

**National Pooling Administration**

**Contract #CON07000005**

**Change Order Proposal #11 (revised)**

(NOWG and Regulator-Proposed Enhancements to PAS)

January 27, 2010

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# 1 Introduction

## 1.1 Purpose and Scope

In accordance with Neustar's National Pooling Administration contract<sup>1</sup> and our constant effort to provide the best support and value to both the FCC and the telecommunications industry, Neustar, as the National Pooling Administrator (PA), hereby submits this change order proposal to the Federal Communications Commission (FCC) for approval. This change order complies with the contractual requirements set forth in Clause C.1 of the *Contract for Pooling Administration Services for the Federal Communications Commission*, effective August 15, 2007.

## 2 Users' Proposed Enhancements

The Numbering Oversight Working Group (NOWG) had requested that the following enhancements be added to PAS:

1. Allow a service provider to modify and re-submit an application that was previously denied. This would eliminate the necessity of the service provider re-keying in all of the information that was previously provided on the denied application.
2. Indicate on the *List of Overdue Part 4s* Report to the regulators that a block has a pending disconnect with the PA.

A state regulator requested that the following enhancement be added to PAS:

3. Provide the service provider contact information on the *Overdue Part 4s* Report to the regulators. Today a discrete report is generated and sent separate from the *Overdue Part 4s* Report.

Upon consideration of this last enhancement, the NOWG made an additional request:

4. Allow a service provider to have the option to designate one or more specific point(s) of contact for the *List of Overdue Part 4* Report.

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<sup>1</sup> FCC Contract Number CON07000005

### 3 The Proposed Solution

The National Pooling Administrator has reviewed the NOWG and regulator requests from both their operational and technical perspectives. As a result of our assessment, we developed the following proposed solution to address the changes to PAS that have been recommended, in a cost-effective and efficient manner.

1. To implement the first NOWG-requested enhancement, we will add a new “copy” feature for new block requests and new code requests (both initial and growth) that will give service provider and service provider consultant users the ability to copy the forms from a previous request into a new request, then modify as needed and submit the updated new (and separate) request. This feature will save time and keystrokes in completion of requests, particularly requests that may have been denied and are being resubmitted with the same information. The same validations that exist in PAS today will continue to apply with this new feature since this will be considered a new application.
2. To implement the second NOWG-requested enhancement, we will update the *List of Overdue Part 4s* report that is available in PAS to the regulatory users, and is also generated and sent to regulators by the Reclamation Coordinator on a monthly basis. A new column called “*Pending Disconnect*,” along with a legend will be added to the report to identify instances where the SP has submitted a request for a block disconnect that has not yet been approved, denied, or withdrawn by the PA at the time the report is generated. This will allow the regulators to see that a disconnect for the block in question is already in queue in PAS.
3. To implement the regulator-requested enhancement, we will add three additional columns to the *List of Overdue Part 4s* report: *SP Contact*, *SP Contact Email*, and *SP Contact Phone*. This will make the contact information readily available to the regulators for use in contacting service providers.
4. To implement the third NOWG-requested enhancement, a new field will be added to the new user registration and user profile for the SP users only, providing those users with the option of adding up to two designated point(s) of contact for purposes of reclamation. The designated point of contact that is entered must be a valid and active PAS user. If there are designated point(s) of contact listed, these will be the only contact information provided on the report. If the point of contact’s user ID is inactive or no point of contact is provided, then the contact information will be pulled from the user who requested the block, or the user who last modified the block. If that user is no longer an active user 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 block.

The contact information for service provider consultant (SPC) users will be pulled from the user who requested the block, or the user who last modified the block. If that user is no longer an active user 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 block.

## **4 Assumptions and Risks**

Part of the Pooling Administrator's assessment of this change order is to identify the associated assumptions and consider the risks that can have an impact on our operations.

This change order affects only the system, and would have no impact on our day-to-day operations.

## **5 Cost**

In developing this proposal, we considered the costs associated with implementing the proposed solution, including the resources required to complete discrete milestones on a timeline for implementation. The timeline includes preparation, development, testing, proper documentation updates, monitoring, and execution of the solution.

The cost of modifying the system to implement the changes will be \$.

## **6 Conclusion**

This change order proposal presents a viable solution that addresses the suggestions made by the NOWG and Regulator and is consistent with the terms of our contract. We respectfully request that the FCC review and approve this change order.