PAS Change Overview

For existing Pooling Administration System (PAS) users, below is an overview of the relevant changes that were made to the PAS 2/11/2008 release.

References to PAS User Guide for SP and SPC sections will be shown in "( )".

Logging in to PAS (Section 2.3.1)

The following changes have been made to the login process:

o Upon logging in to PAS for the first time or logging in for the first time after having a password reset by customer support, the user will be prompted by PAS to reset their password.

o If a user has 3 failed login attempts they will receive the general "user id and password do not match" error message and will be disabled in PAS. In order to be re-enabled the user will need to email the Customer Support Desk at poolingsupport@neustar.biz with their user id and a statement requesting to be enabled and their password reset.

PAS Timeout (Section 2.3.2)

The time out feature has been increased.

o The user will be logged out of PAS after 30 minutes of inactivity (the inactivity timeout was previously set to 20 minutes).

Block Requests (Section 5)

There have been significant changes and new additions to this section.

Submit a New Block Request (Initial & Growth) (Section 5.3.1)

The following changes have been made to the new block request process:

o The maximum number of blocks which may be requested on a single request is 25.

o On the preliminary Block request screen the user will be allowed to indicate if they wish to have multiple effective dates for the blocks requested. If they indicate yes, PAS will provide multiple effective date fields on the Part 1A form.

o Service Provider Consultant (SPC) users will be required to enter the Headquarters address information on Part 1As. This is to allow for one user to submit requests on behalf of multiple companies.

o The LATA field is now pre-populated by PAS and may not be edited.

o If the user meets months to exhaust for some of the blocks requested, but not all of the blocks requested, they may choose to proceed with the request based on the existing MTE and receive X number of blocks (those they qualify for). If the user chooses this option, the Part 1A will be updated to reflect X number of blocks being requested rather than the original number entered by the user.

o The State Waiver options have changed.
  o If the user selects "Need to Request a State Waiver" they will receive an automatic Part 3 denial.
  o If the user selects "Received a State Waiver" they will be allowed to proceed with the request.

o The three screens for the Part 1B have been consolidated into one screen.

o Multiple effective date fields will be provided on the Part 1A form if the user requested multiple effective dates on the preliminary screen.
o The user may now save a new block request in progress. If the user clicks "Save", PAS will save the forms and data entered up to the point at which the "Save" was made. The user will receive a reference number for a saved request. The same request may be saved multiple times and will keep the same reference number until submitted or removed. Requests will be saved for 30 calendar days from the date they were saved.
o A "View Forms" button has been provided on request confirmation screens to allow users the ability to view forms for a request just submitted.

Retrieve Previously Saved New Block Request (Section 5.3.2)

This is a new option and not previously available in PAS. Users now have the option to save a request in progress, below is the information regarding retrieval and completion of a saved request:
o To retrieve a saved request the user will click on the "Saved Block Requests" tool from the tools frame. PAS will bring up a list of all saved block requests for the states, NPAs and OCNs in the user's profile. This will include all saved block requests submitted by other users who have the same states, NPAs and OCNs in their profile.
o To open a saved request form the list, the user will click on the reference number of the request to be updated.
o A saved block request is available for completion and submission for 30 calendar days from the date it was saved.
o A saved request may be saved again and will keep the same reference number.
o PAS will walk the user through all the forms (completed or yet to be completed). The user may update any information except: state, NPA, OCN, rate center and number of blocks requested.
o The requested effective date will be set at the default date of 31 calendar days from the date the request is opened for completion.

Modify Pending New Block Request (Section 5.3.3)

This is a new option and not previously available in PAS. Users now have the ability to make modifications to new block requests (initial and growth) that are pending (have not been opened for processing or been processed by the PA).
o To modify a pending request the user will click on the "Modify Pending Requests" tool from the tools frame. PAS will bring up a list of all pending new block requests for the states, NPAs and OCNs in the user's profile. This will include all pending new block requests submitted by other users who have the same states, NPAs and OCNs in their profile.
o PAS will walk the user through all the forms. The user may update any information except: state, NPA, OCN, rate center and number of blocks requested then resubmit the request.
o If the PA has opened the request for processing, completed and issued a Part for the request, or if the request was submitted more than 5 days in the past, the request will

go into a 'locked status' and the SP user will not be allowed to open and modify the request.

o   If a SP or SPC user has opened and is modifying a pending request the request will go into a locked status and the PA will not be allowed to process the request until the SP/SPC user has completed and resubmitted the updated request.

Submit a New Block Reservation Request (Growth Only) (Section 5.3.4)

This is a new option and not previously available in PAS.. Users now have the ability to make reservations for blocks while waiting for a state waiver.

o   The user must have a current forecast on file.

o   The request must be a growth request where MTE and/or utilization is not met.

o   A block that has been reserved is held in a reserve status for 6 months from the day the reservation is approved. If the reserved block has not been assigned or cancelled by the Block Reservation Expiration date, the block reservation will be automatically cancelled and the block returned to the pool one day after the 6 month reservation period has passed.

o   At the time a reservation request is submitted the user must also submit a certification statement to the PA that includes the date the request for a waiver was submitted to the state, the tracking number of the denial (when applicable) and the tracking number of the reservation request.

o   The process to submit a reservation is the same as a new block request except: the option to enter an effective date, request an expedite and complete a Part 1B form are not provided (these will be provided when requesting assignment of the reserved block).

Submit a Request to Assign/Cancel Block Reservation (Section 5.3.5)

This is a new option and not previously available in PAS. Users now have the ability to make reservations when the user needs to request a state waiver; below is the information on requesting a reservation to be assigned or cancelled.

o   To request the assignment or cancellation of a reserved block, the user will click on the "Assign/Cancel Reservation" tool on the tools frame.   PAS will bring up a list of reserved blocks for the states, NPAs and OCNs in the user's profile. This will include requests submitted by other users who have the same states, NPAs and OCNs in their profile.

o   To open a reservation the user will click on the tracking number of the block(s) to be assigned/cancelled.

o   PAS will ask the user to indicate the action (assign or cancel) for each block in the list of blocks shown for the reservation (tracking number).

o   Reservations that are cancelled will receive an automatic Part 3 response at the time of submission, confirming the request to cancel the reservation.

o   For reservations that the SP is requesting to be assigned, PAS will walk the user through all the forms. The user may update any information except: state, NPA, OCN, rate center and number of blocks requested.

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Submit a Block Modification Request (Section 5.3.6)

The following changes have been made to the block modification process:

o Block transfers have been included in the block modification function as Inter-company OCN change.
o On the preliminary block modification screen the user will be asked to select checkboxes for the type of change(s) required. The user will only be able to update the fields associated with the change types selected on the preliminary screen.
o A Part 1B form will only be provided for block modification requests when Part 1B or Inter-company OCN (Block Transfer) checkbox(s) is selected.
o SPC users will have to select Intra-company OCN and Part 1B change for block transfers if the OCN for the relinquishing company and the OCN for the receiving company are both in their profile.
o Users are now required to answer the question "is the block being allocated back to the donating switch" on all modifications that require a Part 1B form.
o Effective Date Changes may only be submitted on block requests that have a future effective date. Once the user selects "Effective Date" as the change type, enters the new effective date and clicks "Continue" PAS will provide a list of requests with future effective dates for the state, NPA and OCNs in the users profile. Users will see requests submitted by other user who have the same state, NPA and OCN assignments in their profile. The user will need to select the tracking number of the request which requires an effective date update. NOTE: The expedite and requested effective date fields are on the preliminary screen and may not be updated from the Part 1A form. Only the Remarks field may be updated on the Part 1A form.

Reminder

o For Inter-company OCN (Block Transfer) changes user must submit the relinquishing letter and the associated tracking numbers to the PA on the same day Inter-company OCN changes are submitted. NOTE: This would apply for Intra-company OCN and Part 1B changes when the update is due to a block transfer where the SPC user has the OCNs from both companies in their profile.

Submit a Block Disconnect Request (Section 5.3.7)

The following changes have been made to the block disconnect process, users are now required to provide additional data on block disconnects:

o Contaminated Y or N
o The number of TNs contaminated if applicable (this includes all Intra-SP Ports not just those of the company returning the code)
o Have all Intra-SP Ports been completed? Y or N
o Has the block been protected for further assignment? Y or N
o The remarks field is a required field if the block being returned has 101 or more contaminated TNs

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Reminder
- A block disconnect may be submitted for assigned blocks only. Retained blocks must be submitted as a donation unless the company is not the LERG assignee. To determine if a block is assigned; refer to the "Assigned Block" report. To determine if a block is retained refer to the "Retained Block" report.

Cancel a Block Disconnect Request (5.3.8)

This is a new option in PAS and not previously available in PAS. Users now have the ability to cancel a pending disconnect:
- The requested block disconnect must already be approved by the PA (Part 3 issued) and must have a future effective date.
- The user must select the Cancel Pending Disconnect checkbox on the preliminary block disconnect screen.
- If the pending disconnect effective date is less than 7 calendar days in the future the user must contact the PA via email to notify the PA that they have submitted a request to cancel a disconnect that is scheduled to be effective less than 7 calendar days in the future and include the tracking number of the cancel request and the scheduled block disconnect date. This is to ensure that the PA processes the request for cancellation prior to the effective date of the original disconnect request.

Code Requests (Section 6.0)

There have been significant changes and new additions to this section.

Submit a New Code Request (Initial & Growth) (Section 6.3.1)

The following changes have been made to the new code request process:
- The user will complete a combined Part 1A/Part 1 form in PAS. PAS will create separate Part 1A and Part 1 forms upon submission.
- For Pool Replenishment and LRN requests users will now be able to indicate, within the request, which blocks they wish to have assigned from a code request by clicking on a checkbox for each block to be assigned.
- For Pool Replenishment and LRN requests users will now be able to indicate the need for multiple block effective dates on the preliminary Code request screen. PAS will then provide separate effective date fields for each block requested on the Part 1/1A screen.
- On Dedicated Customer requests only, the user will be able to select Yes or No for the pooling indicator (Section 1.5 of the Part 1A)
- The LATA is pre-populated and may not be edited.
- The State Waiver options have changed:
    - If the user selects "Need to Request a State Waiver" they will receive an automatic Part 3 denial.
    - If the user selects "Received a State Waiver" they will be allowed to proceed with the request.
- Part 1B forms are not provided. If a user requested multiple blocks and one or more of the blocks needs to be updated in NPAC, the user will need to submit a modification on the block(s) after the block(s) is assigned.

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Submit a Code Modification Request (Section 6.3.2)

This option is new and not previously available in PAS. The user may now submit the Part 1 form via PAS for pooled NXX (code) modifications.

o PAS will only accept Part 1 modifications on pooled NXX codes.
o On the preliminary code modification screen the user will be asked to select checkboxes for the type of change(s) required. The user will only be able to update the fields associated with the change types selected on the preliminary screen.
o SPC users will have to select Intra-company OCN change for block transfers if the OCN for the relinquishing company and the OCN for the receiving company are both in their profile.

Submit a Code Disconnect Request (Section 6.3.3)

This option is new and not previously available in PAS.. The user may now submit the Part 1 form in PAS for pooled NXX code disconnects.

o PAS will only accept Part 1 disconnects for pooled NXX codes.

Submit a CO Code – Part 4 (Section 7.3.2)

This option is new and not previously available in PAS.. A user may submit a CO Code Part 4 for dedicated customer requests.

o To create a Part 4 – Dedicated Customer, the user will click on "Confirm Resources in Service" then on the "Create Part 4 – Dedicated Customer link on the tools frame in PAS. A user must submit this form when the request was for a CO Code for dedicated customer. A Part 4 – Block form will not be accepted for dedicated customer requests.
o Upon successful submission of a Part 4 – Dedicated Customer form PAS will create the CO Code Part 4 and the Part 4 for all ten blocks associated with the code.

Search Forms (8)

There are changes to the search forms options.

View Form (8.3.1) & List Forms (8.3.2)

The following changes have been made to the to the view form and list form process.

o Users will now be able to view Part 1 forms for NPA-NXXs submitted via PAS (on a going forward basis only).
o Users will now be able to view the Part 4 – Dedicated Customer forms submitted for dedicated customer CO code requests (on a going forward basis only).
o Users may now query by NPA-NXX as well as by Tracking Number and NPA-NXX-X.
o Queries by NPA-NXX will only be available for code modification and code disconnect requests.
o To print a form from the query results screen, open the form and then select "Printable Version" in the upper right corner of the form. The printable version will open in a separate window.

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Reminder

- o The user will see all forms associated with requests for the states, NPAs and OCNs in their profile. This will include forms submitted by other users who have the same states, NPAs and OCNs in their profile.

Work Item Summary (Section 10)

Users who do not have work items assigned to them will not see anything in the work item summary; instead they will see a welcome message.

Reports (Section 11)

The output for all reports have not changed, however there are now more query options provided up front from which the user can choose. Also, there has been an additional report added called "Part 3 Report".

Part 3 Report (Section 11.2.4)

This is a new report, not previously available in PAS. The Part 3 report lists Part 3s created for block and code requests in PAS.

- o The user may define their search using the following search criteria: State, NPA, Rate Center, OCN, Type of Request (Initial, Growth, Reservation, Modification, Disconnect), and Date Range. A "Select All" option is available.
- o The date range is based on the date the Part 3 was created.

Reminder

- o The user will see all information associated with requests for the states, NPAs and OCNs in their profile. This will include information on requests submitted by other users who have the same states, NPAs and OCNs in their profile.
- o All reports are downloadable in Excel. The user will need to download the report in order to print it.