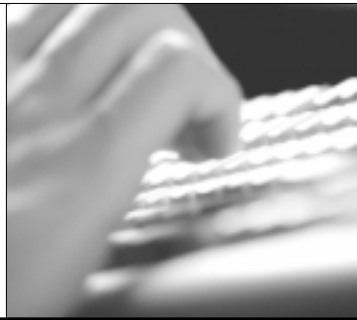


# NANPA Numbering News



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October/November 1999



Communications  
Industry Services

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Provided by the North American Numbering Plan Administration (NANPA)

## NANPA Making Improvements to Service, Process

Last spring, at the end of CIS' first year as the NANPA, the industry reviewed NANPA's performance and provided many good ideas on how to improve service. Since that time, NANPA has been working hard to implement these changes and suggestions in order to improve performance and service to the industry.

As a start, CIS' staff has been augmented in a number of areas. John Manning, Cathy Handley, and Brent Struthers have joined CIS, and their primary role is to focus on our relationships with the industry and regulators. Within NANPA, additions to the code administration and relief planning staff have been made, with nearly 40 CIS employees dedicated full time to NANPA. This follows a commitment by NANPA to the industry to hire as many people as needed to meet performance objectives.

In response to the commitment to deliver an improved COCUS, NANPA provided a new process using more sophisticated modeling and estimation techniques to forecast NANP exhaust. In addition, rather than just relying on the COCUS survey input, NANPA incorporated other data elements into its analysis in determining the projected exhaust timeframe of each geographic NPA in the U.S. Going forward, NANPA continues to monitor the CO code assignment rates in each NPA and compare them with the predicted demand to determine if adjustments are required in the forecasted NPA exhaust dates.

Last year, timely distribution of NPA relief planning materials was a problem. Corrections have been made with two significant steps. First, an electronic document distribution system has been implemented. (The DDS was described in the inaugural issue of *NANPA Numbering News* and is discussed on page 5 of this issue.) Of the 3,000 people who have signed up to receive these materials, more than 700 have opted to participate in the new system. For those who prefer to continue receiving faxes, distribution is handled by a commercial fax service, eliminating the error-prone process of programming and maintaining fax machines.

## New Features Added to nanpa.com

In an effort to constantly improve the content of NANPA's website, [www.nanpa.com](http://www.nanpa.com), two new features have been added that provide more detailed information on CO Code assignments, as well as press releases issued by NANPA.

The CO Code Assignment information on the website is now organized geographically, instead of by RBOC area. The utilized code files now show OCN, OCN Name, and future effective date (if appropriate); however, the OCN and name will not be shown until published in the LERG. To access this information, select Number Resource Information/Central Office Code Assignments/Central Office Code Assignments. Once in that screen, go down to the table titled "CO Code (Prefix) Status" and select the desired region and state. The information is split into two categories: available codes and utilized codes. All of the files are compressed using the shareware "WinZip," which can be downloaded from the website.

On the home page of the website, a menu button has also been added for "Press Releases," which shows all press releases issued by NANPA since November 1998. In addition, issues of *NANPA Numbering News* can be downloaded from [nanpa.com](http://nanpa.com) under the "Newsletters" button. **CIS**

Finally, NANPA staff participated in customer service and meeting facilitation skills training, with good results. At each NPA relief planning meeting, measurements are taken for participants' satisfaction level, and since the training there has been significant improvement in these scores.

These are only four of 14 items NANPA is addressing with the NANPA Oversight Working Group. NANPA's goal is to provide excellent service to the industry, and to do whatever is needed to make that happen. Comments and input are welcome. **CIS**

CO Code Statistics for Third Quarter									
	# of Codes Assigned	# of Changes	Suspensions	Denials	Canceled or Withdrawn	Disconnected	# of Reserved	Lottery Denial	Total # of Requests
July	1,478	932	312	58	112	23	0	953	3,975
August	1,386	984	204	124	28	27	78	740	3,699
September	1,338	1,153	180	184	69	114	30	647	3,867

The table above provides a breakdown and summary of the Central Office Code activity for the 3rd quarter 1999, July 1 - September 30. This period represents the first full quarter whereby NANPA had assumed responsibility for the assignment of central office (CO) codes for all of the geographic area codes in the U.S. As the table indicates, the high demand for code administration processing continues. During the 3<sup>rd</sup> quarter, NANPA processed over 11,500 CO code applications, resulting in the assignment of 4,202 CO codes—close to four times the expected workload for the quarter. **CS**

## Highlights of Recent State Commission Activity

In light of the FCC's recent rulings granting states delegated authority, several state commissions have recently issued Notices Requesting Comments or orders related to numbering issues. The following are the docket numbers, filing dates, titles, and the websites where these dockets can be accessed for further information:

- **State of New York Public Services Commission, September 24, 1999, Case 98-C-0689**—Proceeding on Motion of the Commission, Pursuant to Section 97(2) of the Public Service Law, to Institute an Omnibus Proceeding to Investigate the Efficiency of Usage of Telephone Numbering Resources and to Evaluate the Options for Making Additional Central Office Codes and/or Area Codes Available in Areas of New York State, When and Where Needed.  
*Comments Due 10/18/99*  
*Reply Comments Due 10/29/99*  
[www.dps.state.ny.us/cgi?category=latest&description=](http://www.dps.state.ny.us/cgi?category=latest&description=)
- **Massachusetts Department of Telecommunications and Energy, October 12, 1999, DTE 99-99**—Proceeding by the Department of Telecommunications and Energy to conduct mandatory thousands-block pooling number trials pursuant to the authority delegated by the FCC.  
*Comments Due 10/25/99*  
*Reply Comments Due 11/1/99*  
[www.magnet.state.ma.us/dpu/catalog/Telecom.htm](http://www.magnet.state.ma.us/dpu/catalog/Telecom.htm)
- **State of Maine Public Utilities Commission, October 15, 1999, 98-634**—Public Utility Commission Investigation into Area Code Relief  
*Comments Due 11/5/99*  
[janus.state.me.us/mpuc/areacode.htm](http://janus.state.me.us/mpuc/areacode.htm)
- **Florida Public Service Commission, September 24, 1999, ref: 981444-TP**—Workshop scheduled to discuss results of Number Utilization Study: Investigation into Number Conservation Measures.

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## NANPA Working to Satisfy Customer Expectations

One thing's for certain: NANPA conducts a lot of meetings in performing its responsibilities as the national area code relief planner. To date, in 1999, 68 face-to-face meetings have been held throughout the country to develop relief plan recommendations, or to assist the industry in coming up with implementation plans for recently approved relief plans. Normally, 20 - 30 telecommunications industry specialists and regulatory staff members attend each meeting.

NANPA coordinates each of the meetings; prepares materials, such as Initial Planning Documents that describe area code relief alternatives; facilitates the discussions using an industry consensus process; publishes meeting minutes; and then files industry recommendations with state regulators. But what about the meetings themselves? What does NANPA do to make sure the meetings are the most productive and best utilizes the industry's valuable resources?

To find out, participants were questioned about what can be done to improve future meetings. After each meeting, participants complete a 10-question survey form and rate the meeting on quality factors such as preparation of materials, timely notification, knowledge of the area code, neutrality, impartiality, facilitation skills, and professionalism (see table on page 5). In addition, participants are encouraged to provide comments and suggestions to NANPA. To date, 866 survey forms have been returned.

The most recent surveys for September included 151 responses from nine meetings held in nine states, and are shown in the attached table. For comparison purposes, the August 1999 scores are also shown. Note that the best possible score is 5.0.

To further improve performance in the meetings, NANPA's area code relief planners recently attended a two-day facilitation techniques training course specifically designed for them. If 1999's trend continues into

(Continued on Page 5)

## What is the NANC?

On October 5, 1995, the Federal Communications Commission (FCC) established the North American Numbering Council (NANC), by filing its charter with Congress, to provide advice and recommendations to the FCC and other governments (including Canada and Caribbean countries) on numbering issues.

As a Federal Advisory Committee to the Commission (under Title 5, U.S.C.), one of the NANC's first assignments was to select a neutral administrator for the North American Numbering Plan (NANP) and local number portability (LNP). Following a competitive bidding process, the NANC selected Lockheed Martin's Communications Industry Services group (CIS) to be the North American Numbering Plan Administrator (NANPA).

Since its inception, the NANC has provided the FCC with critically important recommendations regarding numbering issues. These recommendations have addressed a myriad of issues, including wireline/wireless integration for local number portability, abbreviated dialing arrangements, the neutrality of toll free database administration and the feasibility of local number portability for 500/900 numbers. In addition, the NANC has recently made recommendations concerning the selection of a thousands block pooling administrator, methods for optimizing the use of numbering resources and a replacement tool for the Central Office Code Utilization Survey (COCUS), which is presently used to collect forecast and utilization data. The Council also provided in April 1999 a detailed evaluation of the NANPA's performance during its first year, and will continue to evaluate NANPA's performance annually.

NANC members include representatives from local exchange carriers (LECs), interexchange carriers, wireless providers, manufacturers, state regulators, consumer groups and telecommunications associations. Meetings are held once a month in Washington, DC and are open to the public. The 2000 meeting schedule is listed to the right.

The NANC Chair is John R. Hoffman, who earlier in 1999 retired after a 30-year career with Sprint Corp and its predecessor and subsidiary companies. He replaced Alan Hasselwander, formerly CEO of Frontier Corporation, who was the first NANC chairman.

In carrying out its responsibilities, the Council shall assure that NANP administration supports the following policy objectives: (1) that NANP administration facilitates entry into the communications marketplace by making numbering resources available on an efficient, timely basis to communications service providers; (2) that NANP administration does not unduly favor or disfavor any particular industry segment or group of consumers; (3) that NANP administration does not unduly favor one technology over another; (4) that NANP administration gives consumers easy access to the public switched telephone network; and (5) that NANP administration ensures that the interests of all NANP member countries are addressed fairly and efficiently, fostering continued integration of the NANP across NANP member countries.

The value of this federal advisory committee to the telecommunications industry and to the American public cannot be overstated. Numbers are the means by which businesses and consumers gain access to, and reap the benefits of, the public switched network. The NANC's recommendations to the FCC facilitate fair and efficient numbering administration in North America and help ensure that numbering resources are available to all telecommunications service providers, consistent with the requirements of the Telecommunications Act of 1996. **CIS**

### 2000 NANC MEETING SCHEDULE

January	18-19
February	22-23
March	21-22
April	25-26
May	23-24
June	20-21
July	18-19
August	None
September	19-20
October	17-18
November	28-29
December	None

NANC meetings are held at: Federal Communications Commission, Portals II, 445 Twelfth Street, SW, Room TW-C305, Washington, DC 20554.

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## Interview with John Hoffman Chairman, North American Numbering Council (NANC)

At the September meeting of the North American Numbering Council (NANC), John Hoffman, former vice president for external affairs for US Sprint and Sprint Communications, assumed the chairmanship of the Council. Hoffman replaced Alan Hasselwander, former CEO of Frontier Corporation, who was the first NANC chairman. To obtain his thoughts on his new position and the Council, *NANPA Numbering News* recently talked with Hoffman, who spent 30 years with Sprint Corp and its predecessor and subsidiary companies.

### ***What are the challenges facing the NANC and the telecommunications industry in the next year?***

The overriding numbering challenge, in my view, is the preservation of the North American Numbering Plan (NANP). The number of Area Codes in the U.S. when the NANP was established in 1947 was 86. That number increased by only about one a year until the mid-1990s, when the demand for second residential lines and new wireless service offerings caused the rate of new Area Codes to increase to almost one a week in 1997. The number of Area Codes now being used stands at 248 (206 in the U.S.); nearly 70 of them are currently in jeopardy (that is, all of the available telephone numbers in those Area Codes may soon be used, so that none will be available for assignment to new users).

The FCC has primary responsibility for number assignments, and the Chief of the Common Carrier Bureau, Larry Strickling, is relying upon NANC to make appropriate recommendations to more efficiently assign numbers and thereby extend the life of the NANP. The FCC has tentatively concluded that implementing Local Number Portability (LNP) will facilitate the pooling of unused or unassigned thousand blocks of consecutive numbers in some areas so that they can be transferred to and utilized in other areas where number resources are scarce. NANC needs to work with the states and the industry to implement thousand-block pooling and other measures to help the FCC fulfill its responsibility. Because there are now thousand-block pooling trials underway in some states, and some important numbering issues are due to be decided by the FCC very soon, I expect next year will be a very busy time for NANC.

### ***As the new chairman, what are your goals/objectives for NANC? Will there be any changes to NANC?***

The goals and objectives for NANC are clearly defined by the Chief of the FCC's Common Carrier Bureau. They are, in short, to extend the life

of the NANP by developing and overseeing the implementation of a number of measures (like thousand-block pooling) to achieve more efficient numbering resource utilization.

The NANC has been in existence since October 5, 1996. Its first chairman, Alan Hasselwander, former CEO of Frontier Corp., led the NANC through some difficult and developing times. Al and the NANC did a remarkable job and established a strong foundation. My challenge is not to change any of those accomplishments, but to build upon them to achieve the FCC's goals and objectives. I have told the NANC that I would like to continually review what we do and how we do it, with the purpose of always looking for better ways to get the job done. The NANC is comprised of some very bright, hard-working and dedicated people, and I believe that I owe it to them to make sure we are using their talents efficiently and effectively to produce worthwhile results.

### ***What do you feel are the strengths and weaknesses of the NANC? Greatest accomplishments?***

The strengths are the clarity and urgency of the direction given to the NANC by the FCC's Common Carrier Bureau, and the intelligence and dedication of the people who serve on the NANC to effectively, timely and professionally fulfill that responsibility. If there are any weaknesses, I'd have to say it's the size of NANC; there are so many people on the Council that it's sometimes difficult to achieve consensus. However, the number and diversity of views on the NANC is also one of its strengths, because those folks ensure that recommendations are always well thought-out and representative of all-important concerns.

The greatest accomplishment to date has to be the selection of the NANP Administrator (NANPA). The process of defining the requirements, seeking competitive bids, selecting the best candidate and working with them to produce an effective and efficient neutral NANPA consumed the NANC in the first couple years. It was a sea-change in the manner in which numbers are assigned and numbering resources are managed in this country, and the results are impressive. It is equally impressive, in my view, how the NANC has moved from that selection process to consider other important policy issues (such as utilization studies, LNP, pooling, cost-recovery, audits, etc.) for the future. I have found it to be very stimulating to become a part of the NANC's work. **GIS**

## NANPA Working to Satisfy Customer Expectations (continued from page 2)

Question:	Sept. Avg. Score	Aug. Avg. Score
NANPA courteous & professional?	4.8	4.8
Adequate opportunity to express my opinions?	4.7	4.7
NANPA conducted the meeting impartially?	4.6	4.7
Received adequate meeting notice?	4.6	4.5
Overall satisfaction with conduct of meeting?	4.6	4.5
NANPA well prepared for the meeting?	4.5	4.5
NANPA was effective facilitator?	4.5	4.4
Timely information distribution?	4.5	4.3
Information received was beneficial?	4.3	4.2
NANPA detailed knowledge of NPA?	4.3	4.2

2000, NANPA will be hosting many industry meetings, which will provide opportunities to continue to satisfy the industry's expectation that the meetings be conducted in a high quality, effective and professional manner.

In the December/January issue of the *NANPA Numbering News*, we will discuss the activities that go into preparing for the meetings, such as the timelines for distributing meeting notifications, and performance measurements that have been established by NANPA to measure and improve the overall quality of the area code relief planning process. **CIS**

## Communication is a Significant Key to Successful Number Administration

During the first 18 months of our current tenure as the North American Numbering Plan Administrator (NANPA), we have focused intensively on the successful transition of the CO Code Administration and the NPA Relief Planning. Added to these transition activities have been ongoing roles as participants in INC and other industry fora.

Early in 1999 we began a series of informal meetings with service providers in open group round table discussions. We received very valuable feedback and implemented a number of suggestions. For example, feedback about the way we were distributing NPA relief planning materials by fax led to the development of the new electronic document distribution system. Still we felt that even more frank communication, where service providers could discuss specific issues that they may not feel appropriate to share in a group setting, would enhance the understanding between the service provider and NANPA.

We held a series of one-on-one sessions with service providers during August, September and October, and extend this opportunity to all entities that work with NANPA. Many of the activities we perform for the industry are, by nature, very subjective. Managing NPA relief planning meetings, evaluating potential jeopardy situations, and forecasting resource usage all reflect the skills, experience and professionalism of our entire team. It is vital that we understand the concerns and downstream actions that are driven by our work.

Understanding how our customers view our work and how they place value and importance on specific tasks is a significant continual process improvement step which CIS intends to actively pursue. If your organization is interested in sharing your perspective about the quality of work you see or expect from the NANPA, please contact Cathy Handley at (202) 533-2645 to schedule a meeting at a mutually convenient place and time. **CIS**

### Sign-ups Increasing for Document Distribution System

In the inaugural issue of the *NANPA Numbering News*, NANPA announced the introduction of a new electronic notification and document distribution service. Since September 15, more than 700 industry participants have signed up for the service, and NANPA has distributed nearly 60 e-mail notifications of industry meetings, Initial Planning Documents, meeting minutes, etc.

The response to the service has been very positive. Although NANPA continues to fax notifications and documentation to those not yet signed up, we hope to encourage a majority of the industry to sign up in the near future. By signing up for the Document Distribution Service, you can bypass annoying problems, like running out of paper, and you can save trees. To register for the new e-mail service, go to <http://www.nanpa.com>, select Document Distribution Service and complete the form. And let us know what you think of the service. **CIS**



## A Word from Our Managing Director

It has been more than a year since CIS assumed responsibility for NANPA. In our first year, the focus was on establishing the first consolidated NANPA. The implementation and operational challenges were great. For the first time, all NANPA administration functions were centralized under one neutral, accountable management. Transition of NANPA functions were managed on-time with no interruption of service. From scratch, we built a strong NANPA staff. They have handled volumes of NPA (area code) relief cases and CO Code requests that far exceed the initial forecasts. Now in our second year, we are building on the success of the first year, extending the focus to improve quality and reliability. We are committed to delivering excellent levels of service to all segments of the industry.

The NANPA Oversight Working Group's report card on the NANPA's first year of operation identified areas of operation excellence. They also identified areas that needed improvement. CIS has listened to the industry's suggestions and put into action a plan to improve our service and process. It is critical that we listen to, understand and meet our customers' requirements.

Highlighted in this newsletter are articles discussing many of those improvements. Important examples include streamlining our document distribution system for NPA relief planning and forming a Customer Management Team, led by Larry Vagnoni, Cathy Handley and John Manning, to work directly with our NANPA customer base. New staff have been added to oversee the area code relief and CO code administration functions. The result has been improved scores and remarks from the industry on our performance. We have also upgraded the content of the NANPA website to provide timely, accurate information affecting the industry.

Many of the improvements have come from the input received by the industry, the FCC and the PUCs. And in the next few months, as the NANPA Oversight Working Group prepares for NANPA's 2000 evaluation, we will again listen and strive to meet your needs.

### CIS' Washington, DC Offices Moving!

The Washington, DC offices of CIS/NANPA are moving to a new, interim facility, effective Nov. 1. CIS has been located at 1133 15<sup>th</sup> St., which housed the NANPA staff, and at 1200 K St in DC, but have now co-located to:

**CIS**  
1120 Vermont Ave., NW,  
Suite 550  
Washington, DC 20005  
Phone, 202-533-2600; Fax, 202-533-2975

Please make note of this address and phone number change. CIS plans to move to a permanent facility in 2000.

New phone numbers of key NANPA folks are provided below:

Ron Conners	202-533-2650
Nancy Fears	202-533-2653
David McDaniel	202-533-2658
Terrie McPherson	202-533-2656
LaShanda Stroman	202-533-2657
John Manning	202-533-2655
Cathy Handley	202-533-2645
Rebecca Barnhart	202-533-2643

In addition, Sandy Tokarek, senior relief planner for the Eastern Region, has a new phone number. Sandy can now be reached at phone, 401-821-7761; and pager, 800-759-8888. **CIS**

### Highlights of Recent State Commission Activity (continued from cover)

*Workshop scheduled 10/20/99*  
[www2.scri.net/psc/industry/telecomm/index.html](http://www2.scri.net/psc/industry/telecomm/index.html)

- **California Public Utilities Commission, AB406, October 11, 1999**—Consumer Area Code Relief Act of 1999.
- **D99-09-67, September 16, 1999**—Ordered a utilization study be done in the 310 NPA, develop procedures for the return of codes, plan for mandatory pooling, report on pooling status by February 2000. **CIS**

### NANPA Numbering News

*A NANPA bi-monthly publication*

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