

**National Pooling Administration**

**Contract #CON07000005**

**Change Order Proposal #12**

(Changes to Trouble Ticket Reporting)

January 7, 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 Proposed Enhancements

The Numbering Oversight Working Group (NOWG) has requested a modification to the National Pooling Contract, Clause C of the Performance Work Statement/Technical Requirements, Section 2.22.4.1, entitled *Trouble Tickets/Outages*. This section relates to reporting of trouble ticket metrics. The report is posted, along with others, on the National Pooling Administration website at <http://www.nationalpooling.com>.

Section 2.22.4.1 currently reads as follows:

### 2.22.4.1 Trouble Tickets/Outages

- Quantity Filed - Opened
- Quantity Resolved - Closed
  - Quantity Due to SP Deficiency/Misunderstanding
- Quantity Opened Due to PA Deficiency
  - Quantity Opened by SPs related to System Performance
  - Quantity Under Corrective Action Older than 30 calendar days.
  - Quantity due to User problem with accessing information
    - Due to Website
    - Due to Pooling System
    - Due to Contractor ISP
- 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.
- Quantity of System Outages Notifications to all participants and regulatory agencies

The Pooling Administrator does not open trouble tickets for a service provider's misunderstanding or deficiency, so the PA consistently reports zero in that category. The PA has advised the NOWG that the PA works with service providers in real time to correct any misunderstanding or deficiency on the SP side that is preventing the SP from accessing PAS. The NOWG has therefore proposed that that language *Quantity Due to SP Deficiency/Misunderstanding* be deleted from the contract.

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

In reviewing the language in this section, we determined that additional changes to this section would be appropriate, both to correct apparent typographical errors, and to make it consistent with other sections in the Performance Work Statement. See, for example, Section 3.11.3, which directs that

The contractor shall: (1) report problems with the web site, facsimile, voice mail or email; for each problem the help desk will open a trouble ticket;...

We therefore suggest the following revisions.

- We believe that the language *Quantity Opened Due to PA Deficiency* contains a typographical error, and that it was intended to read: *Quantity Opened Due to PAS Deficiency*.
- Pursuant to the contract, which includes the contractor's proposal, the contractor opens trouble tickets. Therefore, there are no trouble tickets opened by service providers, and that metric is always reported as zero. We therefore suggest that that the language *Quantity Opened by SPs related to System Performance* should also be deleted.
- We believe that the language *Quantity due to User problem with accessing information* also either contains a misplacement of the word *user*, or does not reflect that the PA does not open trouble tickets for a service provider's problem, only for a problem that identifiable as a pooling administration problem. We propose deleting it, because the number of trouble tickets opened because a user cannot access information for any reason is covered in other bullets.
- Consistent with 3.11.3, we propose that the sub-bullets presently located under *Quantity due to User problem with accessing information* be moved and expanded to include problems with the website, facsimile, voice mail, or email.

### 3 The Proposed Solution

As a result of our assessment, we developed the following proposed solution. Section 2.22.4.1 will be revised to read as follows:

#### 2.22.4.1 Trouble Tickets/Outages

- Quantity filed – Opened
  - Quantity opened due to PAS deficiency
  - Quantity opened due to website deficiency
  - Quantity opened due to facsimile deficiency
  - Quantity opened due to voicemail deficiency
  - Quantity opened due to email deficiency
  - Quantity opened due to contractor ISP deficiency
- Quantity under corrective action older than 30 calendar days.
- Quantity resolved - Closed

- 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.
- Quantity of system outage notifications to all participants and regulatory agencies

All reports that we provide containing reporting pursuant to Section 2.22.4.1, *Trouble Tickets/Outages*, will be modified to include this revised reporting requirement. For ease of comparison of the existing and proposed language, please see Appendix A.

## **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 does not affect the system or our day-to-day operations, and therefore presents no risks.

## **5 Cost**

There will be no cost to implement this change order.

## **6 Conclusion**

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

## Appendix A

<b>Existing language</b>	<b>Proposed language</b>
<ul style="list-style-type: none"> <li>• Quantity Filed - Opened</li> <li>• Quantity Resolved - Closed                             <ul style="list-style-type: none"> <li>○ Quantity Due to SP Deficiency/Misunderstanding</li> </ul> </li> <li>• Quantity Opened Due to PA Deficiency                             <ul style="list-style-type: none"> <li>○ Quantity Opened by SPs related to System Performance</li> <li>○ Quantity Under Corrective Action Older than 30 calendar days.</li> <li>○ Quantity due to User problem with accessing information                                     <ul style="list-style-type: none"> <li>▪ Due to Website</li> <li>▪ Due to Pooling System</li> <li>▪ Due to Contractor ISP</li> </ul> </li> </ul> </li> <li>• 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.</li> <li>• Quantity of System Outages Notifications to all participants and regulatory agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Quantity filed – Opened                             <ul style="list-style-type: none"> <li>○ Quantity opened due to PAS deficiency</li> <li>○ Quantity opened due to website deficiency</li> <li>○ Quantity opened due to facsimile deficiency</li> <li>○ Quantity opened due to voicemail deficiency</li> <li>○ Quantity opened due to email deficiency</li> <li>○ Quantity opened due to contractor ISP deficiency</li> </ul> </li> <li>• Quantity under corrective action older than 30 calendar days.</li> <li>• Quantity resolved - Closed</li> <li>• 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.</li> <li>• Quantity of system outage notifications to all participants and regulatory agencies</li> </ul>