To: Block Holders, State Regulators and Other Interested Parties

FROM: Betty Ann Kane - Chairman, North American Numbering Council (NANC)

DATE: January 3, 2017

RE: NANC Seeks Public Input on the 2016 Performance of the

Pooling Administrator (PA)

RESPONSE DUE BY: January 31, 2017

The NANC’s Numbering Oversight Working Group (NOWG) seeks your input on the performance of the PA during the calendar year 2016. For your convenience, the survey can be completed and submitted online at [*http://www.surveygizmo.com/s3/3221954/2016-PA-Performance-Survey*](http://www.surveygizmo.com/s3/3221954/2016-PA-Performance-Survey)*.* The method of manually completing the survey form and emailing it to the NOWG is also still available.

Your input will be used to evaluate the PA’s performance for 2016. Respondents are encouraged to provide written comments with specific examples. The final 2016 PA Performance Evaluation will be posted on [www.nanc-chair.org](http://www.nanc-chair.org).

The evaluation report will be reviewed with the PA and the FCC, and made available to the public upon its approval by the NANC. Every survey response properly submitted will be reviewed by the NOWG and provided only to the FCC and the PA. Other parties requesting to view specific individual responses must receive permission from the FCC.

Please note that respondents are asked to submit only one (aggregated) survey per entity (e.g., company, agency, etc.). If multiple surveys for an entity are received, the NOWG will consolidate the responses so that one response per entity is counted.

If you have any questions, please contact the following NOWG representatives:

Laura Dalton - [laura.r.dalton@verizon.com](mailto:laura.r.dalton@verizon.com)

Karen Riepenkroger - [karen.s.riepenkorger@sprint.com](file:///C:\Users\kriepe01\Documents\NOWG\2015%20PERFORMANCE%20REPORTS\karen.s.riepenkorger@sprint.com)

Thank you for your participation in this important process.

**INFORMATION PAGE – PA Survey**

**PURPOSE**: The North American Numbering Council’s (NANC’s) Numbering Oversight Working Group (NOWG) seeks aggregated input from your organization as to the yearly performance of the Pooling Administrator (PA) services. Responses to the questions contained in this survey are intended to provide information relative to your satisfaction with the performance of the PA.

***Please note that this survey requests input on the performance of the Pooling Administrator (PA), and not the Routing Number Administrator (RNA) or the North American Numbering Plan Administrator (NANPA).***

**EVALUATION PERIOD**: January 1, 2016 through December 31, 2016

**SUBMISSION DEADLINE**: 5 PM ET, January 31, 2017

**QUALIFICATION**: Respondents are asked to submit only one (aggregated) survey per functional entity, e.g., per service provider or per regulatory agency. If multiple surveys for an entity are received, the NANC’s NOWG will consolidate the responses so that one response per entity is counted.

**SUBMITTING YOUR SURVEY**: If you are not submitting your survey via the online tool, return your completed survey via emailto the NOWG contacts listed below. Ensure the name of your organization and your last name are appended to the end of the file name, e.g., “**2016\_PA\_Survey – Telco Jones.doc**.”

**SURVEY DESCRIPTION**:

Your satisfaction ratings will be combined with all other survey responses for each of the questions. Your commentsrecorded in the comment box at the end of the survey are strongly encouraged, especially if a rating of “Not Met” has been selected. Specific examples of your experiences with the PA will provide valuable information concerning current processes that are working well and in identifying areas where process improvements are needed.

**FURTHER INFORMATION**: Direct all inquiries to the following NOWG contacts:

Ms. Laura Dalton Ms. Karen Riepenkroger

Verizon Sprint

914-741-7018 913-315-8546

laura.r.dalton@verizon.com karen.s.riepenkroger@sprint.com

**SURVEY DOWNLOAD SITES**: A copy of this blank survey is also available for downloading from the following websites: [www.nationalpooling.com](http://www.nationalpooling.com) or [www.nanc-chair.org](http://www.nanc-chair.org).

**SURVEY RESULTS:** Overall survey results will be incorporated into the *PA 2016 Performance*

*Evaluation Report* andwill be posted at [www.nanc-chair.org](http://www.nanc-chair.org).

**\*\*\*Your input will not be considered unless the following contact information is provided. \*\*\***

**Full Name of Entity/Company/Agency: Date:**

**Type of Entity/Company/Agency (please check one): \_\_\_\_\_ Industry or Other \_\_\_\_\_ State Regulatory Commission**

**First & Last Name of Contact:**

**Mailing Address w/ Zip:**

**Telephone Number: E-mail Address:**

The following chart defines the Satisfaction Ratings that are to be used by you on the survey form to indicate your satisfaction with the PA’s performance for the evaluation period of January 1, 2016 – December 31, 2016:

|  |  |
| --- | --- |
| Satisfaction Rating | Used when the PA... |
| MET | * Performance was competent and reliable * Decisions and recommendations were within requirements |
| NOT MET | * Performance was unreliable and commitments were not met * Decisions and recommendations were inconsistent with requirements |
| **NOT APPLICABLE**  **(N/A)** | * Did not use/observe the activity or does not apply to the respondent |

|  |  |  |  |
| --- | --- | --- | --- |
| **Pooling Administrator (PA)** | Met | Not Met | N/A |
| **Industry or Other Only:** PA provided timely, accurate, and courteous service in the assignment, administration, and reclamation of thousands-blocks. |  |  |  |
| **State Commissions Only**: PA effectively managed the process of administration and reclamation of thousands-blocks, and coordinated with state regulators to reclaim abandoned resources. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Pooling Administration System (PAS)** | **Met** | **Not Met** | **N/A** |
| PAS provided users the ability to effectively request numbering resources, make donations, input forecasts, and access data and reports. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **PA Website** | **Met** | **Not Met** | **N/A** |
| The PA website (www.nationalpooling.com) was accessible and easy to navigate, and contained accurate and up-to-date information. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Miscellaneous Pooling Administration (PA) Functions** | **Met** | **Not Met** | **N/A** |
| PA representative(s) provided customer service and assistance when needed (for example, Help Desk support), and responded to inquiries in a timely manner. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **PA Industry Activities** | **Met** | **Not Met** | **N/A** |
| PA representatives effectively participated in and contributed to discussion and/or resolution of numbering resource assignment and administration issues at industry forums such as the Industry Numbering Committee (INC) and North American Numbering Council (NANC). |  |  |  | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Overall Assessment of the PA** | **Met** | **Not Met** | **N/A** |
| Based upon your experiences in the 2016 performance year, how would you rate the PA’s overall service? |  |  |  |

***Comments on Assessment of the PA: Provide comments to explain your assessment of the PA including any experiences you may have had, positive or negative, and describe the situation and the outcome. Your comments are encouraged and appreciated.***

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