

PAS SP/SPC User Training Q&A

Create/Modify Forecast

1. **Q:** If I don't request a block in the month I forecasted a need, will my forecast roll over into the next month?

A: *No.*

2. **Q:** Will the forecast storage box be aligned with the corresponding month; currently it appears that all of the numbers are all bunched together?

A: *We are trying to resolve this prior to the 2/11 release date, however this issue may also be occurring because of the browser that is being used.*

3. **Q:** Previously the other way to submit a forecast was through XML (FTP) submission. Is FTP submission still an option?

A: *Yes, service providers may still submit their Forecasts via FTP. For additional information on the FTP process, you may refer to the FTP Requirements document on the Pooling website under "Documents". For additional questions or information you may contact Jeremiah Jenkins via email at jeremiah.jenkins@neustar.biz or via phone at 1-571-434-5523.*

4. **Q:** The LRN section on the Forecast; is that the number of LRNs you already have in your inventory or the number of LRNs you will need?

A: *The LRN section of the Forecast should be filled with the number of LRNs a user expects to need in any of the next 12 months.*

New Block Request

1. **Q:** On the Part 1A screen, in section 1.2, is the 'City or Wire Center Name' field a required field?

A: *No, it is an optional field.*

2. **Q:** If I am establishing multiple effective dates, can I request an expedited effective date and a non expedited effective date on the same request?

A: *Yes.*

3. **Q:** When I am in the process of completing a request, I sometimes get timed out, has the time out period been increased?

A: *The time out period has been increased to 30 minutes, however you can also use the save option if you are unable to complete the request in the allotted time frame.*

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4. **Q:** What is the turnaround time for requests submitted in PAS?

A: The Pooling Administrator must respond to a request with a Part 3 within 7 calendar days from when the request was received.

5. **Q:** If I use the 'Printable Version' link to print a form, will it still include the footnotes at the bottom of the printed copy?

A: Yes.

6. **Q:** Do I have to answer the question on requesting multiple effective dates?

A: No, you can leave the default value of 'No', if you do not wish to establish multiple effective dates.

7. **Q:** If my request is for an initial block and I am requesting one or more blocks, what fields do I need to complete on the MTE?

A: If this is an initial request and you have requested more than one block, items A through E will be automatically set to zero, however you are required to complete item F because more than one block has been requested.

8. **Q:** Once you submit a request for an automatic denial for state waiver do you have to completely re-enter a new request after you receive the approval from a state commission to get the desired blocks?

A: Yes, a new request will need to be filled out and submitted at the time you receive a state waiver approval from the commission.

9. **Q:** Have there been any changes to the way we would enter our information on the MTE?

A: Yes, an SP now has the ability to enter and submit negative numbers in both the previous six month forecast and the forecasted incremental demand for blocks - Months 1-12 fields on the MTE.

10. **Q:** Do I have to enter the headquarters address?

A: Only if you are a consultant, then you will need to enter the headquarters address for each request you submit.

New Block Reservation

1. **Q:** When can we submit a new block reservation request?

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A: *An SP may request to reserve a block(s) when a state waiver request has been submitted to the appropriate regulatory authority.*

2. **Q:** Do I need to have prior approval from the state commission in order to submit a new block reservation request?

A: *No, a state waiver request allows users to reserve a block while waiting for a response from a state commission for a state waiver.*

3. **Q:** How long is a block reserved for?

A: *A block will remain in a reserved status until:*

- *An SP requests assignment of the reserved block.*
- *An SP requests cancellation of the block reservation.*
- *The block has been reserved 6 months with no follow up assignment or cancellation request. The block reservation will be automatically cancelled and the block returned to the pool one day after the 6 month reservation period has passed.*

4. **Q:** Do I need to receive a Part 3 denial indicating that I don't meet the MTE requirements prior to requesting a block reservation?

A: *No, but you will need to submit a statement of certification including the date the waiver was submitted to the state commission.*

5. **Q:** Do you have to provide proof of a state waiver when you submit a block reservation request?

A: *Yes, according to Section 3.12, which will be added to the Thousands Block Pooling Assignment Guidelines (TBPAG) on February 11th, "The SP shall provide a statement of certification including the date the waiver was submitted, the denial tracking number from PAS for the waiver request (if available) and the tracking number from PAS of the reservation request to the PA via fax or email."*

6. **Q:** So the two are tied together?

A: *Yes, the block reservation capability is provided to allow SPs the ability to reserve a specific block to be later assigned while they are waiting for a state waiver.*

7. **Q:** Even if we meet months to exhaust and we are forecasting that we need blocks in the future can we just reserve a block even if we do not have or do not need a state waiver?

A: *No, according to Section 3.12, which will be added to the TBPAG on February 11th, "The SP shall provide a statement of certification including the date the waiver was submitted, the denial tracking number from PAS for the waiver request (if*

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available) and the tracking number from PAS of the reservation request to the PA via fax or email.”

8. Q: How does a reserved block reflect on pooling inventory?

A: A reserved block will be removed from the pool of available blocks and marked as reserved until such time that it is assigned or removed from reservation status and made available for assignment once again.

9. Q: Is it possible to request a block be reserved and then never take it out of reservation?

A: No, a block is only reserved for a period of 6 months. If it has not been assigned by the end of the 6 month period it is returned to the pool and made available for assignment to any carrier.

10. Q: Is it possible to make a reservation without indicating a block that I want reserved?

A: You are not required to indicate a specific block to be reserved, however, when the PA processes your request for block reservation, the PA will select a block to be reserved.

11. Q: Can you put down your preferred blocks when you submit a reservation request?

A: Yes

12. Q: Do I need to submit my state waiver before I can request to reserve a block?

A: Yes.

Assign/Cancel Reservation

1. Q: If I cancel a reservation is the block made available immediately?

A: Yes, it will be made immediately available in the pool inventory and it will appear on the Block Report as available.

Block Modification

1. Q: If I request an effective date change for my new block assignment, will my Part 4 due date change?

A: Only if you request an earlier effective date than what was previously assigned to you, then your Part 4 due date will be based on the new effective date.

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2. **Q:** For mass modification requests will the format and/or process change?

A: *The process will not change however there may be minor changes to the format to conform to the type of change options.*

3. **Q:** Are the block effective date time frames still the same?

A: *Yes.*

- *Standard block effective date is 31 calendar days.*
- *Earliest block effective date you can request is 8 business days + 7 calendar days.*
- *For new block requests only, you may request an effective date no more than six months from the date of application.*

4. **Q:** For expedites, do we need to supply anything to the PA?

A: *No.*

5. **Q:** For the list of requests that are brought up to be modified for an effective date change, does it include all of the requests that have been submitted?

A: *The list that PAS will provide will include all pending requests with a future effective date, where the state, NPA, and OCN in the request match the state, NPA, and OCN within your user profile. This will include requests submitted by other employees within your company that have the same state, NPA and OCN assignments in their user profile.*

6. **Q:** Has the process changed for submitting a block transfer?

A: *Yes, the block transfer is now done in PAS as an 'Inter OCN' Block Modification request.*

7. **Q:** If I am a consultant, when I submit a block transfer where I am the consultant for both companies, what do I need to select as my type of change?

A: *You will need to select 'Intra-OCN', 'Switch' and 'Part 1B' as the type of changes, otherwise PAS will inform you that you are the block holder since you have the block holder's OCN in your user profile.*

Block Disconnect

1. **Q:** When should a block disconnect be submitted?

A: *You should submit a block disconnect if the block was assigned by the PA, or if you have a retained block but you are not the LERG Assignee (as a result of a block transfer). You can also refer to the Block Report to determine if the block is in an 'Assigned' or 'Retained' status. Assigned blocks must be disconnected vs. donated.*

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2. **Q:** Can you define ‘contaminated’?

A: *Per the TBPAG, ‘Contamination’ is defined as: “Contamination occurs when at least one telephone number within a thousands-block of telephone numbers is not available for assignment to end users or customers. Blocks contaminated up to and including 10 percent are eligible for donation. For purposes of this provision, a telephone number is “not available for assignment” if it is classified as administrative, aging, assigned, intermediate, or reserved as defined in FCC rules (FCC 00-104, §52.7 (h)).”*

3. **Q:** When a block is disconnected does the SP still own that block?

A: *No, once a block has been disconnected it becomes part of the pool and is available to be reassigned to another carrier.*

4. **Q:** What is the difference between a disconnected block and a donated block?

A: *A block disconnect and a block donation are two different processes used to return blocks to a pool, where they are made available to be reassigned to another carrier. A block disconnect is the method used to return an “Assigned” block. A block donation is the method used to return a “Retained” block where the SP donating the block is the LERG assignee.*

5. **Q:** Are we still required to indicate if the block is contaminated or not in the ‘Remarks’ field?

A: *No that is no longer required, since you will now select the ‘Yes’ or ‘No’ radio buttons specifying whether the block is contaminated or not. If the block is more than 10% contaminated, then you will need to provide a reason why you are returning the block in the ‘Remarks’ field provided.*

6. **Q:** Why do we need to provide a reason in the ‘Remarks’ field, when returning a block that is more than 10% contaminated?

A: *Per Section 9.1.5 of the TBPAG, which will be added to the TBPAG on February 11th: “In cases where the block holder is exiting the market and returns a block with over 10% contamination (101 TNs or more), the PA shall request an ad hoc report from the NPAC, generated during off-peak hours, that identifies the SPs and associated quantities of ported TNs in the returned block. This information shall assist the PA in re-allocating the block, if TNs ported to other SPs are found within the NPA-NXX-X block. The PA may use these reports to provide each potential block holder with the total number of ported TNs it has, number of SPs with ported TNs, and the total number of ported TNs overall.”*

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Saved Block Request

1. **Q:** How long will my request remain saved?

A: Your request will be saved for 30 days from the day the request was first saved. After 30 days, PAS will automatically remove the request.

2. **Q:** Can I pull up someone else's 'saved' requests?

A: Yes, as long as you have the same OCN, state and NPA in your user profile as the user who originally saved the request.

3. **Q:** For a saved request, can you modify the number of blocks requested?

A: No, you will need to create a new request if you need to modify any information that you initially completed on the first screen i.e. State, NPA, Rate Center, OCN, quantity of blocks requested, and if you wish to establish multiple effective dates or not.

Modify Pending Request

1. **Q:** How long do we have to modify our previously submitted new block request?

A: The user may no longer modify the request: (1) once the request is processed (Part 3 created), or (2) once the request has reached Day 5, even if the request has not been processed.

2. **Q:** Will I receive an error message if the PA processed the request, or if the request is being processed?

A: Yes.

3. **Q:** By adding this new feature, is this process becoming more cumbersome than the current process?

A: No, this will allow you to make a change to a request that is in queue rather than having to withdraw the request and resubmit a new request, or to follow up with a block modification once the request has been processed.

4. **Q:** If I submit a new block request and my back up needs to modify that request can that person do this on my behalf?

A: Yes, any user that has the same state, NPA and OCN in their profile as the user who originally submitted the request will have the ability to modify that request.

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New Code Request

1. **Q:** If I submit a new code request and I want the blocks that I keep to be activated in the NPAC, how do I accomplish this?

A: *Once the blocks have been assigned to you via a Part 3, then you can submit a block modification in PAS and select 'Part 1B' as the type of change, then indicate Yes for 'Will block X of X be activated by NPAC'.*

2. **Q:** Does the new code request process alleviate the need to submit manual Part 1s?

A: *Yes, the Part 1 form will now be created by PAS for all code requests.*

Code Modification

1. **Q:** If I request an expedited effective date, do I still need to provide an expedite letter to NANPA?

A: *Per Section 6.1.2 of the Central Office Code Assignment Guidelines (COAG): ...If an SP must request an expedite, the expedite request and the necessary expedite documentation must accompany the Part 1 request to open, modify, or disconnect a code in fewer than the standard industry interval of 66 days.*

a) *The expedited 21-day Interval activities:*

- *In addition to submitting the Part 1 form to NANPA, the SP obtains agreement from its AOCN to input the Part 2 data within a specific negotiated time period. This can reduce the AOCN period down from 7 days. The SP must provide written confirmation to NANPA of the reduction of the 7 days. In the case where a Code Applicant/Holder acts as its own AOCN, the Code Applicant/Holder should indicate so on the Part 1. Doing so will reduce the AOCN period down from 7 days.*
- *Then, the SP submits the Part 1 form to NANPA with the attached confirmation from the AOCN if applicable, and NANPA will do everything possible to reduce its 14-day interval.*

b) *The expedited 45-day Interval activities:*

- *The SP must follow the Network Interconnection and Interoperability Forum (NIIF) procedures to expedite the 45-day code activation process.¹*
- *On an exception basis, an activation interval of less than 45 calendar days may be requested on the Part 1. Under no circumstances will an activation interval of less than 30 calendar days be approved by the homing tandem operating company or the NANPA.*

¹ For more information, refer to the latest issue of NIIF-008 "Recommended Notification Procedures to Industry for Changes in Access Network Architecture."

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- *To open a new code, the Part 1 must be accompanied by documentation from the homing tandem operating company that the shorter interval can be met.*
- *To modify or disconnect an existing code, NANPA may have a direct role such as entering changes to data on the BIRRDS ACD screen. For disconnects, NANPA has the direct role of entering the effective date of the disconnect on the ACD screen. If an expedite is approved, the expedite information will be entered in the BIRRDS ACD screen as well. When NANPA has a direct role, NANPA has the discretion to grant an expedite without concurrence from the homing tandem operating company. Under no circumstances will a modification or disconnect interval of less than 30 days be approved by the NANPA.*

Code Disconnect

1. **Q:** Do you still need to submit a relinquish form when you submit a code disconnect?

A: Refer to section 7 of the COCAG, which can be located on the ATIS website:
<http://www.atis.org/inc/docs.asp>.

2. **Q:** Do I still need to submit a manual Part 1 for a code return to the PA?

A: No, it is no longer necessary to send a manual Part 1 since the code disconnect request is now completed in PAS.

3. **Q:** If I am returning a code and the blocks from that code, do I need to complete two separate requests?

A: Yes, you will first need to submit a block disconnect, then once the request has been approved by the PA, then you can proceed with submitting the code disconnect .

4. **Q:** Is the contamination information no longer needed on a code disconnect?

A: Contamination information is needed only on **block** disconnects, and not on **code** disconnects.

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Create Part 4 – Block

1. **Q:** Does the In-service date default to the block effective date?

A: No, it defaults to today's date.

2. **Q:** How many customers do you have to have on a block in order to submit a Part 4?

A: According to the TBPAG, 'In Service' is defined as "A code or block for which local routing information has been input to the LERG Routing Guide and the carrier has begun to activate and assign numbers within the NXX code or NXX-X block to end users (FCC 00-104, ¶240)."

Create Part 4 – Dedicated Customer

1. **Q:** Can you clarify when do I need to submit a Part 4 for a Dedicated Customer?

A: If the code for a Dedicated Customer was requested from the PA, then you would submit the Part 4-Dedicated Customer in PAS. However, if the code was flagged as a non-pooled code, you have the option of submitting the CO Code Part 4 form directly to NANPA or submitting the Part 4-Dedicated Customer in PAS.

Identify Block Donations

1. **Q:** Under what conditions would we donate blocks from a code?

A: When pooling is first implemented in a rate center, SPs will identify all thousands-blocks in their inventories from which less than 10 percent (100 TNs) of the telephone numbers have been assigned to customers. The SPs will then determine how many of these identified thousands-blocks will be required to meet their projected need for the next 6 months from the pool start date. Any surplus blocks will be donated to the pool. After initial pool establishment, carriers may continue to donate blocks if they do not require them for a six month inventory.

2. **Q:** Would we submit a block disconnect first in PAS, then submit a block donation?

A: No, if the code has never been pooled, then you would donate any blocks that are less than 10% contaminated via the donation process, or if you have any blocks that you've previously retained and have not yet donated, these blocks can also be donated.

3. **Q:** Can we cancel donations submitted in error?

A: If the donation was made prior to the block donation date during a SIM timeline, then you can cancel the donation. Other donations not made during a SIM cannot be cancelled. The TBPAG states in Section 7.2.5: Subsequent to the Block Donation

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Identification date, but prior to the Block Donation date, the SP may discover an error on Appendix 2 that was submitted to the PA. If so, the SP should contact the PA and indicate the necessary correction.

4. **Q:** If I am going through my inventory and determine that I can donate blocks, is the donation process different?

A: No, you will go through the same process of donating the blocks.

Update Conditional Block Donations

1. **Q:** When I update my conditional block donation, the only change I can make is to 'Have all IntraSP Ports Been completed?', so what happens if I entered the wrong contamination amount, how can I update it?

A: You can send an email to the PA with the correct contamination amount and the PA will update the block record in PAS.

View Forms

1. **Q:** Are all forms kept in PAS even if I returned the block?

A: Yes, all forms created in PAS are retained in PAS per our contractual requirements.

List Forms

1. **Q:** Has there been any discussion to add the donation forms under Search Forms functions now that donations have a tracking number?

A: No, but we will take this back as an enhancement suggestion to be considered for the future.

Reports

1. **Q:** Is there a print button available for Reports?

A: You can use the 'Download' button to download the report in Excel then print the report from Excel.

2. **Q:** Will the new reports go all the way back to 2002?

A: Yes, you will have the ability to query all report information from the original inception of PAS.

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3. **Q:** For report queries, can you just leave the date blank and just get everything you have?

A: You may not bypass the date fields for report queries. However, several of the query fields are optional.

4. **Q:** When you download a report what format will it be in?

A: All reports will be downloadable to Excel.

5. **Q:** Will we still be receiving notifications of Part 4 due even though we have the Assignments Needing Part 4 report capability?

A: Yes, Part 4 due notifications will still be sent by PAS if no Part 4 has been received 5 months after the effective date on the Part 3 assigning the block.

6. **Q:** For the 'Assignment Needing Part 4 Report', will it show all blocks that require a Part 4 for an OCN?

A: Yes, as long as the State, NPA and OCN exist in your profile, then it will show all blocks that require a Part 4 regardless of which user requested the block.

7. **Q:** For the 'Donation Report', if a donation was previously rejected and we resubmit and it is now accepted, will that donation that was previously rejected drop off the Donation Report?

A: No, the block donation will appear on the report twice showing a status of 'Rejected' and a status of 'Accepted'.

User Profile

1. **Q:** What is the password expiration timeframe?

A: Passwords will expire 120 days from the date of issuance. You will receive an email notification 10 calendar days prior to the password expiration date. You must reset your password prior to the expiration date to avoid having your account disabled. If you do not reset your password within this timeframe, a second and final email reminder will be sent 3 days prior to the password expiration date.

2. **Q:** Have there been any changes made to the work item summary list?

A: Yes, the work item summary list now includes a 'Tracking Number' column.

3. **Q:** What if you are assigned a new state to work in; can you just go in and modify your profile?

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A: Yes, in order for the update to take effect, you will need to log out of PAS then log back in again.

Miscellaneous

1. Q: Is each user required to pay for the PAS?

A: There is no charge to access PAS. There is no direct cost to any service provider or service provider consultant to submit requests for resources, confirm resources in service, view reports and associated forms or receive blocks. The cost of the FCC pooling contract is allocated to industry through the FCC billing and collections agent in a manner that is comparable to the method of payment for LNP.

2. Q: Where do I get a username and password? You must apply for a username and password for PAS.

A: This is done by going to www.nationalpooling.com, select PAS, and select PAS New User registration. A username and temporary password will be provided to you by our Customer Support Desk at the time your registration request has been approved. When you log in to PAS for the first time after registration you will be prompted to reset your password.

3. Q: What is the email address for the Customer Support Desk?

A: The email address for the Customer Support Desk is:
poolingsupport@neustar.biz.

4. Q: Can I view any of the forms for a request that I just submitted?

A: Yes, by clicking on the 'View Forms' button on the confirmation screen, you can view any of the forms for the submitted request.

5. Q: Once I submitted my request for a new user registration in the new system, how long after will I receive my username and new password?

A: We have five business days from the time your request was submitted to process your request. You will receive an email from PAS indicating whether your request was approved or denied within that timeframe. If your registration was approved you must acknowledge receipt of the email, at which time the customer support personnel will contact you to provide you with your temporary user password.

6. Q: Are consultants required to resubmit their letter of authorizations?

A: No, as long as we have the letter on file, then you will not be required to resubmit it.

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7. **Q:** Can I make up my own password?

A: *No, for security reasons the system will create a password for all users.*

8. **Q:** When you save requests how long does it keep it saved?

A: *PAS saves the request not yet submitted for a period of 30 days.*

9. **Q:** When you are putting in your request and you are going slow will you be timed out even if you are not done with filling out your request?

A: *The time-out period for PAS has been increased to 30 minutes of inactivity. But after you have been logged into PAS for a period of 20 minutes with no activity PAS will provide you with a pop-up message notifying that you will be automatically timed out within 10 minutes. If you click "OK" on the pop-up window PAS will start the inactivity clock over. Please ensure you have your pop-up blocker enabled for PAS or you may not see these notifications.*

10. **Q:** What is going to happen on February 11th?

A: *The enhanced PAS will be rolled out and the existing system will no longer be available for use.*

11. **Q:** Do we have to re-register in the enhanced system?

A: *Yes, all users are required to re-register in the enhanced PAS. The existing system will no longer be available after 2/8.*

12. **Q:** Do we have to wait until February 11th to register?

A: *No, registration for the enhanced PAS has been open since January 14th, so you may register at any time.*

13. **Q:** If I received a username and password for testing do I have to re-register?

A: *Yes you will.*

14. **Q:** Have we already been prompted to re-register and get a new password?

A: *Yes, several notices have been sent informing users of the roll out of the enhanced system and the need to re-register. In addition the notice has been posted on the www.nationalpooling.com home page.*

15. **Q:** Will someone call us with our new password after we re-register?

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A: *Yes, the Customer Support Desk will call with your new password after you receive and acknowledge receipt of successful registration.*