	172	172	0	0	6	0	0	4	5	4	3
WY	54	54	54	0	0	0	0	0	0	2	0	0

2.22.4.6	Application Processing on a monthly basis	Oct 1 through Oct 31	Nov 1 through Nov 30	Dec 1 through Dec 31
	Total applications (Part 3s) processed	8,061	8,269	8633
	No. of applications (Part 3s) not processed in 7 calendar days	0	0	0
	No. of block assignments made	4,793	3,523	3350
	No. of change requests to existing blocks	1,687	2,117	1997
	No. of requests to cancel or withdraw	188	99	188
	No. of block disconnect requests	897	2,160	2878
	No. of block requests denied	290	227	357
	No. of blocks reclaimed	0	1	0
	No. of block reservation requests	7	4	1