Pooling Administration System (PAS)
Service Providers (SPs)
And
Service Provider Consultants (SPCs)
Registration User Guide

Version 1.6

December 19, 2022

Change History

Date	Revision	Change
10/04/2018	1.1	Added information regarding adding a new Company OCN to PAS.
01/01/2019	1.2	Updated Pooling Administration contact information and remove Neustar branding due to transition.
03/29/2019	1.3	Updated screen prints.
08/02/2019	1.4	Update temporary password notification procedures.
10/31/2019	1.5	Updated to align with the Thousands-Block (NPA-NXX-X) & Central Office Code (NPA-NXX) Administration Guidelines (TBCOCAG).
12/19/2022	1.6	Updated support email to support@nanpa.com

Registration

Task Overview

The Registration section of the user guide walks you through the process of registering as a new user in the Pooling Administration System (PAS). By registering as a PAS user, you will have access to the web interface that allows you to submit applications and perform all pooling functions.

Required Information

To complete the registration process, you will need the following information:
- Basic user information (name, title address, phone number, fax number, email address)
- Headquarters' address
- Company name and Operating Company Number(s) [OCN(s)]
- Name, phone number, email address and title of the company official who can confirm that you require access to PAS
- The state(s) in which your company operates
- The Number Plan Area(s) [NPA(s)] in which your company operates

Preparations

A **Company OCN** must be in **PAS** in order to add it to a user profile. If you receive the error message, "Invalid OCN. Must be 4 digit alpha-numeric and must exist in PAS." when adding a new **Company OCN** to your **PAS** user profile email the customer support desk at support@nanpa.com to have the new **Company OCN** added to PAS.

The email shall include the following information in order for the customer support desk to add the new **Company OCN** to PAS.
- The **Company OCN** letter from NECA for the specific **Company OCN** being added.
- Certification documentation for the **Company OCN** category as outlined in Section 4.6.1 of the Thousands Block (NPA-NXX-X) & Central Office Code (NPA-NXX) Administration Guidelines (TBCOCAG).

    NOTE: If the **Company OCN** name is different from the company name listed in the **Company Name** field on the registration, additional documentation may be needed showing the relationship/affiliation between the companies.
    - *SP* users should only add **Company OCNs** associated with their own company.
    - *SPC* users should only add **Company OCNs** where a letter of authorization (LOA) has been received from the SP indicating the *SPC* user may enter data into PAS on their behalf.

        The LOA shall:
        - be on the service provider's company letterhead,

- list the authorized consultant's name (or consultant's company name)
- indicate that the consultant is authorized to have access as a user in PAS and can act on the service provider's behalf for submission of numbering resources,
- list all OCNs for which the letter applies,
- include the contact phone number and email of the service provider's authorized representative
- be signed by the service provider's authorized representative.

PAS profile updates adding **Company OCNs** may be rejected if the SP/SPC user does not have authority or does not provide documentation to support the addition of an OCN(s).

Procedure

The following procedure describes how to register as a PAS user:

Step 1.   Using your Internet browser, access the Number Pooling website at http://www.nationalpooling.com (shown in Figure 1).
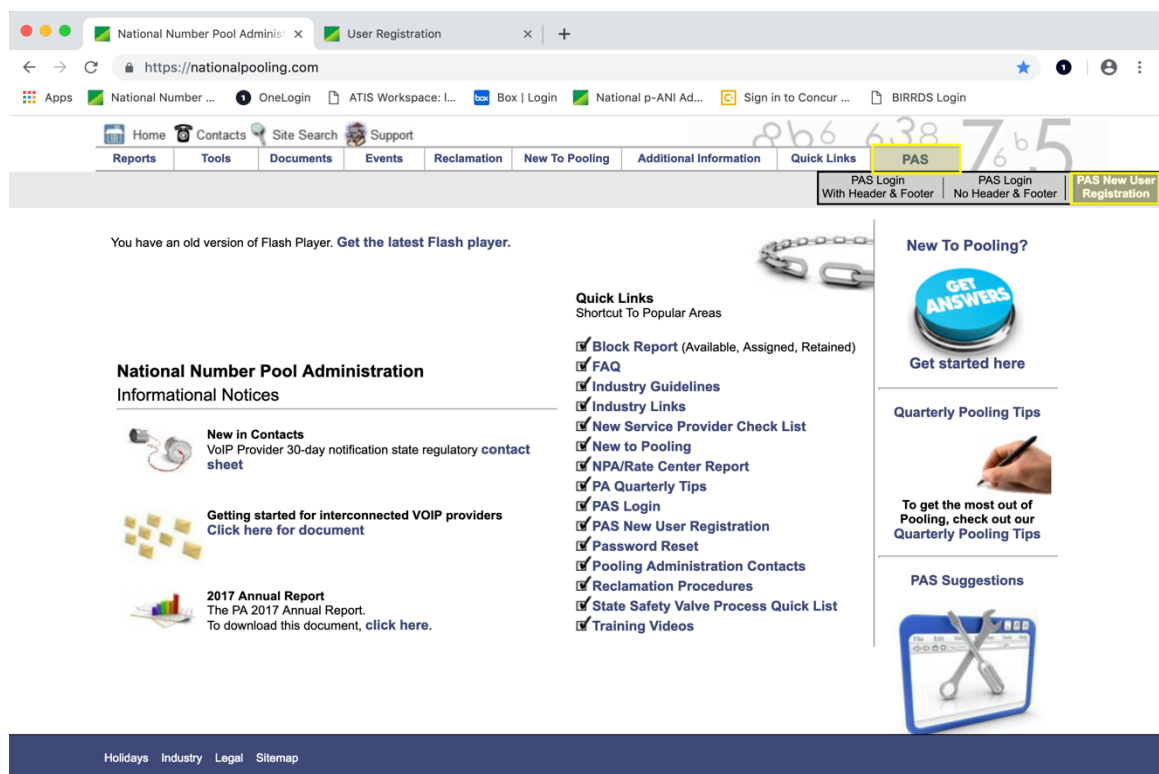

Figure 1 - National Pooling Website

Step 2.   From the home page of the Number Pooling website, go to the **PAS** link, then click on the **PAS New User Registration** link (highlighted in Figure 1) to display the *New User Registration* screen shown in Figure 2.

Figure 2 - New User Registration Page

Figure 3a - New User Registration Page – User Type Dropdown

Step 3.   Select the user type of **Service Provider** (SP) or **Service Provider Consultant** (SPC) from the **User Type** drop-down list (as shown in Figure 2a).

Step 4.   In order to continue with the PAS registration you must accept the **User Acceptance Agreement** by clicking on the radio button "I accept the terms" (as shown in Figure 2) then click **Continue.** To read the User

Agreement, click on the word "here" in the statement that reads "Click here to read User Agreement". Once you accept the terms and click **Continue** PAS will display the *User Registration – Step 2* form shown in Figure 4 for Service Provider (SP) Users and Figure 5 for Service Provider Consultant (SPC) Users.

Pooling Administration System

User Registration-Step 2

User Information:

First Name*

Middle Initial

Last Name*

Telephone*   Ext

Fax

Email*

Title*

Company Name*

Company OCN's*
(for multiple OCNs, please separate using commas)

Address:

Street*

City*

State*   Select State

Zip*

Headquarters Address:

☐ Copy Address to Headquarters Address

Street*

City*

State*   Select State

Zip*

Company Contact to Verify Authorization:

Name*

Telephone*   Ext

Email*

Title*

Additional Contacts :

To further restrict additional contacts to specific OCNs or states, submit a profile update after your user registration has been approved.

	Additional Contact Email Address	Subscription Choices	
1		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s
2		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s
3		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s
4		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s
5		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s

Designated Point of Contact for Reclamation

Point of Contact SP PAS User ID
1
2

The Designated Point of Contact must be a registered and active user of PAS at the time of designation. To designate a Point of contact, enter the person's PAS SP User ID, which may be the same as the user's email address, in the field(s) provided. If a Designated Point of Contact(s) is entered PAS will use the contact information from the designated user(s) on the Overdue Part 4/4A reports sent to State and FCC regulators instead of the contact information for the user who submitted the block request, as long as the user is still an active user at the time the Overdue Part 4/4A report is created.

Designated Point of Contact - Search for New Block Holder/New Code Holder Emails

To further restrict Designated Point of Contact - Search for New Block Holder/New Code Holder Emails to specific OCNs or states, submit a profile update after your user registration has been approved.

Point of Contact email address
1
2

To designate a Point of Contact, enter a valid email address in the field(s) provided. If a Designated Point of Contact(s) is entered, the PA will use these contact email addresses when sending a "Search for New Block Holder/New Code Holder as a Result of Code Disconnect" letter.

Select States:

States		Selected State(s)
ALASKA ALABAMA ARKANSAS ARIZONA CALIFORNIA COLORADO CONNECTICUT	> < >> <<	

Continue

Figure 4 - Service Provider (SP) User Registration Page

Pooling Administration System

User Registration-Step 2

User Information:

First Name*

Middle Initial

Last Name*

Telephone*   Ext

Fax

Email*

Title*

Company Name*

Company OCN's*
(for multiple OCNs, please separate using commas)

Address:

Street*

City*

State*   Select State

Zip*

Company Contact to Verify Authorization:

Name*

Telephone*   Ext

Email*

Title*

Additional Contacts :

To further restrict additional contacts to specific OCNs or states, submit a profile update after your user registration has been approved.

	Additional Contact Email Address	Subscription Choices	
1		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s
2		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s
3		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s
4		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s
5		☐ Part 3As ☐ Part 4/4A Reminders ☐ PSTN Reminders	☐ Pooling Notifications ☐ Completed Part 1B ☐ Rejected Part 1B ☐ Part 5s

Select States:

States		Selected State(s)
ALASKA ALABAMA ARKANSAS ARIZONA CALIFORNIA COLORADO CONNECTICUT	> < >> <<	

Continue

Figure 5 - Service Provider Consultant (SPC) User Registration Page

Step 5.   **User Information, Address** and **Headquarters Address** - In the fields provided, enter the registration information in each of the sections. Information is required for all fields except the **Middle Initial**, **Telephone Extension**, **Fax,** and **Company OCNs** fields. (Required fields are marked with a red asterisk (*).

      a. SPC users will <u>not</u> have the **Headquarters Address** fields provided during user registration.

NOTE: By clicking on the checkbox **Copy Address to Headquarters Address**, PAS will automatically fill the Headquarters address fields with the address information from the user information section above.

NOTE: All telephone and fax numbers must be entered as 10-digit numbers.

NOTE: Company OCNs must be in the PAS system in order to add them to a User Profile. See the **Preparations** section of this document for more information on adding a new OCN to PAS.

NOTE: *SP* users should only add **Company OCNs** associated with their own company. *SPC* users should only add **Company OCNs** where a letter of authorization (LOA) has been received from the SP indicating the *SPC* user may enter data into PAS on their behalf.

PAS profile updates adding **Company OCNs** may be rejected if the SP/SPC user does not have authority or does not provide documentation to support the addition of an OCN(s).

Step 6.   **Company Contact to verify authorization** – Enter the **Name**, **Telephone**, **Email** and **Title** of the company official who can confirm your PAS registration.

Step 7.   **Additional Contacts** – The Additional Contact fields are provided to allow you to have **PAS** send emails to up to five persons other than yourself. For each Additional contact desired, enter the email address of the person, then select which of the specific emails you wish to have sent to the designated contact by placing a checkmark in each of the appropriate checkboxes to the right of the contact name. **Additional Contacts** is an optional field.

NOTE: To further restrict additional contacts to specific OCNs or states, submit a profile update after your user registration has been approved.

Step 8.   **Designated Point of Contact for Reclamation (for SP Users Only) –** The **Designated Point of Contact for Reclamation** fields are provided to allow you to add up to <u>two</u> designated points of contact for the purposes of

reclamation. For each designated point of contact, enter the individual's PAS User ID. Their contact information will be provided on the *List of Overdue Part 4/4A Report* that is provided to the regulators.

   a. For SPC users, the **Designated Point of Contact for Reclamation** fields will not be provided.

NOTE: The individuals listed as the Designated Point of Contact for Reclamation must be registered and currently active PAS users.

NOTE: If the Designated Point of Contact's PAS User ID becomes inactive, or no **Designated Point of Contact for Reclamation** is provided, the contact information for the report used by the PA and regulators for reclamation will be pulled from the user who requested the thousands-block, or the user who last modified the thousands-block. If that user is no longer active in PAS, then the system will provide contact information for all users that are active in PAS who have the same OCN provided in their profiles that is assigned to the thousands-block.

Step 9.   **Designated Point of Contact – Search for New Block Holder/New Code Holder Emails (for SP Users Only)** – The **Designated Point of Contact - Search for New Block Holder/New Code Holder Emails** fields are provided to allow you to add up to two designated points of contact for the PA to use when sending emails in search of a new block or code holder in those cases where a block or code disconnect requires one. For each designated point of contact, enter the individual's email address. Their contact information will be provided on the *Block/Code Holder Report* that is provided to the Pooling Administrators.

   a. For SPC users, the **Designated Point of Contact – Search for New Block Holder/Code Holder Emails** fields will not be provided.

NOTE: The individuals listed as the **Designated Point of Contact – Search for New Block Holder/Code Holder Emails** are not required to be registered PAS users.

NOTE: When entering an email in **Designated Point of Contact – Search for New Block Holder/New Code Holder Email**, at a minimum **States** need to be selected for the contact. If **States** are NOT selected, the contact entered will NOT receive any notifications.

NOTE: This field is not available for SPC users.

Step 10.   **States** – To select and add a state or states in which your company operates to your profile:
   a. Click on the state or states/U.S. territories.
   b. Click the **>** button to move only selected state(s)/territory(s) to the list on the right side of the page. Please note that multiple states

may be selected to be moved at one time by using the control
button when selecting states from the list. Another option is to
click the **>>** button to move all states/territories at the same time to
the right side of the page.

 c. Repeat steps 3a and 3b until all desired states appear in the list on
the right side of the page.

Step 11. After you have entered the required information, click **Continue** to display
the final *User Registration – Step 3* screen shown in Figure 6.

NOTE: You can click the **Cancel** button to exit the registration form. If you click **Cancel**,
the registration process will be stopped and the information entered will be deleted.

Figure 6 - SP Registration Step 3

Step 12. **NPAs** - The field labeled **Select NPAs** will display all of the NPAs for the
state(s) selected in step 4. To select and add an NPA or NPAs in which
your company operates to your profile:

 a. Click on an NPA or NPAs to select.

 b. Click the **>** button to move only the selected NPA(s) to the list on
the right side of the page. Please note that multiple NPAs may be
selected to be moved at one time by using the control button when
selecting NPAs from the list. Another option is to click the **>>**

> button to move all NPAs at the same time to the right side of the page.
>
> c. Repeat steps 6a and 6b until all desired NPAs appear in the list on the right side of the page.

Step 13. Click **Submit** to complete your registration request. The *Confirmation* screen shown in Figure 7 will appear confirming that your request has been successfully submitted. Note the tracking number for future reference if needed.

Step 14. After the PAS Login Administrator has processed your request, **PAS** will send an email message indicating the registration request has been processed. The email will include the status of the registration, (either approved or denied). If the registration is approved, the email will also contain your **PAS** username.

Step 15. When you receive the email providing your username, you must respond to the email to acknowledge receipt. Upon receipt of your acknowledgement email, the Login Administrator will e-mail you at the email in your registration to provide you with a temporary **PAS** password. The temporary password will only be good the first time you login to **PAS**.

Step 16. You must login within 10 days of receipt of your password, or your account will be disabled. When you login for the first time after registration, **PAS** will prompt you to reset your password. Make note of the new password for future use.

Thank you for submitting your request for a PAS user ID and password.
Please note the tracking number: **78940**

Figure 7 - Confirmation Screen