

National Pooling  
Administration

2010

Annual  
Report

neustar™



March 30, 2011

Ms. Joyce Terry-Butler  
Contracting Officer  
FCC Contracts and Purchasing Center  
445 12th Street S.W.  
Washington, D.C. 20554  
RE: Contract Number CON07000005

Dear Ms. Terry-Butler:

Attached please find the *Thousands-Block Pooling Administration 2010 Annual Report*, submitted pursuant to Contract Data Requirements List referenced in Section 4.6.1 of the *Contract for Pooling Administration Services for the Federal Communications Commission*, FCC Contract No. CON07000005. This report covers Pooling Administration (PA) activities from January 1, 2010 through December 31, 2010, and is required by Clause C.1 of the contract. Section 4, *Contract Data Requirements List*, specifically Section 4.6.1, *Annual*, directs that this report contain:

- A brief description of the PA,
- Highlights/significant milestones reached during previous year,
- Identification of existing and potential pooling areas,
- Aggregated total number by pool of the service providers participating in the pooled areas,
- Forecast results, as well as a review of past forecasts vs. actual block activation,
- System and performance metrics,
- The status of required transferable property,
- Industry issue identification/feedback
- The volume of reports produced aggregated by regulatory agency, NANC, NANPA, and service providers, and
- Additional informational offerings.

In 2010, as in years past, we continued our extraordinary level of contract compliance and customer service. Timely and accurate customer application processing with a 35% increase in blocks assigned, nearly perfect Pooling Administration System (PAS) performance, thorough reporting compliance, no formal complaints, continued development of the p-ANI administration and our unparalleled focus on customer support all add up to another outstanding year.

The PA met or exceeded all of its performance goals and objectives in 2010. The goals, most of which are expressed in the contract, include:

- System availability of 99.9% or better;
- 100% of received calls answered within one business day;
- 97% of applications processed within seven calendar days;
- Unscheduled maintenance of the PAS to be less than 9 hours in any 12 month period;
- Scheduled maintenance of the PAS to be less than 24 hours in any 12 month period;
- 100% of the ad hoc report requests to be distributed within three business days;
- All required reports completed per Section 5.0;
- Change Orders related to changes in the INC Guidelines to be submitted to the FCC and NOWG within 15 working days
- Strong customer focus;
- Zero formal complaints.

During the past year we saw a 17% increase in Part 3s processed and continued to accurately and efficiently manage thousands-block number pooling services in a neutral manner that not only meets our contractual obligations, but continues to justify the confidence that the FCC and industry have placed in us. In addition, we continued our effective efforts as Interim p-ANI Administrator. As we have since 2001, we will continue to work cooperatively and productively with you, service providers, industry groups, and regulatory staff throughout our contract term.

Should you have any questions about this report, please do not hesitate to contact me.

Respectfully submitted,

Amy L. Putnam, Esq.  
Sr. Director, Pooling Administration  
Neustar, Inc.

Cc: Ann Stevens, Esq., FCC  
Marilyn Jones, Esq., FCC  
Gary Remondino, COTR, FCC  
Michael O'Connor, Neustar



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## 1. Section 1 - Description of Neustar Pooling Administration

### 1.1. Background

In 1997, the Illinois Commerce Commission selected Neustar, Inc. [then an autonomous business unit known as Communications Industry Services (CIS) within Lockheed Martin Corporation] to administer the trial of thousands-block number pooling in the Illinois 847 Numbering Plan Area (NPA). This trial, the first of its kind, was successfully implemented in June, 1998 and was backed by the Federal Communications Commission (FCC) in its Memorandum Opinion and Order and Order on Reconsideration, CC 96-98, FCC 98-224, known as “the Pennsylvania Order.” In the Pennsylvania Order, the FCC granted limited authority to continue the Illinois pooling trial and encouraged other states to seek delegated authority to implement pooling trials. Shortly thereafter, Neustar began administering the trial in New York’s 212 NPA.

On November 30, 1999, NeuStar, Inc. (Neustar) was divested from Lockheed Martin as a separate, privately-held company. As more states requested and received delegated authority to implement thousands-block pooling trials, Neustar was chosen as administrator in all but six states where trials were ordered. By the beginning of national pooling, in March, 2002, Neustar was managing twenty-two state pooling trials in eighty-three NPAs. We transitioned over five thousand blocks to our then-newly-designed Pooling Administration System (PAS).

Neustar competitively bid for and was awarded the first federal contract to administer the national rollout and ongoing administration of thousands-block pooling on June 15, 2001, for a total of five years, renewable annually. Contract number CON01000016 expired on June 14, 2006. By the end of that contract Neustar was managing nearly 14,000 rate area

pooling in all fifty states, the District of Columbia and Puerto Rico. The FCC issued eight contract modifications between June 15, 2006 and July 12, 2007 to extend Neustar’s pooling administration contract through August 14, 2007.

Neustar again competitively bid for and was awarded the second national pooling contract on July 31, 2007, for a possible total of five years, with a base period of two years renewable annually for the remaining three. The current contract number CON07000005 became effective on August 15, 2007. The base period for the Pooling Administration contract ended on August 14, 2009 and Option Period 1 ended on August 14, 2010. The FCC issued Contract Modification #13 on August 23, 2010, exercising Option Period 2 in accordance with FAR 52.217-9 to continue the contract from August 15, 2010 through August 14, 2011.

### 1.2. Neutrality

Neustar Pooling Administration (PA) is an independent, neutral third party, as defined in Section H.3.B, Conflict of Interest and Neutrality Requirements, of the Performance Work Statement/Technical Requirements (PWS). As such, the PA is responsible for the fair and efficient overall administration of pooled numbering resources. The PA is a non-governmental entity that is impartial and not aligned with any particular telecommunication industry segment, and complies with 47 C.F.R. § 52.12.

Neustar Neutrality Compliance Procedures require Neustar to conduct neutrality refresher training in the first quarter of each year. All Neustar Board members, designated contractors, and all employees, including pooling employees, must participate in a training session.



Neustar is subject to a number of neutrality audits that are performed on a quarterly and semi-annual basis. In connection with these audits, all of its employees, including its directors, its officers, and pooling employees, must, on a quarterly basis, review the neutrality requirements, and sign a neutrality certification stating that they are familiar with the neutrality requirements and have not violated them. Failure to comply with applicable neutrality requirements could result in government fines, corrective measures, curtailment of contracts, or even contract revocation. PA compliance with the FCC's neutrality rules is ensured by the Neustar Neutrality Officer John Manning, and the FCC.

### **1.3. Description of National Pooling Administration (PA)**

The PA performs the day-to-day number resource assignment and administrative activities with a long-term focus, which includes maintaining a system to support all day-to-day and long-term pooling functions.

As such, the PA:

- Provides a standardized application of all administrative pooling guidelines,
- Develops tools and has implemented a system containing both hardware and software to facilitate the assignment, tracking, and data reporting requirements,
- Maintains interfaces with the NANPA, the NPAC, service providers, industry forums, (e.g., INC, CIGRR, etc.) and regulatory agencies, and
- Maintains and plans for adequate pool inventory numbering resources.

The PA also interacts with the NANPA and the NPAC vendor, while impartially administering

thousands-block number pools by assigning, managing, forecasting, reporting, and processing data that allows service providers in rate areas designated for thousands-block number pooling to receive telephone numbers in blocks of 1,000. In addition, we maintain adequate pool inventory and accurate rate area designations.

In addition to pooling administration, the PA has provided Interim Routing Number Administration (IRNA) services since 2006.

For further information on the PA requirements, see Clause C.1 of the CONTRACT FOR POOLING ADMINISTRATION SERVICES FOR THE FEDERAL COMMUNICATIONS COMMISSION, FCC Contract No. CON07000005.

1.4. Neustar Pooling Administration Organization Chart

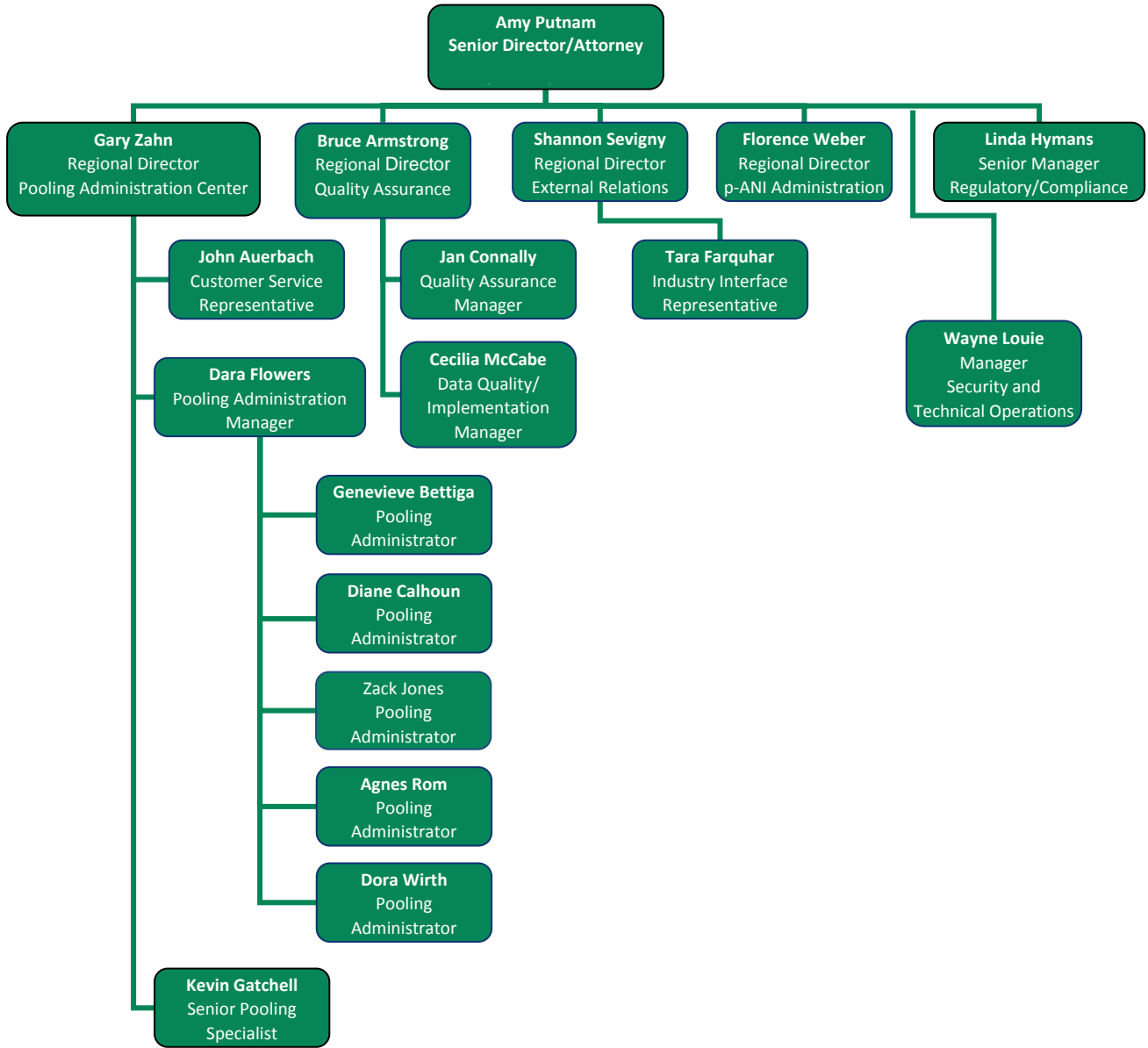


Figure 1: Pooling Administration Organization Chart

## 2. Section 2 - 2010 Neustar Pooling Administration Highlights and Significant Milestones

The following are the 2010 Neustar Pooling Administration (PA) highlights and significant milestones:

### ◆ Pooling Contract:

- ★ The two-year base period for the Pooling Administration (PA) contract ended on August 14, 2010. The FCC issued Contract Modification #13 on August 23, 2010, exercising Option Period 2 in accordance with FAR 52.217-9. (See Section 2.1)
- ★ The PA earned a “More Than Met” rating for 2009 performance. (See Section 8.3)
- ★ There were no changes in pooling personnel in 2010.

### ◆ Pooling Administration Services Center (PASC) Productivity for 2010 (See Section 2.2):

In 2010, the PASC staff:

- ★ Issued 102,368 Part 3s
- ★ Processed:
  - 30,301 change requests
  - 18,870 disconnects
  - 1,678 withdrawals
  - 12,130 donations
  - 3,159 block or code request denials
  - 77 Red Light Rule denials
  - 99.998% of applications on time.
- ★ Assigned 46,472 blocks
- ★ Opened 2,667 NXX codes
- ★ Reclaimed 82 blocks

### ◆ Pooling Administration System (PAS) System:

- ★ PAS was available for use 99.996% of the time which far exceeded the

contract performance metric of 99.9%. Of the possible total of 8,760 hours that PAS could be available in 2010, it was accessible for 8,759 hours and 39 minutes. (See Section 6)

- ★ We submitted eight change orders to the FCC (11, 12, 13, 14, 15, 16, 17, and 18). (See Section 2.3.2.1)
- ★ We implemented eight change orders (9, 10, 11, 12, 13, 14, 15, and 17) with no PAS down time. (See Section 2.3.2.1)
- ★ We performed six PAS builds, four to implement change orders and two for system maintenance, with no unavailability to customers. (See Section 2.3.2.2)

### ◆ Reporting:

- ★ We produced all requested ad hoc reports in less than one business day, although we are allowed up to three business days. (See Section 9)
- ★ We produced 918 reports for the FCC, states, the North American Numbering Council (NANC), North American Numbering Plan Administration (NANPA), and service providers. (See Section 9)
- ★ We submitted all 116 required Contract Data Requirements List (CDRL) reports on time and posted them to the website. (See Section 2.5.4.1)
- ★ We submitted all 41 additional contract-required reports on time and posted them to the website. (See Section 2.5.4.2)

### ◆ Industry Support:

- ★ We participated in 81 industry meetings either in-person or by conference call. (See Section 8.2)
- ★ We answered 100% of the 6,436 received calls within 1 business day.

- ★ The Help Desk handled 3,084 calls. (See Section 2.3.4)
  - ★ We submitted seven new issues and eight new contributions at the Industry Numbering Committee (INC). (See Section 8.2)
  - ★ We provided 27 pooling status reports to the NANPA for its meetings. (See Section 2.4)
  - ★ We attended 17 NANPA meetings relating to NPA relief and jeopardy, providing an up-to-date pooling status for the affected NPAs. (See Section 2.4)
  - ★ We conducted four Supplemental Implementation Meetings (SIMs) to implement additional delegated authority that resulted in 506 rate center changes in three states. (See Section 2.4.2.3)
  - ★ We made 970 changes to rate center information, of which 960 were changes to the pooling status designation. (See Section 2.4.2.2.)
  - ★ The PA staff met monthly with the Numbering Oversight Working Group (NOWG) in 2010, providing updates on various pooling administration activities, providing responses to questions, adding a new agenda item for “Open Discussion,” participating in the annual performance review and working cooperatively with the NOWG to make desired industry improvements while also meeting our contractual requirements. (See Section 8.3)
- ◆ **p-ANI Administration**
    - ★ We continued to work with the industry as the Interim Routing Number Administration (IRNA) to process new user registrations and ESQK applications, assist providers with p-ANI related issues, and respond to general inquires regarding p-ANIs from both states and industry. (See Section 8.2)
    - ★ We participated in the Emergency Services Interconnection Forum (ESIF) and INC meetings, to offer assistance and expertise. (See Section 8.2)
  - ★ We continued development of the permanent p-ANI Administration Change Order.
  - ★ We received three new user registrations and 242 ESQK requests in 2010. (See Section 2.6)
- ◆ **Customer Focus:**
    - ★ We continued sending Tips of the Month. (See Section 8.5)
    - ★ We noted 73 significant customer focus items.
    - ★ We received an average score of 4.68 out of 5 on the PA published annual performance survey. (See Section 8.6)
    - ★ We had no formal complaints. (See Section 8.4)
  - ◆ **Training:**
    - ★ We facilitated three state regulatory commission educational sessions on pooling issues. (See Section 2.5.2)
    - ★ We conducted three web-based training sessions to educate customers about changes to PAS resulting from implementation of Change Orders 9 and 10, and also to provide an overview of the PAS and website. (See Section 2.3.3)
  - ◆ **Special Projects:**
    - ★ In April, 2010, the PA ended the very old overdue Part 4 project for relevant overdue Part 4s that were overdue before *January 1, 2008*, reducing the total number of those relevant overdue Part 4s from 324 to 18. (See Section 2.8.1)
    - ★ On May 26, 2010 we requested and received approval to extend the very old overdue Part 4 project to include those very old overdue Part 4s that were overdue before *January 1, 2009*. In 2010, we reduced those relevant

overdue Part 4s from 63 to 11. (See Section 2.8.1)

- ★ We continued to work to resolve PAS block issues resulting from the NPAC scrub after beginning the year with 613 over-contaminated blocks. With the assistance of the state regulatory staff in 22 states we were able to find a satisfactory resolution to the 55% of the remaining over-contaminated blocks. (See Section 2.8.2)
- ★ We initiated the Seeking Donations Project in May 2010 and secured 14 block donations for rate centers being changed from Excluded to Optional,

thereby saving the opening of 14 whole NXX codes. (See Section 2.8.5)

- ★ We voluntarily began sending email notifications two-weeks prior to PAS builds to give customers ample notice of upcoming PAS changes. (See Section 2.8.6)
- ★ We proactively developed training videos to enable 24/7 access to training for our customers. In 2010, we posted five training videos that have been accessed 334 times. (See Section 2.8.4)
- ★ We initiated and implemented a complete redesign of the [www.nationapooling.com](http://www.nationapooling.com) website. (See Section 2.8.3)

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Following is a synopsis of the major pooling accomplishments of Neustar, as the national Pooling Administrator (PA), during the 2010 reporting period. Details for these activities are found throughout the report.

“I am very pleased with the service provided by all PA employees. They are always very professional, friendly and helpful.” 2010 PA Survey Comment

## 2.1. Pooling Administration

### 2.1.1. Contract

The base period for the Pooling Administration contract ended on August 14, 2009 and Option Period 1 ended on August 14, 2010. The FCC issued Contract Modification #13 on August 23, 2010, exercising Option Period 2 in accordance with FAR 52.217-9 to continue the contract from August 15, 2010 through August 14, 2011.

### 2.1.2. Personnel

There were no changes in pooling personnel in 2010. An organization chart can be found in Section 1 and a listing of current Pooling Administration Services Center (PASC) personnel and their contact information can be found on [www.nationapooling.com](http://www.nationapooling.com) under “Contacts.”

## 2.2. Pooling Administration Services Center (PASC), Concord CA

This section describes PASC activity in 2010, including information about applications processed, blocks assigned, and NXX codes opened. Productivity statistics for the past five years of national thousands-block number pooling can be found in Section 10.0, *Trends in Pooling Since 2006*.

### 2.2.1. Pooling Administration Productivity for 2010

In 2010, the PA continued its exceptional level of performance. We processed 102,368 applications (Part 3s) as shown in Table 2-1:

**Table 2-1  
PA productivity at a glance**

Activity	2010 Total
Applications processed (Part 3s):	102,368
Applications not processed in 7 calendar days:	1

Activity	2010 Total
Blocks assigned:	46,472
Changes to existing blocks or codes:	30,301
Disconnects processed:	18,870
Withdrawals:	1,678
Block or code requests denied:	3,159
Donations processed:	12,130
Central office codes opened:	2,667
Red Light Rule denials:	77
Total reclaimed blocks:	82

As shown in Table 2-2, the PA processed 102,368 applications (Part 3s).

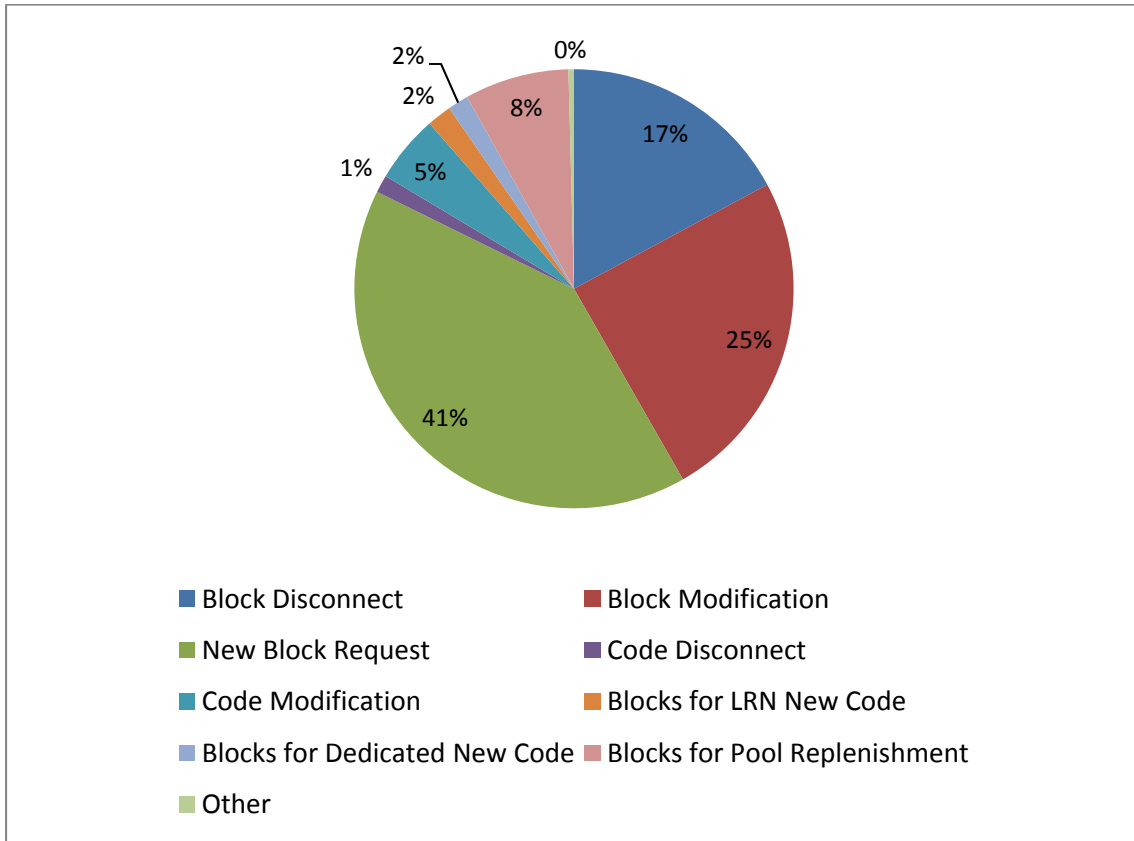
**Table 2-2  
Applications (Part 3s) Processed**

Approvals	82,608
Denials	3,163
Suspensions	14,916
Withdrawals	1,681
<b>TOTAL</b>	<b>102,368</b>

Table 2-3 and Figure 2 contain the total number of applications processed by activity type.

**Table 2-3  
Applications Processed by Type**

	Approved	Denied	Suspended	Withdrawn	Total	Percent of Total
Block Modifications	24,814	32	0	341	25,187	25%
Block Disconnects	8,376	305	8,803	57	17,541	17%
Block Cancel Disconnect	29	0	0	1	30	0%
Individual Blocks	38,670	1,971	0	860	41,501	40%
Block Reservations	111	52	0	14	177	0%
Process/Cancel Block Reservations	70	0	0	2	72	0%
Code Modifications	2,476	20	2,520	98	5,114	5%
Code Disconnects	133	301	849	46	1,329	1%
LRN Blocks	937	136	706	66	1,845	2%
Dedicated Customer Blocks	1,340	75	133	25	1,573	2%
Pool Replenishment Blocks	5,525	267	1,905	168	7,865	8%
Manual	127	4	0	3	134	0%
<b>Totals</b>	<b>82,608</b>	<b>3,163</b>	<b>14,916</b>	<b>1,681</b>	<b>102,368</b>	<b>100%</b>



**Figure 2: 2010 Pooling Applications by Type**

Table 2-4 shows the number of NXX codes opened by the PA in 2010 and for what purpose.

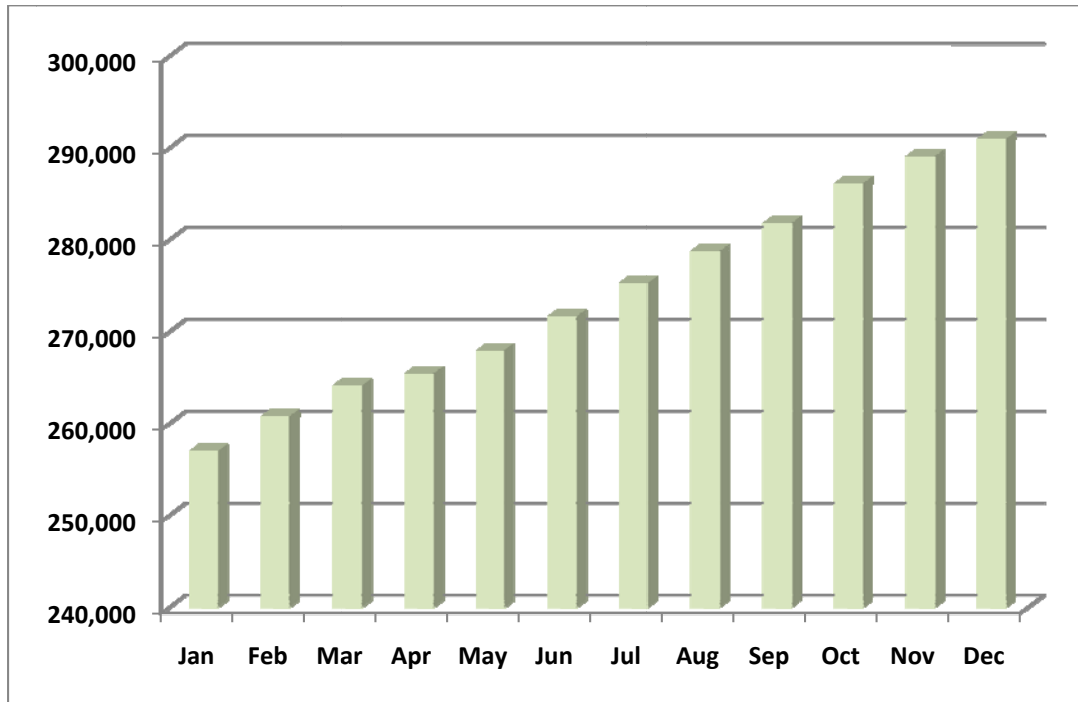
**Table 2-4  
NXXs Opened by Purpose**

Purpose	Total	Percent Of Total
LRN	688	26%
Dedicated Customer	134	5%
Pool Replenishment	1,845	69%
<b>TOTAL</b>	<b>2,667</b>	<b>100%</b>

The PA also issued **8,711** Part 5s for block disconnects, reclamations, and exchanges during 2010, of which **8,376** were actual block disconnects.

The PA processed 102,367 of the total 102,368 applications within seven calendar days which far exceeds the performance metric of 97%.

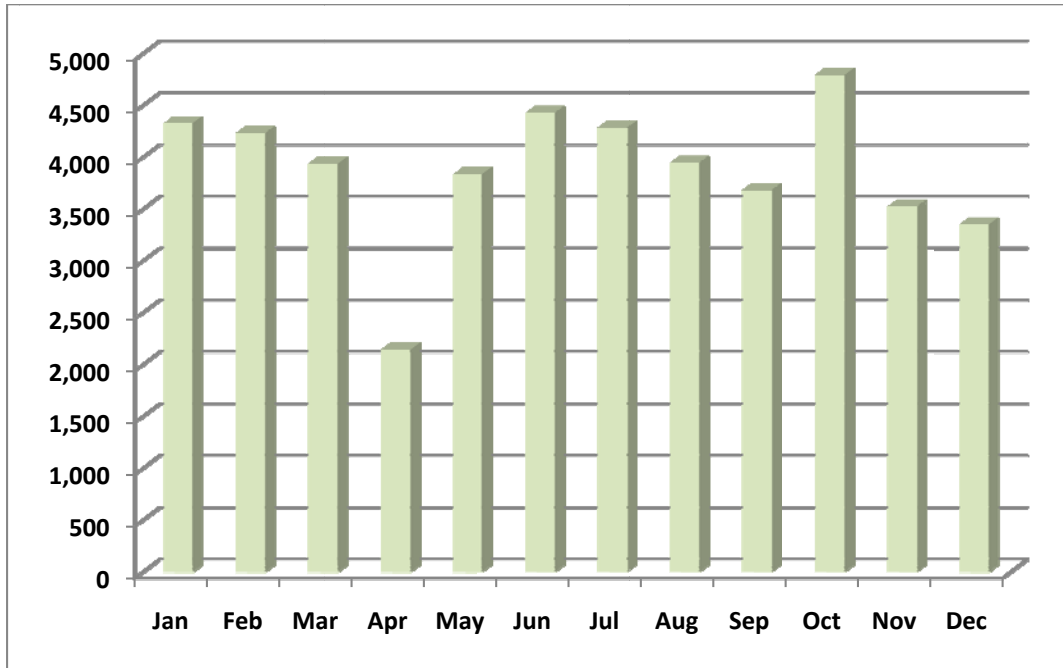
There were 291,010 assigned blocks in PAS at the end of 2010 as compared with 253,087 at the end of 2009, an increase of 37,923 assigned blocks. Figure 3 below shows the cumulative number of assigned thousand-blocks in the PAS as of December 31, 2010.



**Figure 3: Blocks Assigned in PAS as of December 31, 2010**



Figure 4 below depicts the monthly block assignments made by the PA during each month in 2010.



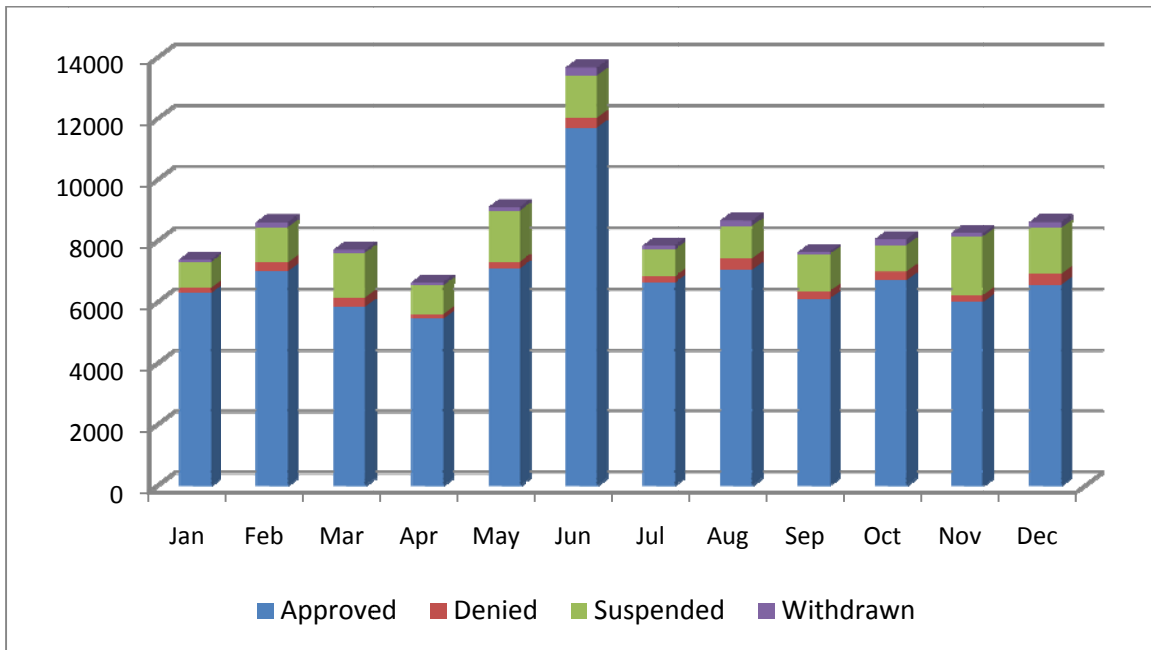
**Figure 4: Blocks Assigned by the PA in Each Month in 2010**

The total number of applications processed is a measure of the actual processing work performed by the pooling administrators, because not every application results in the immediate assignment of a thousands-block. Although a large majority of applications for numbering resources are processed and approved immediately, some are suspended for future action, and some are denied or withdrawn entirely.

In addition to processing, the PAs also:

- Respond to questions and requests for assistance from service providers,
- Review documentation to assure entitlement to initial requests,
- Interact with state commission staff about certification issues and answer questions about the pooling process,
- Assist service providers with questions relating to PAS,
- Walk new users through the pooling processes,
- Search for new block holders for blocks being returned with greater than 10% contamination,
- Search for new code holders for pooled codes being returned with blocks assigned,
- Assist with answering Help Desk calls,
- Work closely with the NPAC Pooling Coordinators to ensure that block requests are handled in accordance with industry guidelines,
- Work closely with the NANPA Code Administrators to ensure that NXX requests are handled in accordance to the INC guidelines.

Figure 5 below provides a complete overview of all applications processed in the PAS for 2010, which includes approvals, denials, withdrawals, and suspended applications.



**Figure 5: Overview of All Applications Processed by Status**

Table 2-5 and 2-6 list the ten states and NPAs for which the highest number of applications (Part 3s) occurred in 2010:

**Table 2-5  
Ten States with Highest Number of Applications (Part 3s)**

State	Total Part 3s
CA	13,304
TX	7,883
NY	6,804
FL	5,872
IL	4,543
OH	4,107
MI	3,864
PA	3,541
NC	3,419
GA	3,181

**Table 2-6  
Ten NPAs with highest number of Applications (Part 3s)**

NPA	State	Total Part 3s
347	NY	1,653
760	CA	1,002
832	TX	958
910	NC	896
678	GA	815
530	CA	799
707	CA	792
773	IL	791
402	NE	772
423	TN	771

### 2.2.2. Pool Replenishment

During 2010, the PA continued working to replenish pool inventories and focus carriers' attention on keeping inventories adequate to meet forecasted demand.

While the PA has no authority to actually replenish the inventory pool because it is not authorized to obtain resources directly, we manage the process by determining when a pooling rate center inventory will fall below the aggregated six month service provider forecasts, which establishes that it is necessary for service providers to replenish the pool. For replenishment, the PA has to rely on the service providers that can meet both the MTE (Months-to-Exhaust) and utilization requirements to open an NXX code and then have them provide blocks from that NXX code to the pool.

In 2008, the INC approved a process that offers an option to a service provider applying for more than one block in a pool that needs to be replenished. The SP can take some of the requested blocks from the industry inventory pool and the remaining requested blocks from a new NXX code for pool replenishment. With Change Order #1, this process was implemented in PAS on May 16, 2008. Table 2-7 is an overview of pool replenishment statistics in 2010.

**Table 2-7  
2010 Pool Replenishment Overview**

Average number of rate centers per month that had less than a six-month inventory	363
Average number of rate centers per month that had zero blocks available	59
Number of CO Code requests for pool replenishment	2,261
Number of CO Codes opened for pool replenishment	1,845

Tables 2-8 and 2-9 show the ten states and NPAs which had the most pool replenishment activity in 2010.

**Table 2-8  
Ten States with the Most Pool Replenishment Activity**

State	Codes Opened
NY	254
CA	244
TX	178
FL	148
IL	70
VA	65
NJ	56
GA	52
MI	49
CO	47

**Table 2-9  
Eleven NPAs requiring the Most Pool Replenishment**

NPA	State	Codes Opened
347	NY	123
909	CA	24
939	PR	23
480	AZ	23
408	CA	22
212	NY	22
702	NV	21
507	MN	21
818	CA	20
720	CO	20
202	DC	20

### 2.2.3. Reclamation in 2010

The PA initiates reclamation according to the Thousands-Block Number (NXX-X) Pooling Administration Guidelines (TPBAG), which directs that, “[a] thousands-block assigned to a service provider should be placed into service by the applicable activation deadline, that is, six-months after the original effective date returned on the Part 3 and entered on the BCD/BCR screen in BIRRDs.” Each thousands-block assignment has an associated “Part 3 effective date,” which is the date the individual numbers in the thousands-block become available to be assigned to customers. The block holder confirms that the thousands-block is in-service by submitting a Part 4 to the PA. If the PA does not receive the Part 4 during the first five months following the original effective date identified on the Part 3, the PA sends a reminder notice to the block holder. The PA also sends a second reminder to the SP on the day after the Part 4 was due.

If the Part 4 is not received within six months of the original Part 3 effective date, the Part 4 is considered delinquent and the thousands-block is eligible to be reclaimed. By the 10<sup>th</sup> calendar day of each month, the PA sends a list of delinquent Part 4s for the thousands-blocks from the previous month to the appropriate state commission or FCC.<sup>1</sup> There were a total of 6,156 blocks that the PA had to address on the cumulative overdue Part 4s reports in 2010. Of those, a cumulative total of 2,026 blocks were new to the lists in 2010.

The PA website provides detailed information about the reclamation process, as well as

<sup>1</sup> The FCC Report and Order and Further Notice of Proposed Rulemaking released March 31, 2000 (1<sup>st</sup> NRO Order) delegated authority to the state commissions to determine whether a thousands-block should be reclaimed or not. The FCC makes reclamation decisions for those states that have opted not to exercise their reclamation authority.

contact information for the participating state commissions and FCC.

In 2010, regulators authorized the PA to reclaim **82** thousands-blocks.

Table 2-10 identifies the state where blocks were authorized to be reclaimed and the number authorized in each state in 2010.

**Table 2-10**  
**State and Number of Blocks Reclaimed**

State	Blocks Reclaimed
Michigan	50
Maryland	17
Arkansas	5
Indiana	5
Texas	2
Washington	2
Wisconsin	1
<b>TOTAL</b>	<b>82</b>

## 2.3. Pooling Administration System (PAS)

### 2.3.1. PAS Performance

As set forth in more detail in *Section 6*, PAS was available 99.996% of the time in 2010, which means the PA once again far exceeded the contract requirement of 99.9% availability. The PA also maintained availability during the four PAS and two maintenance builds implemented in 2010. See 2.3.2 for a description of the PAS improvements made during 2010.

### 2.3.2. Pooling Administration System (PAS) Change Orders/ Improvements

Improvements to PAS are generally driven by changes to FCC rules, industry guidelines, or specific service provider or regulatory requests. If such changes or suggested improvements require a change to the PA contract or system, a change order proposal is submitted to the FCC. The PA must provide “a written assessment regarding the impact of scope of work, time and costs to the INC, the NANC and the FCC within 15 calendar days of any changes to the INC Guidelines that have such an impact.”<sup>2</sup>

The NOWG currently reviews PA change order proposals and provides recommendations to the FCC. To facilitate the review process, the Regional Director, External Relations serves as the liaison with the NOWG to address any questions that may arise from their review of any change order proposal.

#### 2.3.2.1. Change Orders Submitted by the PA in 2010

The PA submitted eight change order proposals to the FCC in 2010, covering a variety of system or process changes that are not addressed in the current contract with the FCC.

Table 2-11 provides a description of each 2010 change order and its status as of December 31, 2010.

**Table 2-11  
Change Orders Submitted by the PA in 2010**

Number	Type	Description	NOWG Recommendation	FCC Status
11	NOWG and Regulator Enhancements	NOWG and Regulator-Proposed Enhancements to PAS	Approved	Approved
12	NOWG enhancement	Changes to Trouble Ticket Reporting	Approved	Approved
13	INC Issue 604	Code Holder vs. LERG Assignee	Approved	Approved
14	INC Issue 656	Update TBPAG Expedite Process for Thousands-Blocks (Section 8.6)	Approved	Approved

<sup>2</sup> FCC contract No. CON07000005, Section 2.5.4 of Section 3 Description /Specification/Work Statement dated July 31, 2007

Number	Type	Description	NOWG Recommendation	FCC Status
15	INC Issue #670	Remove Attaching Part 2 forms from CO Code request (Part 1)	Approved	Approved
16	SP, Regulator, and PA enhancements	Proposed Enhancements to PAS	Approved	Approved
17	SP Enhancement	Additional Block Report for All Blocks	Approved	Approved
18	INC Issue 696	Clarify the Definition of "In Service" in the Guidelines	n/a	Approved

The FCC approved ten change orders in 2010, two that were submitted in 2009. Table 2-12 provides details on each change order for which there was an FCC decision in 2010.

**Table 2-12  
Change Orders Approved by the FCC in 2010**

Number	Type	Description	NOWG Recommendation	FCC Status
9	INC Issue #632	Updates to the Dedicated Code section of the TBPA and COCAG	Approved	Accepted-Contract Modification #9 on 1/4/10
10	SP Enhancements	User-Proposed Enhancements to PAS	Approved	Accepted – Contract Modification #9 on 1/4/10
11	NOWG and Regulator Enhancements	NOWG and Regulator-Proposed Enhancements to PAS	Approved	Accepted - Contract Modification #10 on 2/19/10

Number	Type	Description	NOWG Recommendation	FCC Status
12	NOWG Enhancement	Changes to Trouble Ticket Reporting	Approved	Accepted – Contract Modification #10 on 2/19/10
13	INC Issue 604	Code Holder vs. LERG Assignee	Approved	Accepted – Contract Modification #10 on 2/19/10
14	INC Issue 656	Update TBPAG Expedite Process for Thousands-Blocks (Section 8.6)	Approved	Accepted – Contract Modification #11 on 2/19/10
15	INC Issue #670	Remove Attaching Part 2 forms from CO Code request (Part 1)	Approved	Accepted – Contract Modification # 12 on 6/22/10
16	SP, Regulator, and PA Enhancements	Proposed Enhancements to PAS	Approved	Accepted – Contract Modification #12 on 6/22/10
17	SP Enhancement	Additional Block Report for All Blocks	Approved	Accepted – Contract Modification #14 on 10/21/10
18	INC Issue 696	Clarify the Definition of “In Service” in the Guidelines	n/a	Accepted – Contract Modification #15 on 12/28/10

Table 2-13 shows the eight change orders that we implemented during 2010, with descriptions of the changes that were incorporated into the PAS in 2010.

**Table 2-13  
Change Orders Implemented in 2010**

Number	Description Of Changes	Implemented
9	Resulted from INC Issue 632 and requires that a CO Code Part 4 must be on file prior to returning any thousands-blocks from an NXX that was originally assigned for a Dedicated Customer.	June 11, 2010
10	Resulted from the 2009 NANC Survey and allows for an SP/SPC user to submit a single modification request for multiple blocks from one code including block transfer requests (Inter OCN modification).	June 11, 2010
11	<p>Resulted from NOWG and Regulator-Proposed Enhancements to PAS.</p> <ul style="list-style-type: none"> <li>• A new “Copy Block Request” and a new “Copy Code Request” tool has been added to PAS that gives SP/SPC users the ability to copy an existing new block request or a new code request and modify the information as needed, and submit the request as a new block request or a new code request.</li> <li>• A new field called “<b>Designated Point of Contact for Reclamation</b>” has been added to the new user registration and user profile for the <u>SP users only</u>. The field provides the SP users with the option of adding up to <u>two</u> designated point(s) of contact for the purposes of reclamation.</li> <li>• Changes were made to the <i>List of Overdue Part 4 Report</i> that is available in PAS to regulatory users as well as to the report that is generated and sent to the regulators by the Reclamation Coordinator on a monthly basis that adds a new column titled “<b>Pending Disconnect</b>” and three new columns titled “<b>SP Contact</b>”, “<b>SP Contact Email</b>” and “<b>SP Contact Phone</b>”.</li> </ul>	October 1, 2010



Number	Description Of Changes	Implemented
12	Section 2.22.4.1 of the National Pooling Contract, Clause C of the Performance Work Statement/Technical Requirements entitled Trouble Tickets/outages was revised and we updated our metrics report.	March 15, 2010
13	Resulted from INC Issue 604 and eliminates the term LERG Assignee and requires that any references to the term "LERG Assignee" be changed to the term "Code Holder".	July 16, 2010
14	Resulted from INC Issue 656 and changes the earliest possible expedited effective date on block modifications and block disconnects from 8 business days to 9 calendar days from the date the PA processes the request.	July 16, 2010
15	Resulted from INC Issue 670 and replaces the current check boxes on the Part 1 form related to "attaching Part 2 form" and "additional documentation" with text.	July 16, 2010
17	Created a new <b>All Regions for Available, Retained, and Assigned Blocks (Augmented)</b> report that was added to the website under <b>Reports/Block Report By Region</b> that supplements, but does not replace, the existing <i>All Regions for Available, Retained, and Assigned Blocks</i> report that is currently available on the national pooling website.	December 10, 2010

### 2.3.2.2. PAS Updates in 2010

In 2010, there were six PAS builds (see Table 2-14), of which four were related to change orders and two were for the purpose of system maintenance. Our users experienced no PAS unavailability as a result of these builds. For more detail, see *Section 6.4*.

**Table 2-14  
PAS Updates in 2010**

Date	Changes
January 15	Maintenance
June 11	Change Orders 9 and 10
July 16	Change Orders 13, 14 and 15
October 1	Change Order 11
November 19	Maintenance
December 10	Change Order 17

### 2.3.3. PAS and Website Overview Sessions

In a continuing effort to make the pooling process as user-friendly as possible, the PA conducted a total of three web-based training sessions in 2010; two for service providers, and one for regulatory users. For service providers we held a special web-based training session to review the changes to PAS resulting from Change Orders 9 and 10 and an overview of the PAS and Pooling Website that was targeted toward those persons new to pooling processes that could benefit from a training session on PAS. The regulator session provided a refresher on the PAS and application processing as well as a review of the pooling website.

In an effort to reach all of our customers and allow them to experience training on their own schedules, we proactively developed training videos beginning with the updates to PAS as a result of Change Orders 9 and 10 and we made available on our website on September 29.

While we conduct training sessions several times a year on PAS, website use, and updates, these sessions are scheduled for specific dates and times, and customers with other responsibilities and conflicts may be unable to attend those sessions. Now our customers can access training with the click of a mouse on our website. For more information on training videos, see Section 2.8.4.

Table 2-15 contains the training descriptions, dates and number of attendees.

**Table 2-15  
2010 PAS Training**

Description	Date	Number Of Attendees	Date Training Video Posted	Number Of Times Video Viewed From Website
Web-based overview of the changes to PAS resulting from Change Orders 9 and 10 for Service Providers and Service Provider Consultants	June 15	44	September 29	42
	June 16	20		
Change Order 11 training video	N/A	N/A	October 1	90
Redesigned Nationalpooling.com website training video	N/A	N/A	November 5	117
Web-based overview of the PAS and Pooling Website for Service Providers and Service Provider Consultant users	November 30	24	December 10	54

Description	Date	Number Of Attendees	Date Training Video Posted	Number Of Times Video Viewed From Website
Web-based overview of the PAS and website for Regulators	December 8	4	December 15	31

#### 2.3.4. Help Desk

The Customer Support Representative (CSR or Help Desk) is the human interface between the PAS and our customers. The Help Desk responds to both internal and external questions and requests for technical support, and attempts in real time to confirm and resolve the cause of a problem. In 2010, the Customer Support Desk handled 3,084 calls from customers. For more details on Help Desk calls please see *Section 8.7*.

#### 2.4. Pooling Implementation Management

The Data Quality and Implementation Manager (DQIM) manages the quality control and maintenance of the rate center data located on the website, completes the semi-annual forecasting reports, updates the PAS in the event of area code relief, and provides status updates for the industry at NANPA meetings. In 2010, the DQIM also facilitated four Supplemental Implementation Meetings (SIMs) for three states, attended 17 NANPA meetings, and provided 27 pooling status reports to the NANPA for its meetings.

##### 2.4.1. Rate Center Data Quality Control and Maintenance

The NPA/Rate Center Reports identify the pooling participation level status designation of all rate centers in each NPA, including where service providers are either required to participate in pooling (Mandatory), are required to participate when a second service provider enters the rate center (Mandatory Single Service

Provider), may participate in pooling (Optional), or where pooling is not required, and no carrier has chosen to pool (Excluded).

The six current status designations of rate centers as defined in the *NPA/Rate Center Reports* are as follows:

1. **Mandatory (M)** - This rate center is located in a top 100 MSA and service providers with numbering resources in this rate center that have not been granted a specific exemption must pool in this rate center.
2. **Mandatory State (M)** - Pooling was implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA, but has one or more pooling-capable service providers, and is considered a mandatory pooling rate center.
3. **Mandatory Single Service Provider (M\*)** - This rate center is located in a top 100 MSA, but has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service provider receives numbering resources in this rate center, the designation will be changed to M for Mandatory.
4. **Mandatory State Single Service Provider (M\*)** - Pooling has been implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA and has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service

provider receives numbering resources in this rate center, the designation will be changed to **M** for Mandatory State.

5. **Optional (O)** - This rate center is not in a top 100 MSA and any service provider with numbering resources in this rate center may elect to pool at its option. Service providers may voluntarily participate in thousands-block number pooling in an Optional rate center outside the top 100 MSAs.

6. **Excluded (X)** - This rate center is not in a top 100 MSA and no service provider is currently participating in pooling. This rate center is not included in the Pooling Administration System. To begin pooling in an excluded rate center, please contact the Customer Support Desk at 866-NEW-POOL (866-638-7665) or [poolingsupport@neustar.biz](mailto:poolingsupport@neustar.biz) for assistance.

Table 2-16 shows the total number of distinct pooling rate centers in PAS that are maintained by the DQIM by year.

**Table 2-16**  
**Total Number of Distinct Pooling Rate Centers in PAS by Year**

Status Designation	2006	2007	2008	2009	2010
M*	583	519	460	441	427
M	4,765	4,820	4,861	4,891	4,885
O	6,439	5,728	5,460	5,747	6,074
M	1,636	2,401	2,827	2,848	3,116
M*	216	547	677	647	646
X	5,004	4,605	4,315	4,023	3,401
<b>Total</b>	<b>18,643</b>	<b>18,620</b>	<b>18,600</b>	<b>18,597</b>	<b>18,549</b>
<b>Total Pooling Rate Centers</b>	<b>13,639</b>	<b>14,015</b>	<b>14,285</b>	<b>14,574</b>	<b>15,148</b>
<b>Total Mandatory Pooling Rate Centers</b>	<b>7,200</b>	<b>7,221</b>	<b>7,688</b>	<b>7,739</b>	<b>8,001</b>

#### 2.4.2. Rate Center Information Changes

The DQIM is responsible for the accurate recording of all pooling information associated with every NPA, including the status designation for each rate center. In addition, the DQIM monitors and makes all of the changes related to pooling rate centers that occur as a result of FCC and state orders and Office of Management and Budget (OMB) directives.

#### 2.4.2.1. Changes to Rate Center Information

Changes to rate center file information have been available in real-time through the website since September, 2008. In 2010, the PA made 970 rate center file changes. Of those 970 rate center file changes, 960 were rate center designation changes, of which 506 were for rate center designation changes that resulted from implementation of additional delegated authority in Alaska, Indiana, and Pennsylvania.

Table 2-17 shows the type of information change and how many rate centers were changed during each month in 2010.

**Table 2-17  
Summary of Rate Center File Changes for 2010**

Reason	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
<i>Changes in Status:</i>													
M* to M	5		2			3	1			2		1	14
M* to M		2	1				6			3		6	18
M to M*													0
M to M*													0
M to M													0
O to M													0
O to M								54	194				248
O to M*								6	4				10
X to M													0
X to M*													0
X to M*													0
X to O	113	7	91	53	23	33	17	7	15	42	267	2	670
													0
New Rate Centers									1				1
													0
Deleted Rate Centers													0
													0
Rate Center Name Change						1							1
													0
MSA/LATA Changes		8											8
<b>TOTALS</b>	<b>113</b>	<b>17</b>	<b>94</b>	<b>53</b>	<b>23</b>	<b>37</b>	<b>24</b>	<b>67</b>	<b>214</b>	<b>47</b>	<b>267</b>	<b>9</b>	<b>970</b>

**2.4.2.2. Changes to Metropolitan Statistical Area (MSA) Rank and Name**

If there are changes to Metropolitan Statistical Area (MSA) information, the OMB generally releases a bulletin about it early in the year. The PA monitors the website so that we

know when bulletins are issued and then investigates the impact on the status designations of rate centers in the pools. The OMB usually releases any updates to the definitions and/or composition (*i.e.*, counties or other political divisions) of Metropolitan Statistical Areas (MSAs) once per year. These bulletins can contain any or all of the following:

- Addition, removal, or rearrangement of the composition of a specific MSA
- Creation of new MSAs
- Deletion of MSAs where a political division has been moved elsewhere
- Renaming of MSAs based on city populations (each MSA name contains up to three principal cities in decreasing order of population). This usually amounts to reordering of city names or

the removal or addition of principal city names.

In February, 2010, the OMB issued one bulletin, OMB 10-02, which changed the names of nine Top 100 MSAs. These changes did not affect the composition of the Top 100 MSAs. Table 2-18 reflects the changes made to MSA names in 2010:

**Table 2-18  
Changes to MSA names in 2010**

Rank	Old MSA Name	New MSA Name
3	Chicago-Naperville-Joliet, IL-IN-WI Metropolitan Statistical Area	Chicago-Joliet-Naperville, IL-IN-WI Metropolitan Statistical Area
12	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	Phoenix-Mesa-Glendale, AZ Metropolitan Statistical Area
24	Portland-Vancouver-Beaverton, OR-WA Metropolitan Statistical Area	Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area
28	Orlando-Kissimmee, FL Metropolitan Statistical Area	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area
29	San Antonio, TX Metropolitan Statistical Area	San Antonio-New Braunfels, TX Metropolitan Statistical Area
35	Charlotte-Gastonia-Concord, NC-SC Metropolitan Statistical Area	Charlotte-Gastonia-Rock Hill, NC-SC Metropolitan Statistical Area
37	Austin-Round Rock, TX Metropolitan Statistical Area	Austin-Round Rock-San Marcos, TX Metropolitan Statistical Area
64	Bakersfield, CA Metropolitan Statistical Area	Bakersfield-Delano, CA Metropolitan Statistical Area
75	Bradenton-Sarasota-Venice, FL Metropolitan Statistical Area	North Port-Bradenton-Sarasota, FL Metropolitan Statistical Area

In addition to OMB bulletins, population updates by the Census Bureau can affect the composition of the Top MSAs. The PA monitors the Census Bureau website for updates to population estimates by county. We use this data to determine how it affects the top 100 MSAs. MSAs may be added to the top-100 list, thereby making the affected rate centers mandatory, but the mandatory status of rate

centers that are associated with MSAs that drop out of the top 100 does not change.

In 2010, we reviewed over 29,000 rate center combinations and made 20 changes that affected names but did not change the composition of the Top 100 MSAs.

**2.4.2.3. Supplemental Implementation Meetings (SIMs)**

On May 18, 2010, the FCC released In the Matter of Numbering Resource Optimization, FCC Docket 99-200, DA 10-883, granting delegated authority to implement additional mandatory thousands-block pooling for certain area codes in Alaska, Indiana, Mississippi and Pennsylvania.

([http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/DA-10-883A1.doc](http://hraunfoss.fcc.gov/edocs_public/attachmatch/DA-10-883A1.doc)). Following this grant of authority by the FCC, the states of Alaska, Indiana, and Pennsylvania issued orders in 2010 to implement the additional authority in their states. As a result, the DQIM facilitated four Supplemental Implementation Meetings (SIMs)

during which the following agenda was followed:

- Neustar pooling overview
- Review of rate centers currently marked excluded and optional
- Explanation of and establishment of milestone dates
- New service provider overview

Copies of the presentation and lists of rate centers as well as meeting minutes were made available in the emailed SIM notices and were posted on the Neustar PA web site.

Table 2-19 details all SIMs conducted by the PA in 2010.

**Table 2-19  
Supplemental Implementation Meetings in 2010**

State	State Order Issued	NPA/s Affected	Supplemental Implementation Meeting (SIM)	Pool Start Date
Pennsylvania	6/3/10	570	6/29/10	8/30/10
Pennsylvania	6/3/10	610/484, 717 and 814	7/30/10	9/30/10
Indiana	9/22/10	765 and 812	11/3/10	1/15/11
Alaska	10/1/10	907	11/10/10	1/19/11

**2.4.3. NRUF/Semi-Annual Forecast Report**

The NRUF (Numbering Resource Utilization/Forecasting) report (Form 502) is used by the NANPA to monitor and project exhaust in individual area codes as well as in the NANP overall. Service providers participating in pooling are required by Section 6.0 of the TBPA to submit their NRUF to the NANPA on a semi-annual basis on or before February 1 for the period ending on December 31, and on or before August 1 for the period ending on June 30 of each year. Service providers also submit the Thousands-Block Forecast Report (Appendix

1 in the TBPA) to Pooling Administration for each of their separate Operating Company Numbers (OCNs) at the thousands-block level, per rate center, for every NPA in which they have resources, as of June 30 and December 31, each year. This semi-annual report includes a five-year forecast of demand for blocks-by-year. The data provided by the service providers in these forecasts is treated as confidential by the PA.

During 2010, the PA aggregated the data provided by the service providers at the rate center level for all NPAs in pooling. We used

this data to provide a rate center NRUF to NANPA and to determine if a critical industry inventory insufficiency existed within any rate center. The PA forwarded its aggregated NRUF data to the NANPA, and provided a separate consolidated forecast report to the FCC

according to the required deadlines, within 21 calendar days of both the February 1, and August 1 dates. Table 2-20 contains the PA NRUF/forecast results for both semi-annual reporting periods in 2010.

**Table 2-20  
NRUF/Forecast Results for 2010**

Date	NPAs	Jurisdictions	Blocks Forecasted	Blocks Available	Codes Forecasted
February	286	52	48,628	181,044	2,195
August	288	52	25,361	180,248	1,025

**2.5. Regulatory and Compliance**

**2.5.1. Regulatory Update Conference Calls**

In 2010, the PA participated in four regulatory update conference calls: on January 22, March 26, October 7, and December 9. Topics included updates on pooling administration activities, delegated authority petitions, p-ANI administration, the PA Survey, and relevant INC issues.

After the March 26 call, some state commission staff developed a list of numbering issues and concerns to present to the INC. We answered questions from the state group to assist them with developing an accurate issue statement such as providing references to FCC rules and industry guidelines and we participated in the June 22 INC meeting when those issues were presented. We continued to follow the state

group as they presented the issue list to the NANC in 2010.

**2.5.2. Regulatory Educational Sessions**

In 2010, the PA conducted three educational sessions for state regulatory personnel, both in-person and via conference call. Our goal in conducting training sessions for regulators is to make it easier for them to respond to thousands-block pooling issues in their states. During the educational sessions, we reviewed various pooling processes and procedures such as reclamation, forecasting, and applications processing, in addition to the information and reports available through the website.

Table 2-21 describes the regulatory educational sessions facilitated by the PA in 2010.

**Table 2-21  
Regulatory Training Sessions in 2010**

Date	State	Type	Description
June 21	Massachusetts	In-Person	Pooling status update and education



Date	State	Type	Description
December 14	Idaho	Conference call	PAS overview and website review
December 28	Missouri	Conference call	Pooling education

### 2.5.3. Regulatory Support

During 2010 the PA provided support for state regulators as they addressed number conservation and NPA relief planning issues. We attended 17 NANPA meetings relating to NPA relief and jeopardy, and responded to emails and telephone inquiries regarding issues such as application processing, certification, and reclamation.

implement additional mandatory pooling as noted below for the four pending petitions from Indiana, Mississippi, Pennsylvania and Alaska. We worked with each state commission staff to address the implementation process.

In 2010, the states of Alaska, Indiana and Pennsylvania issued orders to implement additional mandatory pooling as a result of their delegated authority.

### 2.5.4. Delegated Authority Petitions

The FCC issued an order on May 18, 2010 granting the authority to

A summary of delegated authority petitions can be found in Table 2-22.

**Table 2-22  
Delegated Authority Petition Summary**

State	Date Filed	FCC Order Issued	NPA/s Approved	Supplemental Implementation Meeting/s (SIM)	Start Of Additional Mandatory Pooling
Indiana	3/20/08	5/18/10	812, 765	11/3/10	1/15/11
Mississippi	10/1/08	5/18/10	662	TBD	TBD
Pennsylvania	7/13/09	5/18/10	215/267, 570, 610/484, 717, and 814	NPA 570 on 6/30/10	NPA 570 on 8/31/10
				NPAs 610/484, 717, 814 on 7/31/10	NPAs 610/484, 717, 814 on 9/30/10
Alaska	10/16/09	5/18/10	907	11/16/10	1/19/11

**2.5.5. Debt Collection Improvement Act of 1996, FCC 04-72, MD Docket 02-339, adopted March 25, 2004 (Red Light Rule)**

The “Red Light Rule” provides that anyone filing an application or seeking a benefit from the FCC or one of its components (including the Universal Service Administrative Corporation, the Telecommunications Relay Service, or the North American Numbering Plan Administrator) who is delinquent in debts owed to the FCC will be barred from receiving a license or other benefit until the delinquency has been resolved. Numbering resources were deemed to constitute a benefit. Therefore, the FCC directed the PA to withhold assignment of numbering resources to any entity identified by the FCC as delinquent in its payments to them.

The PA processed 77 denials as a result of the Red Light Rule in 2010, down from 90 in 2009. It should be noted that that the PA suspended checking for Red Light Rule compliance for three months in 2010, beginning on October 1,

while the FCC upgraded its reporting system. Checking did not resume again until January 6, 2011.

**2.5.6. Reporting Compliance**

Contract Data Requirements List (CDRL) documents are required by the PA contract and submitted during the 2010 calendar year.

**2.5.6.1. Contract Data Requirements List (CDRL) – Recurring Reports**

The following CDRL reports must be submitted annually, semi-annually, quarterly, and monthly. Table 2-23 contains the CDRL recurring reports that were submitted by the PA during the 2010 calendar year according to the established deadlines. In 2010, the PA submitted 116 CDRL reports. Most reports are available on the PA website.

**Table 2-23  
Recurring CDRL Reports Submitted in 2010**

Report Name	Section Reference	Required Interval	Dates Submitted
Staffing Report	CDRL 4.6.4.3 per Section 2.3	1 <sup>st</sup> working day of the month	Jan 4, Jan 29, Feb 26, Apr 1, Apr 30, Jun 1, Jul 1, Aug 2, Sep 1, Oct 1, Nov 1, Dec 1
Thousands –Block Pooling Report	CDRL 4.6.4.1 per Section 2.21 Also see 2.22.4.5	Monthly	Jan 15, Feb 15, Mar 15, Apr15, May 14, Jun 15, Jul 15, Aug 16, Sep 15, Oct 14, Nov 15, Dec 15
System Performance Report	CDRL 4.6.4.2 per Section 2.22 Also see 2.22.4.5	Monthly	Jan 15, Feb 15, Mar 15, Apr15, May 14, Jun 15, Jul 15, Aug 16, Sep 15, Oct 14, Nov 15, Dec 15
Ad Hoc Reports	CDRL 4.6.5 per Section 2.22.4.5, as modified by Contract Mod #3	Monthly	Jan 15, Feb 15, Mar 15, Apr15, May 14, Jun 15, Jul 15, Aug 16, Sep 15, Oct 14, Nov 15, Dec 15

Report Name	Section Reference	Required Interval	Dates Submitted
Pooling Matrices Report	CDRL 4.6.3.1 Per Section 2.21.2 Also see 2.22.4.5	Quarterly	Jan 15, Apr 15, Jul 15 and Oct 14
Forecasted Demand	CDRL 4.6.2.1 Per Section 2.17.1	Semi-Annual	Feb 11 and Aug 16
Rate Area Inventory Pool Status	CDRL 4.6.2.2 and Section 2.16.5	Semi-Annual	Feb 11 and Aug 16
Annual	CDRL 4.6.1 Per Section 2.21.1	Annual	Mar 31
By Request ( <i>Ad Hoc</i> )	CDRL 4.6.5 Per Section 2.21.3	Within three business days	January (5 reports) February (5 reports) March (3 reports) April (2 reports) May (4 reports) June (3 reports) July (3 reports) August (11 reports) September (8 reports) October (8 reports) November (5 reports) December (2 reports)

### 2.5.6.2. Other Required Reports

Table 2-24 lists the 41 other reports required by the contract that the PA submitted in 2010. Metrics reports are posted to the PA web site.

**Table 2-24  
Other Required Reports Submitted in 2010**

Report Name	Section Reference	Required interval	Where	Dates Submitted
Staffing Report	Section H.3.3	Monthly	To FCC only	Jan 4, Jan 29, Feb 26, Apr 1, Apr 30, Jun 1, Jul 1, Aug 2, Sep 1, Oct 1, Nov 1, Dec 1
Progress Report	Section G.5	Monthly by the 15 <sup>th</sup> of the month	To FCC only	Jan 15, Feb 15, Mar 15, Apr 15, May 14, Jun 15, Jul 15, Aug 12, Sep 15, Oct 14, Nov 15, Dec 15
Monthly Pooling	Section 2.22.4.5	Monthly	To PA Website	Jan 15, Feb 17, Mar

Report Name	Section Reference	Required interval	Where	Dates Submitted
Metrics			only	16, Apr14, May 14, Jun 15, Jul 15, Aug 17, Sep 15, Oct 14, Nov 16, Dec 15
Quarterly Pooling Metrics	Section 2.22.4.5	Quarterly	To PA Website only	Jan 15, Apr 15, Jul 15 and Oct 14
Inventory	Per Section 3.21	Annual	To FCC	Jun 18

### 2.6. p-ANI Administration (p-ANI)

The PA was designated as the Interim Routing Number Administrator (IRNA) on September 6, 2006, and authorized to assign ESQs under certain limited circumstances. In 2010, we responded to general inquires regarding p-ANIs and assisted providers with p-ANI related issues, we continued to participate in the ESIF and the INC meetings, to offer assistance and expertise. In addition, Amy Putnam performed her duties as the ESIF-ECDR co-chair in 2010, while continuing to participate in ESIF meetings. In 2010, the IRNA received three new user registrations and 242 ESQK requests. (For details, see *Table 2-25*).

When the FCC awarded the new PA contract in August, 2007, it included the provision that the new national PA will act as the permanent p-ANI Administrator once the FCC directs the

permanent process. As of December 31, 2010, the permanent process for p-ANI administration has not been directed by the FCC. However, at the request of the FCC, we continued to work on developing a change order outlining how we would implement the permanent p-ANI Administration Guidelines.

During 2010, we addressed a variety of issues this year that did not involve assignment of ESQs, but required our assistance. These included:

- Assisting wireless carriers in need of ESRKs,
- Coordinating with existing administrators on what ESQs have been assigned; and
- Fielding and responding to questions from state commissions on what ESQs have been assigned in their state, or on other p-ANI related questions.

**Table 2-25  
Interim RNA Activity from 2006 through 2010**

	2006	2007	2008	2009	2010
ESQK New User Registrations Received	4	2	3	2	3
<i>Approved</i>	3	1	1	1	2
<i>Denied</i>	1	1	2	1	1
ESQK Requests Received	0	1	19	440	242

	2006	2007	2008	2009	2010
<i>Approved</i>	0	0	18	432	240
<i>Denied</i>	0	1	1	8	2

In an effort to keep apprised of public safety issues, we attended the following public safety seminars and workshops in 2010 as the p-ANI Administrator, as shown in Table 2-26:

**Table 2-26  
Seminars and Workshops Attended in 2010 by the p-ANI Administrator**

Date	Meetings Attended
March 31	Attended the COLLOQUIUM ON PUBLIC SAFETY AND HOMELAND SECURITY PORTION OF THE NATIONAL BROADBAND PLAN via the web
April 13	Attended the FCC's Workshop on Critical Infrastructure and Information Collection via the web
August 31	Attended the FCC's Speaker Series Event Featuring NIST's Office of Law Enforcement Standards
September 23 & 24	Attended T3 Webinar on NG9-1-1 What's Next Forum & Webinar

### 2.7. 2010 Annual PA Performance Survey

As part of the ongoing focus on customer satisfaction, the PA publishes an annual survey through which service providers and regulators may assess the PA's performance. The survey is not a requirement of our FCC contract and is not connected with the annual performance survey completed by the NOWG for the NANC. It functions as an issue identifier that assists us with process enhancement and improving customer service, and is a significant and worthwhile adjunct to our constant customer focus.

We distributed the annual PA performance survey on August 16, 2010, with a deadline for responses of August 31. We received 110 survey responses, 29 of which were from state regulators. Prospective survey participants were asked to rate 24 PA performance statements on a scale of one to five, with one (1) being lowest and five (5) being highest.

The overall average score for the 24 statements was 4.68 out of a possible 5.0 and has been relatively consistent since the beginning of this contract. For further details on the annual PA survey, see Section 8.6.

### 2.8. Special Projects in 2010

#### 2.8.1. Continued Expansion of Reducing Very Old Delinquent Part 4s Project

In 2010, the PA continued the very successful project that it initiated in 2008 to resolve very old overdue Part 4s. As part of this initiative, the PA received authority from the FCC to allow carriers whose Part 4 due dates fall within the authorized period to sign a "Certification in Lieu of Part 4" attesting that the affected blocks are indeed in service. The document would then be forwarded to the appropriate regulatory agency for approval. Any block for which we received a completed and approved certification would then be removed from the reclamation list and

PAS data would be changed to reflect that a Part 4 had been filed.

In 2010, the PA continued the effort. First, the PA ended the project approved in 2009 for relevant overdue Part 4s *that were overdue before January 1, 2008*, reducing the total number of those relevant overdue Part 4s from 324 to 18.

Then, in order to continue the positive effect of reducing the overdue Part 4s that appear cumulatively on the monthly lists, on May 26, 2010, the PA requested and received approval to expand the very old overdue Part 4 project to include those Part 4s that were overdue before January 1, 2009.

On July 7, 2010, we sent emails to 22 carriers regarding the 63 blocks with missing Part 4s in approved time period. By the end of 2010, we reduced that total from 63 to 11. Very old overdue Part 4s now represent a diminutive portion of the total overdue Part 4s each month.

### **2.8.2. One-Time NPAC/PAS data Scrub Following Implementation of Change Order 5**

As a result of Change Order 5, which was implemented on July 24, 2009, the PA agreed to implement changes in the PAS necessary to check the contamination level of future returned blocks. We also agreed that when that was complete we would perform a manual one-time review of PAS and NPAC data, similar to the one we completed in 2006, to remove over-contaminated blocks from the industry pool. We proposed that we would validate the contamination level of all available blocks in PAS by comparing the PAS data against the NPAC data. This would (1) ensure that the contamination status of each available block was accurate in each system, and (2) identify which blocks in PAS were over-contaminated.

During 2009, we cross-referenced the data in both systems, and developed a list of blocks that have more than 10% contamination based on the number of ports in the NPAC. Then we followed the procedure set forth in Section 8.7 of the TBPA.

- If the only active or pending LNP ports on the block(s) were intra-service provider ports to the LERG Assignee, we requested that the LERG Assignee place the block(s) back into its inventory.
- If there were active or pending ports to service providers other than the LERG Assignee, we first contacted the SP with the most ports, providing the number of ports for the SP in the email, requesting that the SP become the new block holder.
- If the SP with the most ports did not respond, or declined to become the new block holder, we contacted all affected SPs shown on the NPAC report, requesting that one of those SPs become the new block holder.

We sent three rounds of emails to the affected service providers asking them to accept responsibility for the over-contaminated blocks. In addition, we contacted numerous services providers by telephone in an attempt to get the carriers with the most ports or with associated LRNs to take the blocks out of the pool. After innumerable hours of work, the situation was still not resolved. By August there were still about 530 over-contaminated blocks in the pool that we were unable to resolve.

We then had discussions with the NOWG on the status of the project, and the NOWG has advised us, on behalf of industry, that it did not want any over-contaminated blocks to remain in the pool. Because we have no authority to require that any service provider take action with respect to these over-contaminated blocks, we sought the assistance of the state

regulatory authority contact to resolve the situation.

Section 8.7 of the TBPAG directs that:

*If no SPs respond within the allotted timeframe or all decline to become the new block holder, the PA shall request the appropriate regulatory authority's approval within 30 calendar days to disconnect the ports and return the pristine block back into the industry inventory pool.*

In August, 2010, we sent an email to 22 state regulatory contacts with a list containing the most recent over-contaminated block holder information, requesting that they contact the service providers with ports from the over-contaminated blocks to persuade them to either submit Part 1As to take the blocks back or to consider the direction of the TBPAG which notes the state commission's authority to direct us to disconnect the ports in these blocks. Over the succeeding four months we worked closely with the state regulatory contacts who assisted us with resolving 251 over-contaminated blocks

on the list. As of December 31, with the assistance of the state regulators, we had resolved 53% of the over-contaminated blocks on the list and we continue to work with a number of state regulators to reach resolution on as many of these over-contaminated blocks as possible before determining our next steps in the process.

### **2.8.3. Website Redesign**

In 2010, the PA completed a voluntary redesign of the pooling website. The extensive revamp of the website was completed and made publicly available on November 5.

The Manager of Security and Technical Operations (MSTO) spent months designing the website improvements and was able to provide a sneak-peak of his new website concept for the members of the NOWG in attendance at the Operational Review in March 2010. After receiving a positive response to the concept, the MSTO, with the support of the pooling team, continued working on the complete redesign of the website. The goal was to make site navigation more intuitive and easier for all of our customers, both new and experienced, to obtain the information they need quickly and accurately.

Figure 6 depicts the old pooling website home page.



**Figure 6: Old Pooling Website Home Page**

The major improvements made to the website were:

- Blank right-side section of the home page was eliminated.
- The helpdesk number is always visible.
- Header and footer navigation is now available while in PAS.
- Pages load faster.
- Font formatting and page layout is more consistent.
- Drop down menu no longer blinks so header menu links now connect faster.
- Improved the *Contacts* page by adding email addresses, out of office information, the ability to mouse over messages and adding a Comments or Concerns Form
- Added *Did You Know* information throughout site.
- Added Training Videos.
- Added *New To Pooling*.

While we were confident that the improvements to the website were worthwhile, we wanted to be sure that the updates were well-received by users before formally rolling it out. We therefore conducted previews of the new website for the NOWG on September 30 and for state regulatory staff on October 13. The comments we received were enthusiastic and complimentary.



Figure 7 depicts the new pooling website home page.

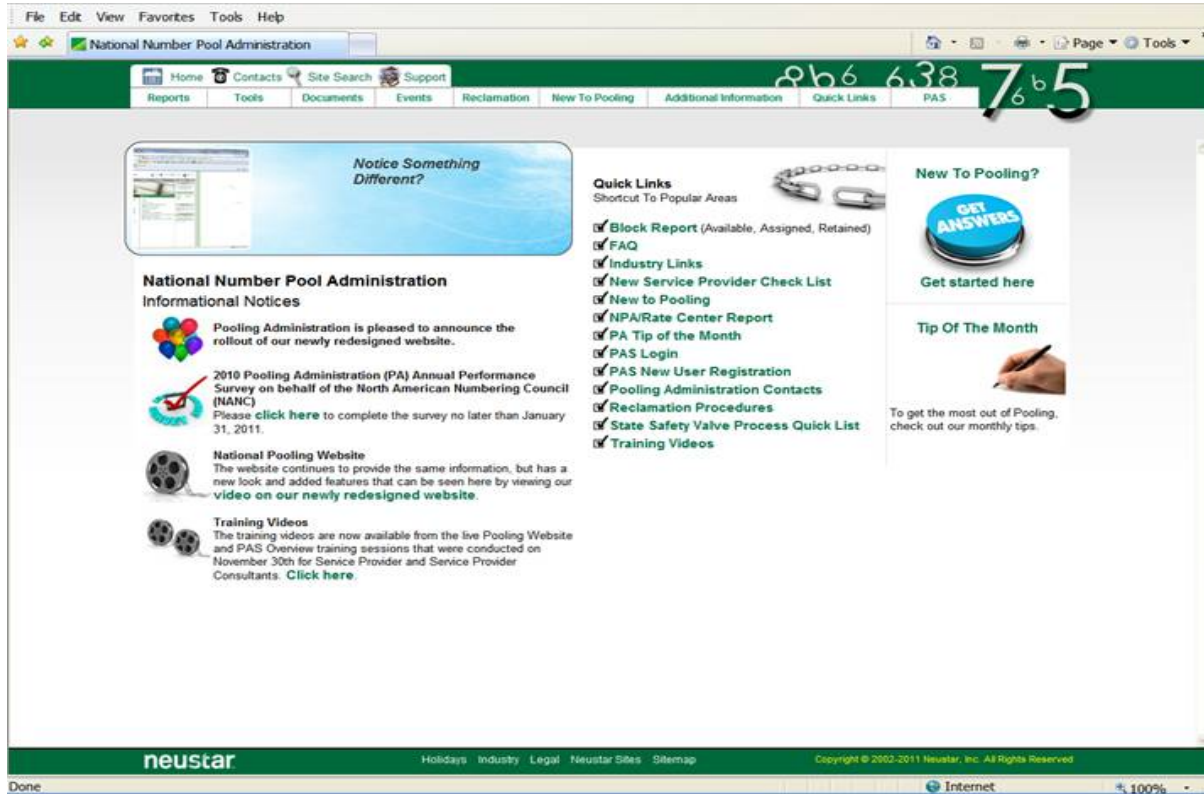


Figure 7: New Pooling Website Home Page

**2.8.4. Training Videos**

In an effort to reach all of our customers and allow them to experience training on their own schedules, we proactively developed training videos that are available on the national pooling website. We customarily conduct training sessions several times a year on the PAS, website use, and updates but because these sessions are scheduled for specific dates and times, customers with other responsibilities and conflicts may be unable to attend those sessions. [

**2.8.4.1. Training Video Development and Release**

Putting training videos on the website allows us to offer more types of training and permits our customers to access the type of training they choose at any time of the day or night with the click of a mouse. The first training video described the updates to the PAS as a result of Change Orders 9 and 10, which we made available on our website on September 1. Since that time we have released other training videos as detailed in Table 2-27.

**Table 2-27  
Training Videos Released in 2010**

<b>Training Video Subject</b>	<b>Number of times video was viewed<sup>3</sup></b>
Change Orders 9 and 10	42
Change Order 11	90
Pooling Website Overview	117
Pooling Website and PAS Overview for Service Provider and Service Provider Consultants	54
Pooling Website and PAS Overview for State and Regulatory Users	31

<sup>33</sup> These totals represent only the number of times the training videos were accessed from the pooling website. The videos may also have been viewed using the alternate access solution described in Section 6.7.2 or downloaded for viewing viewed by multiple persons but we have no method for tracking those totals.

**2.8.4.2. Training Video Access Issue and Solution**

It came to our attention that not all of our customers could access the training videos because some companies block sites for security reasons, like YouTube®, which is the platform for the videos. We therefore developed two additional options that allow customers to download the videos and watch them locally on their own computers.

**2.8.5. Seeking Donations Project**

In a voluntary and proactive effort to prevent the unnecessary opening of NXX codes, we developed a process beginning in late May 2010 that could conserve numbers in rate centers where the designation is being changed. When an incoming service provider (SP) requests that the rate center designation be changed from “Excluded” to “Optional,” we seek voluntary block donations from existing SP(s) in that rate center so that the incoming SP can request blocks instead of opening a new code.

In 2010, the PA obtained voluntary block donations for 14 rate centers, averting the opening of 14 NXX codes.

**2.8.6. Email Notifications Prior to PAS Builds**

In May, 2010, the PA voluntarily created advance announcement notices approximately two weeks prior to a PAS build to provide ample notice to PAS users about upcoming changes and updates. This additional notice was developed in response to a NANC survey comment and allows customers more time to prepare for PAS updates. The first notice was sent to all PAS users on May 28 to alert users about the upcoming changes resulting from the implementation of Change Orders 9 and 10 on June 11.

**2.9. Customer Focus**

The PA is constantly focused on customer satisfaction. We strive to respond affirmatively to our customers’ questions and suggestions for

improvement, while meeting or exceeding contract requirements. Since 2006, we have provided the Numbering Oversight Working Group (NOWG) with an ongoing list of noteworthy specific ways we have responded to the more significant requests of our customers. This list does not include all the day-to-day questions and requests that the pooling staff members field as part of their daily workload. In 2010, we had 73 of these customer focus items.

Another strong indication of our firm commitment to customer satisfaction is that we did not receive any formal complaints in 2010. Others include:

#### Processing 102,367 Applications on Time

According to Section 7.4.4 of the Thousands-Block Pooling Administration Guidelines we are required to process applications within seven calendar days and per Section 5.0 of Clause C.1 of our requirements, we have met our requirement as long as 97% of the applications are processed within the seven-day timeframe. We have not missed the requirement for processing applications within the seven-day timeframe since the beginning of our new contract in August, 2007, and have always exceeded the performance goal of 97%. Based on the number of Part 3s processed in 2010, the PA could have missed the seven-day processing deadline for over 3,000 applications while still meeting our contractual requirement. Instead we exceeded the requirement by processing all but one of the applications on time.

#### Issuing Tips of the Month

We continue to send the *Tip of the Month* to our PAS email distribution each month to help our customers

understand pooling administration processes.

#### PAS Availability

Another area that shows our strong concentration on customer support is our PAS maintenance and builds. Although our contract permits us to make the system unavailable to our customers during maintenance of the PAS, we work diligently to ensure that we complete the updates and builds with little to no down time. The contract requirements permit up to nine hours of unscheduled maintenance and up to 24 hours of scheduled maintenance of the PAS in any 12 month period. In 2010, there was only 21 minutes of unscheduled unavailability of PAS, and no time was used for any of the scheduled maintenance allotted for PAS.

#### The Very Old Overdue Part 4s Projects

Our focus on reducing the number of very old overdue Parts 4s since 2008 has meant the dramatic decrease in the number of blocks that appear in our cumulative totals each year. In 2008, we had 22,013 blocks on the cumulative list of overdue Part 4s. In 2009, we reduced that number by 55% to 9,939 by using the very old overdue Part 4s process and in 2010, we reduced the 2009 cumulative total by 38%, to 6,156. (See *Section 2.8.1* for more detail.)

#### Exceeding Reporting Requirements for Responding to Requests for Ad Hoc Reports

The PA has specific timeframes for reporting, as detailed in Tables 2-22 and 2-23. Not only do we submit all of our reports on time, we also responded to most requests for ad hoc reports within

24 hours of the request rather than taking the permitted three business days to respond.

#### Email Notifications Prior to PAS Builds

In May, 2010, the PA started sending notices approximately two weeks prior to a PAS build to provide ample notice to PAS users about upcoming changes and updates. This additional notice was developed in response to a NANC survey comment and allows customers more time to prepare for PAS updates. The first notice was sent to all PAS users on May 28 to alert users about the upcoming changes resulting from the implementation of Change Orders 9 and 10 on June 11.

#### Training Videos

As explained in detail in Section 2.8.4, we proactively developed training videos which we first made available on our website on September 29. Since that time we have released four other training videos as detailed in Table 2-27. This no cost update made it possible for every customer to access the training videos 24 hours a day, seven days a week.

#### Website Overhaul

Finally, on our own initiative the Pooling Administrator undertook and completed the ambitious overhaul of the National Pooling Administration website. The goal was to make site navigation more intuitive and easier for all of our customers, both new and experienced, to obtain the information they need quickly. The extensive changes to the website were made in addition to the regular duties of the PA and was completed and made publicly available on November 5 at no cost.

### 3. Section 3 - Identification of Existing and Potential Pooling Areas

In this section, Pooling Administration (PA) summarizes the number of existing pooling areas. Currently, 81.7% of the 18,549 distinct rate centers are designated as areas available for pooling. While we do not include a distinct list of separate “potential” pooling areas, there are currently 3,401 rate centers in which no carrier is pooling, and which could therefore be considered “potential” pooling areas. (See Section 3.2)

The PA designates each rate center according to one of the following definitions:

1. **Mandatory (M)** - This rate center is located in a top 100 MSA and service providers with numbering resources in this rate center that have not been granted a specific exemption must pool in this rate center.
2. **Mandatory State (M)** - Pooling was implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA, but has one or more pooling-capable service providers, and is considered a mandatory pooling rate center.
3. **Mandatory Single Service Provider (M\*)** - This rate center is located in a top 100 MSA, but has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service provider receives numbering resources in this rate center, the designation will be changed to M for Mandatory.
4. **Mandatory State Single Service Provider (M\*)** - Pooling has been implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA and has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service provider receives numbering resources in this

rate center, the designation will be changed to **M** for Mandatory State.

5. **Optional (O)** - This rate center is not in a top 100 MSA and any service provider with numbering resources in this rate center may elect to pool at its option. Service providers may voluntarily participate in thousands-block number pooling in an Optional rate center outside the top 100 MSAs.

6. **Excluded (X)** - This rate center is not in a top 100 MSA and no service provider is currently participating in pooling. This rate center is not included in the Pooling Administration System.

#### 3.1. Identification of Existing Pooling Areas

Table 3-1 below identifies the 15,148 distinct pooling rate centers (i.e., pooling areas), and their status designation, by state, as of December 31, 2010. A pooling rate center is defined as either “mandatory” or “optional.” Rate centers with a designation of “excluded” are not considered pooling areas.

**Table 3-1  
Summary of Existing Pooling Areas by Status Designation**

State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Total
AK			260			260
AL	63	70	107	6	16	262
AR	36		159	11		206
AZ	26		36	21		83
CA	439	83	176	15		713
CO	21	5	134	5		165
CT	70	19				89
DC	1					1
DE	8		22			30
FL	120	25	106	1		252
GA	73		160	6		239
HI	1		5			6
IA	54	68	394	39		555
ID	14	66		5	60	145
IL	217		578	37		832
IN	207	74	221	15		517
KS	56		288	30		374
KY	44	119	135	3	44	345
LA	56		146	5		207
MA	234	30				264
MD	112	53				165
ME	39	101	61	11		212
MI	206	113	231	8	13	571
MN	38		257	6		301
MO	137	379		21	184	721
MS	33		161	6		200
MT			123			123
NC	133	24	204	6		367
ND			78			78
NE	25	99	167	7	150	448
NH	32	92	25			149
NJ	187		21	1		209
NM	12		54	3		69
NV	21		40	4		65
NY	401	243	82	1	20	747
OH	361	161	137	11	14	684
OK	97	15	156	44		312
OR	35	103	48	1		187
PA	415	339	12		10	776

State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Total
PR	48		36	1		85
RI	25					25
SC	83		97	24		204
SD			83			83
TN	103		170	6		279
TX	286	7	565	38		896
UT	24		38	9	1	72
VA	119	184	66			369
VT		101	40			141
WA	54	149	1	4	29	237
WI	112	242	131	16	101	602
WV	7	152	9		4	172
WY			54			54
<b>Grand Total</b>	<b>4,885</b>	<b>3,116</b>	<b>6,074</b>	<b>427</b>	<b>646</b>	<b>15,148</b>

### 3.2. Summary by State of “Potential” Pooling Areas

The chart below sets forth the total, by state, of the 3,401 rate centers that were designated as “excluded” from pooling as of December 31, 2010 and could be considered “potential” pooling areas. These rate centers are not presently available for pooling in the PAS, but can be made available at the request of a service provider or a state. This chart does not include any rate centers designated as “mandatory” or “optional.” There are 19 states with zero excluded rate centers as outlined in Section 3.3.2.

**Table 3-2**  
**Summary of Excluded Rate Centers by State**

State	Excluded
AL	48
AR	174
AZ	46
CA	26
CO	46
FL	29
GA	121
IA	262
IL	154
IN	8
KS	200
KY	27

State	Excluded
LA	70
MA	2
ME	37
MI	63
MN	342
MS	39
MT	137
NC	64
ND	222
NM	94
NV	31
OH	55
OK	218
OR	68
SC	36
SD	185

State	Excluded
TN	62
TX	381
UT	60
WV	56

State	Excluded
WY	38
<b>Grand Total</b>	<b>3,401</b>

### 3.3. Summarized Information about Existing and “Potential” Pooling Areas

#### 3.3.1. Pooling Rate Center Facts:

Total Number of Distinct Rate Centers	18,549
Total Number of Distinct Rate Centers Available for Pooling	15,148
Percentage of Distinct Rate Centers that are Available for Pooling	81.7%
Total Number of Mandatory Distinct Rate Centers	8,001
Percentage of Distinct Rate Centers that are Mandatory	43.1%
Total Number of Distinct Mandatory Single-Service Provider Rate Centers	1,073
Percentage of Distinct Rate Centers that are Mandatory Single-Service Provider	5.8%
Total Number of Distinct Optional Rate Centers	6,074
Percentage of Distinct Rate Centers that are Optional	32.7%
Total Number of Distinct Rate Centers Excluded from Pooling	3,401
Percentage of Distinct Rate Centers that are Excluded from Pooling	18.3%
Total Number of Rate Center Designations Changed in 2010 (see Section 2.4.2 for detail)	960

#### 3.3.2. Summary of State/Jurisdiction Pooling Status

States or jurisdictions where number pooling has been implemented.	All states, the District of Columbia and Puerto Rico
States or jurisdictions that have only mandatory pooling rate centers.	Connecticut, District of Columbia, Idaho, Maryland, Massachusetts, Missouri, and Rhode Island
States that have zero mandatory pooling rate centers.	Alaska, Montana, North Dakota, South Dakota, and Wyoming
States or jurisdictions that have zero excluded rate centers.	Alaska, Connecticut, Delaware, District of Columbia, Hawaii, Idaho, Maryland, Missouri, Nebraska, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont, Virginia, Washington, and Wisconsin



States or jurisdictions that implemented additional mandatory pooling prior to December 31, 2010 either under delegated authority for state pooling trials prior to the rollout of national pooling, or as a result of additional delegated authority after the national rollout.

Alabama, Arizona, California, Colorado, Connecticut, Florida, Idaho, Illinois, Iowa, Indiana, Kentucky, Massachusetts, Maryland, Maine, Michigan, Missouri, North Carolina, Nebraska, New Hampshire, New Jersey, New York, Ohio, Oklahoma, Oregon, Pennsylvania, Tennessee, Texas, Utah, Virginia, Vermont, Washington, West Virginia, and Wisconsin

### 3.3.3. Complete Summary of all Rate Centers by Status Designation

The following chart combines the information contained in Sections 3.1 and 3.2. It summarizes the total for each status designation for all 18,549 rate centers in each state by its pooling status designation (mandatory, optional, or excluded) as of December 31, 2010.

**Table 3-3**  
**Summary of all Rate Centers by Status Designation**

State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Excluded	Total
AK			260				260
AL	63	70	107	6	16	48	310
AR	36		159	11		174	380
AZ	26		36	21		46	129
CA	439	83	176	15		26	739
CO	21	5	134	5		46	211
CT	70	19					89
DC	1						1
DE	8		22				30
FL	120	25	106	1		29	281
GA	73		160	6		121	360
HI	1		5				6
IA	54	68	394	39		262	817
ID	14	66		5	60		145
IL	217		578	37		154	986
IN	207	74	221	15		8	525
KS	56		288	30		200	574
KY	44	119	135	3	44	27	372
LA	56		146	5		70	277
MA	234	30				2	266
MD	112	53					165
ME	39	101	61	11		37	249
MI	206	113	231	8	13	63	634
MN	38		257	6		342	643
MO	137	379		21	184		721
MS	33		161	6		39	239

State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Excluded	Total
MT			123			137	260
NC	133	24	204	6		64	431
ND			78			222	300
NE	25	99	167	7	150		448
NH	32	92	25				149
NJ	187		21	1			209
NM	12		54	3		94	163
NV	21		40	4		31	96
NY	401	243	82	1	20		747
OH	361	161	137	11	14	55	739
OK	97	15	156	44		218	530
OR	35	103	48	1		68	255
PA	415	339	12		10		776
PR	48		36	1			85
RI	25						25
SC	83		97	24		36	240
SD			83			185	268
TN	103		170	6		62	341
TX	286	7	565	38		381	1,277
UT	24		38	9	1	60	132
VA	119	184	66				369
VT		101	40				141
WA	54	149	1	4	29		237
WI	112	242	131	16	101		602
WV	7	152	9		4	56	228
WY			54			38	92
<b>Grand Total</b>	<b>4,885</b>	<b>3,116</b>	<b>6,074</b>	<b>427</b>	<b>646</b>	<b>3,401</b>	<b>18,549</b>

#### 4. Section 4 - Aggregated Total by Pool of the Service Providers Participating in the Pooled Areas

Following is a summary of the aggregated total by pool of the service providers participating in the pooled areas in 2010. There are 2,467 distinct service providers<sup>4</sup> participating in 15,148 distinct pooled rate centers in 243 NPA and NPA complexes<sup>5</sup> covering 52 jurisdictions -- 50 states, the District of Columbia, and Puerto Rico.

**Table 4-1**  
**Aggregated Total by Pool of the Service Providers Participating in the Pooled Areas**

NPA/NPA Complex	Pooling OCNs	Pooled Rate Centers
201/551	49	22
202	37	1
203/475	33	32
205	32	63
206	39	5
207	50	212
208	43	145
209	37	55
210	39	1
212/646/917	48	1
213	45	3
214/469/972	58	43
215/267	46	36
216	32	4
217	32	215
218	34	70
219	32	45
224/847	44	42

NPA/NPA Complex	Pooling OCNs	Pooled Rate Centers
225	31	34
228	22	11
229	27	53
231	34	79
234/330	40	105
239	23	14
240/301	60	63
248/947	46	20
251	36	37
252	30	69
253	37	11
254	36	69
256/938	38	91
260	27	75
262	34	60
269	43	76
270	49	170
276	37	78
281/713/832	58	45
302	40	30
303/720	40	16
304/681	37	172
305	29	1
305/786	48	4
307	22	54
308	21	167
309	34	125
310/424	46	16
312/872	39	1
313	41	6
314	30	7
315	40	149
316	26	14
317	37	36
318	29	73

<sup>4</sup> Distinct Operating Company Numbers (OCNs) that have at least one assigned or retained block in PAS.

<sup>5</sup> The term "NPA Complex" is used because in some areas multiple NPAs overlay one or more rate centers..

NPA/NPA Complex	Pooling OCNs	Pooled Rate Centers
319	29	91
320	36	77
321	25	5
321/407	41	17
323	44	12
325	27	55
331/630	40	25
334	35	71
336	53	76
337	33	53
339/781	33	40
347/718/917	43	11
347/718	33	2
351/978	37	58
352	31	46
360	59	77
361	34	63
385/801	29	20
386	33	22
401	25	25
402	52	281
404/470/678	48	1
405	37	82
406	22	123
408	45	11
409	33	39
410/443	52	102
412/878	31	23
413	30	61
414	27	4
415	48	14
417	41	155
419/567	44	162
423	45	64
425	36	14
430/903	49	139
432	19	36
434	32	66
435	33	52

NPA/NPA Complex	Pooling OCNs	Pooled Rate Centers
440	36	62
442/760	51	83
458/541	42	130
470/678/770	50	41
478	34	27
479	27	45
480	32	1
484/610	55	90
501	29	52
502	33	35
503/971	46	57
504	30	5
505	32	29
507	40	124
508/774	37	85
509	46	130
510	36	13
512	50	34
513	32	25
515	38	76
516	39	11
517	55	76
518	38	135
520	29	27
530	42	114
530/916	23	1
534/715	65	253
540	45	117
559	32	57
561	38	7
562	44	9
563	26	75
570	47	180
571/703	47	19
573	37	216
574	31	52
575	26	40
580	29	109
585	36	77

NPA/NPA Complex	Pooling OCNs	Pooled Rate Centers
586	37	11
601/769	44	80
602	28	1
603	42	149
605	21	83
606	29	98
607	26	105
608	48	159
609	39	39
612	38	1
614	39	16
615	40	49
616	43	36
617/857	39	20
618	41	202
619	42	11
620	45	163
623	29	1
626	44	10
631	36	53
636	30	46
641	36	151
650	38	15
651	43	11
657/714	45	13
660	30	224
661	47	32
662	44	109
682/817	55	24
701	30	78
702	29	16
704/980	43	53
706/762	63	87
707	42	75
708	36	32
712	41	162
716	38	79
717	42	107
719	32	55

NPA/NPA Complex	Pooling OCNs	Pooled Rate Centers
724/878	47	162
727	34	5
731	32	56
732/848	40	36
734	49	33
740	48	187
747/818	44	16
754/954	40	5
757	27	34
763	50	11
765	43	138
772	31	8
773/872	35	10
775	32	49
779/815	49	180
785	40	166
787/939	13	85
802	24	141
803	54	68
804	27	55
805	51	40
806	32	78
808	14	6
810	37	47
812	46	171
813	38	8
814	43	178
816	38	73
828	35	68
830	43	79
831	35	24
843	42	76
845	51	96
850	39	58
856	39	32
858	35	8
859	37	42
860	32	57
862/973	46	42

NPA/NPA Complex	Pooling OCNs	Pooled Rate Centers
863	34	23
864	40	60
865	32	30
870	26	109
901	28	14
904	30	18
906	16	52
907	8	260
908	42	38
909	43	21
910	34	65
912	38	30
913	36	31
914	43	28
915	29	7
916	45	16
918	43	121
919	40	36
920	57	126
925	36	17
928	30	53
931	40	66
936	33	43
937	42	123
940	48	62
941	39	11
949	43	7
951	42	20
952	42	7
956	32	30
970	34	94
979	30	49
985	30	42
989	49	135

## 5. Section 5 - Forecast Results and a Review of Forecasts versus Actual Block Activation in the Past

This section identifies forecast results by NPA, and contains a review of forecasts compared to actual block assignments for the current year and the previous years, as specifically required by the contract.

In summary for 2010, 49% of the forecasted blocks were assigned, and there were:

- 243 NPA complexes;
- 8,761 distinct rate areas with forecasts;
- 95,387 forecasted blocks; and
- 46,360 blocks assigned.

### 5.1. Forecasted versus Actual Block Assignments by NPA or NPA Complex for 2010

The table below shows that 95,387 blocks were forecasted and 46,360 blocks were assigned in 243 NPA and NPA complexes during the 2010 calendar year. This resulted in 49% of the forecasted blocks being assigned. Carriers forecasted a need for blocks in 8,761 pooling rate centers out of the 15,148 pooling rate centers, or in 58% of them. This means that in 6,387 pooling rate centers, no blocks were forecasted during 2010. When compared with 2009, the number of blocks assigned increased 35% while the number of blocks forecasted increased 7% in 2010. The Florida 239 NPA had the lowest percentage of blocks assigned compared to total forecast, at 14%, while the Florida 305 NPA (Keys) had the highest compared percentage at 86%.

**Table 5-1**  
**Forecasted versus Actual Block Assignments by NPA or NPA complex for 2010**

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
201/551	NJ	916	364	39.7%
202	DC	324	248	76.5%
203/475	CT	667	249	37.3%
205	AL	431	161	37.4%
206	WA	250	102	40.8%
207	ME	423	124	29.3%
208	ID	235	148	63.0%
209	CA	306	146	47.7%
210	TX	417	281	67.4%
212/646/917	NY	665	425	63.9%
213	CA	235	148	63.0%
214/469/972	TX	868	607	69.9%
215/267	PA	1,031	416	40.3%
216	OH	258	120	46.5%
217	IL	456	165	36.2%
218	MN	218	113	51.8%
219	IN	351	94	26.8%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
224/847	IL	1,125	377	33.5%
225	LA	222	118	53.2%
228	MS	129	39	30.2%
229	GA	216	50	23.1%
231	MI	301	79	26.2%
234/330	OH	603	372	61.7%
239	FL	540	78	14.4%
240/301	MD	773	480	62.1%
248/947	MI	544	192	35.3%
251	AL	246	95	38.6%
252	NC	326	176	54.0%
253	WA	242	83	34.3%
254	TX	137	95	69.3%
256/938	AL	584	214	36.6%
260	IN	475	138	29.1%
262	WI	321	207	64.5%
269	MI	440	155	35.2%
270	KY	286	96	33.6%
276	VA	167	83	49.7%
281/713/832	TX	1,261	874	69.3%
302	DE	580	369	63.6%
303/720	CO	724	477	65.9%
304/681	WV	823	238	28.9%
305	FL	100	86	86.0%
305/786	FL	796	395	49.6%
307	WY	128	77	60.2%
308	NE	30	11	36.7%
309	IL	392	179	45.7%
310/424	CA	488	337	69.1%
312/872	IL	334	255	76.3%
313	MI	661	268	40.5%
314	MO	219	148	67.6%
315	NY	537	347	64.6%
316	KS	151	77	51.0%
317	IN	493	283	57.4%
318	LA	246	158	64.2%
319	IA	225	133	59.1%
320	MN	190	106	55.8%
321	FL	134	80	59.7%
321/407	FL	534	348	65.2%
323	CA	327	258	78.9%
325	TX	60	38	63.3%



NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
331/630	IL	631	265	42.0%
334	AL	293	130	44.4%
336	NC	513	283	55.2%
337	LA	161	101	62.7%
339/781	MA	590	180	30.5%
347/718	NY	215	77	35.8%
347/718/917	NY	2,684	1,318	49.1%
351/978	MA	716	236	33.0%
352	FL	447	174	38.9%
360	WA	485	150	30.9%
361	TX	165	100	60.6%
385/801	UT	531	299	56.3%
386	FL	201	89	44.3%
401	RI	209	91	43.5%
402	NE	248	146	58.9%
404/470/678	GA	716	349	48.7%
405	OK	415	123	29.6%
406	MT	305	194	63.6%
408	CA	502	293	58.4%
409	TX	122	80	65.6%
410/443	MD	943	537	56.9%
412/878	PA	365	117	32.1%
413	MA	348	117	33.6%
414	WI	202	114	56.4%
415	CA	415	241	58.1%
417	MO	416	162	38.9%
419/567	OH	449	200	44.5%
423	TN	434	199	45.9%
425	WA	374	138	36.9%
430/903	TX	400	228	57.0%
432	TX	86	55	64.0%
434	VA	263	130	49.4%
435	UT	241	169	70.1%
440	OH	397	239	60.2%
442/760	CA	570	328	57.5%
458/541	OR	513	246	48.0%
470/678/770	GA	1,569	690	44.0%
478	GA	134	50	37.3%
479	AR	111	60	54.1%
480	AZ	407	253	62.2%
484/610	PA	1,007	352	35.0%
501	AR	269	152	56.5%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
502	KY	150	82	54.7%
503/971	OR	648	329	50.8%
504	LA	261	171	65.5%
505	NM	308	156	50.6%
507	MN	305	182	59.7%
508/774	MA	1,077	353	32.8%
509	WA	250	101	40.4%
510	CA	356	164	46.1%
512	TX	474	311	65.6%
513	OH	291	160	55.0%
515	IA	215	166	77.2%
516	NY	368	165	44.8%
517	MI	405	139	34.3%
518	NY	359	262	73.0%
520	AZ	215	123	57.2%
530	CA	297	170	57.2%
530/916	CA	25	12	48.0%
534/715	WI	251	107	42.6%
540	VA	481	234	48.6%
559	CA	326	190	58.3%
561	FL	514	220	42.8%
562	CA	177	137	77.4%
563	IA	154	87	56.5%
570	PA	376	162	43.1%
571/703	VA	692	474	68.5%
573	MO	294	93	31.6%
574	IN	416	100	24.0%
575	NM	209	89	42.6%
580	OK	108	44	40.7%
585	NY	329	251	76.3%
586	MI	280	84	30.0%
601/769	MS	442	159	36.0%
602	AZ	124	63	50.8%
603	NH	339	121	35.7%
605	SD	204	112	54.9%
606	KY	92	34	37.0%
607	NY	287	182	63.4%
608	WI	269	150	55.8%
609	NJ	462	216	46.8%
612	MN	252	170	67.5%
614	OH	343	224	65.3%
615	TN	566	262	46.3%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
616	MI	424	142	33.5%
617/857	MA	504	265	52.6%
618	IL	320	110	34.4%
619	CA	355	246	69.3%
620	KS	129	49	38.0%
623	AZ	170	110	64.7%
626	CA	238	195	81.9%
631	NY	629	309	49.1%
636	MO	289	154	53.3%
641	IA	163	101	62.0%
650	CA	345	201	58.3%
651	MN	246	139	56.5%
657/714	CA	476	343	72.1%
660	MO	111	30	27.0%
661	CA	232	155	66.8%
662	MS	446	137	30.7%
682/817	TX	478	328	68.6%
701	ND	180	93	51.7%
702	NV	565	442	78.2%
704/980	NC	585	318	54.4%
706/762	GA	674	226	33.5%
707	CA	400	209	52.3%
708	IL	657	208	31.7%
712	IA	133	91	68.4%
716	NY	355	229	64.5%
717	PA	680	187	27.5%
719	CO	301	192	63.8%
724/878	PA	564	144	25.5%
727	FL	277	187	67.5%
731	TN	145	68	46.9%
732/848	NJ	808	396	49.0%
734	MI	458	149	32.5%
740	OH	506	175	34.6%
747/818	CA	480	297	61.9%
754/954	FL	552	257	46.6%
757	VA	388	258	66.5%
763	MN	247	117	47.4%
765	IN	489	135	27.6%
772	FL	239	85	35.6%
773/872	IL	585	289	49.4%
775	NV	126	74	58.7%
779/815	IL	872	323	37.0%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
785	KS	184	90	48.9%
787/939	PR	1,115	344	30.9%
802	VT	463	149	32.2%
803	SC	507	205	40.4%
804	VA	372	209	56.2%
805	CA	282	176	62.4%
806	TX	134	83	61.9%
808	HI	136	82	60.3%
810	MI	401	145	36.2%
812	IN	418	124	29.7%
813	FL	487	224	46.0%
814	PA	478	132	27.6%
816	MO	310	163	52.6%
828	NC	239	117	49.0%
830	TX	251	174	69.3%
831	CA	161	87	54.0%
843	SC	412	179	43.4%
845	NY	460	279	60.7%
850	FL	500	209	41.8%
856	NJ	441	154	34.9%
858	CA	169	107	63.3%
859	KY	146	76	52.1%
860	CT	873	214	24.5%
862/973	NJ	768	387	50.4%
863	FL	212	92	43.4%
864	SC	310	156	50.3%
865	TN	283	125	44.2%
870	AR	148	84	56.8%
901	TN	299	165	55.2%
904	FL	394	229	58.1%
906	MI	75	36	48.0%
907	AK	83	33	39.8%
908	NJ	410	196	47.8%
909	CA	412	250	60.7%
910	NC	498	226	45.4%
912	GA	267	115	43.1%
913	KS	248	147	59.3%
914	NY	372	205	55.1%
915	TX	172	125	72.7%
916	CA	443	256	57.8%
918	OK	237	158	66.7%
919	NC	558	305	54.7%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
920	WI	314	184	58.6%
925	CA	400	190	47.5%
928	AZ	130	73	56.2%
931	TN	365	174	47.7%
936	TX	134	67	50.0%
937	OH	277	144	52.0%
940	TX	128	70	54.7%
941	FL	485	95	19.6%
949	CA	269	196	72.9%
951	CA	303	223	73.6%
952	MN	127	54	42.5%
956	TX	334	239	71.6%
970	CO	276	152	55.1%
979	TX	127	70	55.1%
985	LA	154	90	58.4%
989	MI	401	118	29.4%
<b>Totals</b>		<b>95,387</b>	<b>46,360</b>	<b>48.6%</b>

### 5.2. NPAs/States with Forecasted Versus Actual Blocks Assigned Below 25%

Table 5-2 below shows that there were only five NPA complex areas where fewer than 25% of the blocks forecasted were assigned in 2010. Compared to the 25 in 2009, this represents an 80% decrease in the number of NPA complex areas where fewer than 25% of the blocks forecasted were assigned.

**Table 5-2**  
NPAs/States with forecasted versus actual blocks assigned under 25%

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
239	FL	540	78	14.4%
941	FL	485	95	19.6%
229	GA	216	50	23.1%
574	IN	416	100	24.0%
860	CT	873	214	24.5%

### 5.3. NPA/States with Forecasted Versus Actual Blocks Assigned Above 50%

Table 5-3 below shows that there were 127 NPA complex areas where the ratio between blocks forecasted and blocks assigned was above 50% in 2010. Compared to the 76 from 2009, there was a 64% increase in the number of NPA complex areas where the ratio between blocks forecasted and blocks assigned was above 50% in 2010. In nine of those areas the percent assigned was over 75%, compared to only two in 2009.

**Table 5-3**  
**NPA/States with forecasted versus actual blocks assigned above 50%**

<b>NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
305	FL	100	86	86.0%
626	CA	238	195	81.9%
323	CA	327	258	78.9%
702	NV	565	442	78.2%
562	CA	177	137	77.4%
515	IA	215	166	77.2%
202	DC	324	248	76.5%
585	NY	329	251	76.3%
312/872	IL	334	255	76.3%
951	CA	303	223	73.6%
518	NY	359	262	73.0%
949	CA	269	196	72.9%
915	TX	172	125	72.7%
657/714	CA	476	343	72.1%
956	TX	334	239	71.6%
435	UT	241	169	70.1%
214/469/972	TX	868	607	69.9%
830	TX	251	174	69.3%
619	CA	355	246	69.3%
254	TX	137	95	69.3%
281/713/832	TX	1,261	874	69.3%
310/424	CA	488	337	69.1%
682/817	TX	478	328	68.6%
571/703	VA	692	474	68.5%
712	IA	133	91	68.4%
314	MO	219	148	67.6%
727	FL	277	187	67.5%
612	MN	252	170	67.5%
210	TX	417	281	67.4%
661	CA	232	155	66.8%
918	OK	237	158	66.7%
757	VA	388	258	66.5%
303/720	CO	724	477	65.9%
512	TX	474	311	65.6%
409	TX	122	80	65.6%
504	LA	261	171	65.5%
614	OH	343	224	65.3%
321/407	FL	534	348	65.2%
623	AZ	170	110	64.7%
315	NY	537	347	64.6%

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
716	NY	355	229	64.5%
262	WI	321	207	64.5%
318	LA	246	158	64.2%
432	TX	86	55	64.0%
212/646/917	NY	665	425	63.9%
719	CO	301	192	63.8%
406	MT	305	194	63.6%
302	DE	580	369	63.6%
607	NY	287	182	63.4%
858	CA	169	107	63.3%
325	TX	60	38	63.3%
213	CA	235	148	63.0%
208	ID	235	148	63.0%
337	LA	161	101	62.7%
805	CA	282	176	62.4%
480	AZ	407	253	62.2%
240/301	MD	773	480	62.1%
641	IA	163	101	62.0%
806	TX	134	83	61.9%
747/818	CA	480	297	61.9%
234/330	OH	603	372	61.7%
909	CA	412	250	60.7%
845	NY	460	279	60.7%
361	TX	165	100	60.6%
808	HI	136	82	60.3%
440	OH	397	239	60.2%
307	WY	128	77	60.2%
507	MN	305	182	59.7%
321	FL	134	80	59.7%
913	KS	248	147	59.3%
319	IA	225	133	59.1%
402	NE	248	146	58.9%
775	NV	126	74	58.7%
920	WI	314	184	58.6%
985	LA	154	90	58.4%
408	CA	502	293	58.4%
650	CA	345	201	58.3%
559	CA	326	190	58.3%
904	FL	394	229	58.1%
415	CA	415	241	58.1%
916	CA	443	256	57.8%
442/760	CA	570	328	57.5%

NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
317	IN	493	283	57.4%
530	CA	297	170	57.2%
520	AZ	215	123	57.2%
430/903	TX	400	228	57.0%
410/443	MD	943	537	56.9%
870	AR	148	84	56.8%
651	MN	246	139	56.5%
563	IA	154	87	56.5%
501	AR	269	152	56.5%
414	WI	202	114	56.4%
385/801	UT	531	299	56.3%
928	AZ	130	73	56.2%
804	VA	372	209	56.2%
608	WI	269	150	55.8%
320	MN	190	106	55.8%
901	TN	299	165	55.2%
336	NC	513	283	55.2%
979	TX	127	70	55.1%
970	CO	276	152	55.1%
914	NY	372	205	55.1%
513	OH	291	160	55.0%
605	SD	204	112	54.9%
940	TX	128	70	54.7%
919	NC	558	305	54.7%
502	KY	150	82	54.7%
704/980	NC	585	318	54.4%
479	AR	111	60	54.1%
831	CA	161	87	54.0%
252	NC	326	176	54.0%
636	MO	289	154	53.3%
225	LA	222	118	53.2%
816	MO	310	163	52.6%
617/857	MA	504	265	52.6%
707	CA	400	209	52.3%
859	KY	146	76	52.1%
937	OH	277	144	52.0%
218	MN	218	113	51.8%
701	ND	180	93	51.7%
316	KS	151	77	51.0%
602	AZ	124	63	50.8%
503/971	OR	648	329	50.8%
505	NM	308	156	50.6%



NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
862/973	NJ	768	387	50.4%
864	SC	310	156	50.3%
936	TX	134	67	50.0%

**5.4. Analysis of Forecasted Versus Actual Blocks Assigned Percentage since 2006**

For the five years since 2006, the forecasted-versus-actual-blocks-assigned percentage in 2010 ranks the highest. The volumes of both assigned blocks and forecasted blocks are about in the middle as compared with previous years, but the ratio of assigned blocks to forecasted blocks has increased to an all time high near 50%.

The following chart illustrates the ratio between forecasts and actual assigned blocks from 2006 through 2010 ranked from highest percentage to lowest.

**Table 5-4  
Summary of forecasts and actual assigned blocks from 2006 through 2010**

Rank from highest to lowest	Year	Total Forecasted Blocks	Total Blocks Assigned	Percentage of Assigned/ Forecasted Blocks
1	2010	95,387	46,360	48.6
2	2006	147,370	62,606	42.5
3	2008	116,843	47,898	41.0
4	2009	88,920	34,364	38.6
5	2007	144,197	46,796	32.4

## 6. Section 6 - System and Performance Metrics

### 6.1. Pooling Administration System Performance in 2010

The Pooling Administration System (PAS) is the nucleus of our operation and is extremely important to our customers. PAS stores all of the information relating to thousands-block administration and provides many essential reporting features that generally contain real-time data.

Section 3.3 of *Clause C.1: Performance Work Statement/Technical Requirements* states that the pooling system shall, at a minimum, adhere to the following availability and reliability requirements:

1. Available 24 hours a day, 7 days a week.
2. Availability shall meet or exceed 99.9% of scheduled uptime.
3. Unscheduled maintenance downtime in any 12-month interval shall be less than nine (9) hours.
4. The mean time to repair (MTTR) for all unscheduled downtime in any 12-month interval shall be less than one hour during core business hours and

four (4) hours for non-core business hours.

5. Scheduled maintenance downtime in any 12-month interval shall be less than 24 hours.

In 2010, PAS was available for use 99.996% of the time, which far exceeded the contract performance metric of 99.9%. Of the possible total of 8,760 hours that PAS could be available in 2010, it was accessible for 8,759 hours and 39 minutes.

The PAS became briefly unavailable at 9:11 PM ET on Friday, August 13, during a routine maintenance event involving failing the Sterling PAS over to the Charlotte system. Although the PAS remained fully operational, the corporate DNS did not properly fail over, rendering the system inaccessible. We resolved the matter before it became customer-affecting and there were no customer complaints.

Table 6-1 summarizes PAS system performance in 2010.

**Table 6-1  
Summary of PAS Performance in 2010**

Month	Number Of Possible Scheduled Available Hours	Number Of Hours Available	Percent Scheduled Hours Available
January	744	744	100
February	672	672	100
March	744	744	100
April	720	720	100
May	744	744	100
June	720	720	100

Month	Number Of Possible Scheduled Available Hours	Number Of Hours Available	Percent Scheduled Hours Available
July	744	744	100
August	744	743 hours 39 minutes	99.953
September	720	720	100
October	744	744	100
November	720	720	100
December	744	744	100

## 6.2. PAS Performance Metrics

In 2010, as outlined in Table 6-2, the PAS consistently exceeded the required performance metrics as set forth in Clause C.1, Section 5.0 of the Contract:

**Table 6-2  
PAS PERFORMANCE METRICS**

Required Service	Performance Standard	Acceptable Quality Level	Accomplishment
PAS Availability (See PWS 3.3)	Pooling Administration System is available	99.9%	FAR EXCEEDED THE REQUIREMENT WITH ACTUAL AVAILABILITY LEVEL OF 99.996%
Maintenance (See PWS 3.3)	Unscheduled maintenance of the PAS is less than 9 hours in any 12 month period	100%	THERE WAS ONE INCIDENCE OF 21 MINUTES OF DOWNTIME AS A RESULT OF UNSCHEDULED UNAVAILABILITY OF THE PAS IN 2010
Maintenance (See PWS 3.3)	Scheduled maintenance of the PAS is less than 24 hours in any 12 month period	100%	THERE WAS <u>NO</u> DOWNTIME AS A RESULT OF SCHEDULED MAINTENANCE DURING 2010

### 6.3. PAS Performance from 2006 through 2010

Table 6-3 provides actual availability numbers for the PAS from 2006 through 2010. In each year, the PAS availability far exceeded the requirement of 99.9%.

**Table 6-3  
PAS Performance from 2006 through 2010**

Year	Percent Of Actual Availability
2006	100
2007	99.998
2008	99.998
2009	100
2010	99.996

### 6.4. PAS Updates in 2010

In 2010, there were six PAS builds, of which four were related to change orders and two were for system maintenance. Customers experienced no PAS unavailability as a result of our implementation of these updates. For details on the changes made to PAS as a result of the change orders, see Section 2.3.

In our continuing focus on customer service we initiated detailed email notifications about upcoming PAS builds two weeks prior to the builds to give our customers ample notice of the upcoming changes in PAS. This notice is in addition to the customary email notification that is sent the day of the build, and it allows customers more time to prepare for PAS updates. We developed this additional notice in response to a comment on the annual NANC performance survey.

### 6.5. Disaster Recovery Testing

The PA successfully completed technical disaster recovery testing in two phases on October 22 and November 10, 2010 with no PAS downtime. Testing included switching the PAS to the backup site in Charlotte and returning it to main location in Sterling as well as other tests designed to ensure Neustar's ability to reestablish the PAS Operating System and Applications in the event of a catastrophic failure.

## **7. Section 7 - Status of Required Transferable Property**

Neustar Pooling Administration Services affirms that all equipment defined in the annual inventory report required per Section 3.21 of the contract is considered transferable property, and is available for transfer upon direction from the FCC. The transferable property inventory report is appropriately labeled with FCC asset tags, updated, reviewed, and certified quarterly by the Manager of Security and Technical Operations (MSTO) with the FCC Property Management Division.



## 8. Section 8 - Industry Issue Identification/Feedback

The PA works with the industry through several channels during the year, including participation in the North American Numbering Council (NANC) meetings, interaction with the Numbering Oversight Working Group (NOWG), participation in industry forums, and interaction with individual service providers. This section contains information on the industry forums in which the PA participated, and the issues that the PA submitted, as well as the feedback the PA received from the NOWG for 2010.

### 8.1. North American Numbering Council (NANC)

In 2010, the PA attended the four meetings of the NANC on February 18, May 21, October 22, and December 16, and reported on the status of thousands-block pooling administration and events affecting the performance of the PA and Interim Routing Numbering Administration (p-ANI). In addition, the PA provided ad hoc monthly performance reports to the NANC members at the request of the NOWG.

#### 8.1.1. Future of Numbering (FoN) Working Group

The PA participated regularly in the NANC FoN Working Group. The NANC describes this committee as follows:

The NANC formed the FoN in December, 2004. The mission of this working group is to explore changes to the environment, including new and future technologies and the impact of market place and/or regulatory changes and innovations on telephone numbering. The group identifies common criteria and gathers data to identify trends and their impact upon numbering resources. If necessary, it will analyze those trends and requirements to determine the feasibility and benefit of each, and report its findings to the NANC.

The PA attended all FoN working group meetings in 2010.

### 8.2. Industry Forums

In 2010, we participated in 81 industry meetings either in-person or by conference call. Our participation at industry forums includes:

- Working on issues that affect pooling and p-ANI administration;
- Answering questions and responding to action items relating to the thousands-block pooling process and p-ANI administration process;
- Developing and submitting new issues based on input we receive from the industry, regulators, and internal sources; and
- Actively participating in discussions leading to issue resolution.

The PA participated in the following industry forums in 2010:

- **Industry Numbering Committee (INC)** – the PA participated in six INC meetings and four conference calls. The PA submitted seven new issues and eight new contributions in 2010. All seven issues (see Table 8-1) and all eight contributions (See Table 8-2) submitted in 2010 were pooling-related. In 2010, Tara Farquhar continued to serve as the VoIP Subcommittee co-chair and the CIC Subcommittee co-chair. Tara also was an acting co-chair for the CO/NXX Subcommittee for two meetings. In September 2010, INC restructured its five subcommittees

into three subcommittees: Document Management/Maintenance (DMM), Numbering and Addressing Resource Planning Subcommittee (NARP), and Resource Assignment and Management Subcommittee (RAM). Tara Farquhar was elected as a RAM Subcommittee co-chair at the time of the restructure.

- **Common Interest Group on Rating and Routing (CIGRR)** – the PA participated in four CIGRR meetings and 34 conference calls. The PA submitted one new issue in 2010. (see Table 8-3) We also continued to voluntarily review the *BCR-no-NXD* and *3E validation* reports<sup>6</sup> prior to the reports being sent to the Administrative Operating Company Numbers (AOCNs).

- **Local Number Portability Working Group (LNPA WG)** – the PA participated in 11 LNPA WG meeting conference calls as a subject matter resource.
- **Emergency Services Interconnection Forum (ESIF)** – the PA, as p-ANI Administrator, participated in 13 ESIF meetings and conference calls in 2010 and submitted one new incoming correspondence for discussion. (See Table 8-4) In addition, we attended four public safety-related webinars. (See Section 2.6) Amy Putnam was re-elected as the co-chair of the ESIF-ECDR (Emergency Call & Data Routing) subcommittee.

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<sup>6</sup> The *BCR- no-NXD* and *3E validation* reports are for blocks where there is a BCD record built but the SP has not built the NXD-X record. The *BCR-no-NXD* report is for records less than 45 days old and the *3E validations* report is for records over 45 days old. The PA’s voluntary review of these reports helps to ensure data accuracy and saves work for the AOCNs.



**Table 8-1  
2010 Pooling INC Issues**

INC Meeting Number	Issue Number	Supporting Contribution Number	Issue/Contribution Title
INC 111	677	LNPA-605	Remove reference to the AOCN field on the BCR screen from the Thousands-Block Pooling Administration Guidelines (TBPAG)
INC 112	686	DMM-204	Update the definition of Pooling Administrator/Administration
INC 112	687	LNPA-608	Update the TBPAG to specify that all ported TNs shall be accounted for in the number of contaminated TNs on block donations/returns
INC 112	688	LNPA-609	Update the TBPAG to specify that the certification statement for block reservations may be provided in the "Remarks" field on the Part 1A
INC 112	689	CONXX-467	Update the Central Office Code Administration Guidelines (COCAG), Appendix C, to allow dedicated code returns with assigned blocks when the code is not In-service
INC 113	694	LNPA-611	Update TBPAG Section 8.4.2 (changing a non-pooled NXX to pooled) to direct the code holder to load the NXX into the Number Portability Administration Center (NPAC)
INC 113	699	RAM-005	Review and update the acceptable forms of proof of facilities readiness

**Table 8-2  
2010 Pooling INC Contributions**

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 110	CONXX-463	Updates to Section 2.15 of the TBPAG Rate Center Consolidations/Changes	Issue 674: Update Section 6.3.4 of the COCAG to address adequate industry notification for Rate Center Changes
INC 111	LNPA-605	Remove reference to the AOCN field on the BCR screen from the TBPAG	Issue 677: Remove reference to the AOCN field on the BCR screen from the TBPAG
INC 112	DMM-204	Update the definition of Pooling Administrator/Administration	Issue 686: Update the definition of Pooling Administrator/Administration

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 112	LNPA-608	Update the TBPAG to specify that all ported TNs shall be accounted for in the number of contaminated TNs on block donations/returns	Issue 687: Update the TBPAG to specify that all ported TNs shall be accounted for in the number of contaminated TNs on block donations/returns
INC 112	LNPA-609	Update the TBPAG to specify that the certification statement for block reservations may be provided in the "Remarks" field on the Part 1A	Issue 688: Update the TBPAG to specify that the certification statement for block reservations may be provided in the "Remarks" field on the Part 1A
INC 112	CONXX-467	Update the COCAG Appendix C to allow dedicated code returns with assigned blocks when the code is not In-service	Issue 689: Update the COCAG Appendix C to allow dedicated code returns with assigned blocks when the code is not In-service
INC 113	LNPA-611	Update TBPAG Section 8.4.2 (changing a non-pooled NXX to pooled) to direct the code holder to load the NXX into the NPAC	Issue 694: Update TBPAG Section 8.4.2 (changing a non-pooled NXX to pooled) to direct the code holder to load the NXX into the NPAC
INC 115	RAM-005	Review and update the acceptable forms of proof of facilities readiness	Issue 699: Review and update the acceptable forms of proof of facilities readiness

**Table 8-3  
2010 Pooling CIGRR Contributions**

CIGRR Meeting Presented	Issue Number	Issue Title
Oct 2010	C182	Pooled NXXs where the Central Office Code- Type (COC-TYPE) is changing to/from an oddball COC_TYPE

**Table 8-4  
ESIF Incoming Correspondence**

Date	Issue
12/1	Selective Router COMMON LANGUAGE® Location Identification (CLLI)

### 8.3. PA Interaction with the Numbering Oversight Working Group (NOWG)

The NOWG is a working group of the NANC. The NOWG's responsibilities with the PA include:

- Reviewing PA Change Orders and providing a recommendation to the FCC for the disposition of the proposed change order;
- Completing the annual performance review of the PA and providing it to the FCC;
- Conducting a monthly meeting with the PA to review the previous month's performance.

The Regional Director, External Relations acts as the liaison between the PA and the NOWG, responding to pooling-related questions as they arise, and providing input to the NOWG on any issues or questions as necessary during the year. The entire PA management team participates with the NOWG in the monthly conference calls and during the annual performance review process, including the operational review.

Each month in 2010, the NOWG and PA met via conference call to discuss the PA's performance during the previous month. The PA and the NOWG meeting dates in 2010 were: January 14, February 19, March 11, April 15, May 17, June 10, July 15, August 26, September 23, October 14, November 17, and December 14.

The PA updates the agenda prior to each monthly meeting and that information is reviewed with the NOWG members in attendance. In 2010, the PA agreed with the NOWG suggestion to add a new item to the agenda, called "Open Discussion."

The monthly meeting agenda includes:

- Rate centers with less than 6 months inventory based on forecast,

- Number of rate centers with no blocks available with blocks forecasted within 6 months,
- Number of codes opened for pool replenishment,
- Rate centers with blocks with a pending status,
- Number of applications processed monthly (running 12 month total),
- Number of Part 1s passed thru from PAS to NAS (running 12 month total),
- Percent of applications not processed within 7 calendar days,
- Reasons that applications were not processed within 7 calendar days,
- Percent of calls returned within one business day,
- Number of blocks on reclamation list (including the new blocks and the total number of blocks),
- Formal complaints and corrective action plans to resolve complaints, if any,
- FCC and/or NANC News,
- A read-out of all INC PA-related items that were put into initial or final closure, as well as new PA issues,
- Interim P-ANI activity,
- Change orders,
- Pooling related activities,
- Regulatory update,
- Customer focus,
- Tracking log,
- Next meeting,
- Other items of importance that do not fall into any of the above categories,
- Open discussion.

Since 2006, we have provided the NOWG with an ongoing list of noteworthy specific ways in which we responded to the more significant issues and requests from our customers during the year. This list does not include all the day-to-day questions and requests that the pooling staff members field as part of their daily workload. As shown in Table 8-5, we had 73 of these customer focus items in 2010.

**Table 8-5  
2010 Number of Customer Focus Items by Month**

Month	Number Of Customer Focus Items
January	5
February	5
March	4
April	4
May	9
June	5
July	5
August	11
September	6
October	7
November	7
December	5
<b>TOTAL</b>	<b>73</b>

In addition to reporting details for the agenda items above, the PA provided 61 reports to the NOWG for the monthly meetings which included:

- Blocks Report Information Summary Report - shows total number of rate centers with less than six months inventory based on forecast, total number of rate centers with no blocks available with blocks forecasted within six months, and total number of rate centers with pending blocks
- Summary Data Report - shows rate centers with less than six-months inventory based on forecast, rate centers with less than six months inventory based on forecast having no available blocks, codes opened for pool replenishment, rate centers with blocks in a pending status, total number of applications (Part 3s) processed, the total number of Part 1s passed to NANPA, and the total number of applications, if any, not processed in seven calendar days.
- PA NOWG Issue List Report - shows opened, closed, and pending issues the PA has that is addressed with the NOWG.
- Change Order #1 Tracking Table Report (Provided in April) - shows the total number of times the following options are chosen when a PAS user is prompted with the pool replenishment option. The service provider may accept: blocks from the pool only, a combination of blocks from the pool, or a new code or blocks from a new code only. The report also shows how often the service provider escaped the screen without doing anything.
- PA Monthly NANC report – provides pooling activity information from the monthly Thousand’s Block Pooling, Ad Hoc Reports, and System Performance reports.

Also in 2010, the NOWG completed the annual review of the 2009 PA performance and rated the PA performance as “More Than Met” by using the following inputs:

- 2009 Performance Feedback Survey
- Written comments and reports
- Annual Operational Review
- NOWG observations and monthly interactions with the PA

As a result of the 2009 PA annual operational review, which was held March 22-23, 2010, in our Concord, CA office, the NOWG made four suggestions for continuous improvement of pooling administration that the PA took under consideration (see Table 8-6). The PA also reviewed all survey comments and responded to those that suggested a possible improvement or raised a concern. We contacted each person who made those comments and resolved any

issues they may have had when they submitted them. As a result of one of those survey comments, we implemented a new process for notifying users at least two weeks in advance about PAS builds.

The PA worked, and continues to work, cooperatively with the NOWG to make desired industry improvements while also meeting our contractual requirements.

**Table 8-6  
NOWG Suggestions for PA improvements**

<b>NOWG Suggestion</b>	<b>PA improvement</b>
Continue to proactively manage rate center inventories to ensure resources are available when needed.	The PA continually reviews rate center inventories and SPs who come in to request resources are prompted automatically by the PAS if the pool needs to be replenished.
Continue customer focus.	The PA continued its customer focus while also maintaining its contractual requirements. The PA keeps a log of customer focus items that are shared with the NOWG monthly.
Continue to consider process improvement suggestions provided by service providers and/or regulators in the survey comments.	A feasibility analysis is completed by the management team for each process improvement and PAS suggestion. Change Orders 11, 12, 16 and 17 were submitted to the FCC in 2010 based on service provider and/or regulatory suggestions.
Continue the proactive NPAC Scrub project to clean-up the over contaminated blocks in the PA inventory.	The PA continued work on the over-contaminated blocks as part of the NPAC scrub. The PA worked extensively with the regulators in 22 states in order to resolve the remaining over-contaminated blocks.

The NOWG provides recommendations to the FCC on PA change order proposals. In 2010 it recommended approval of all change orders, with the exception of CO #18 for which it did not need to make any recommendation because the FCC had acted before the NOWG had the opportunity to make a recommendation.

Also in February, 2010, the PA responded to questions from the NOWG about testing for PAS updates.

**8.4. Formal Complaints**

Pursuant to Section 2.9.4 of Clause C.1 of the *Contract for Pooling Administration Services for the Federal Communications Commission*, if a

performance problem is identified by a telecommunications industry participant, the PA will follow the following formal complaint process. The PA will notify the FCC of the problem within one business day. The PA will then investigate the problem and, within a period of not more than 10 business days from the date of the complaint, report to the FCC and to the telecommunications industry participant on the results of such investigation and any corrective action taken or recommended to be taken.

In 2010, the PA received no formal complaints.

### 8.5. Tips of the Month

The PA, on its own initiative, created the *Tip of the Month* (Tip) in July 2003. Feedback from

recipients continues to be positive. Topics for the Tip are generated from issues raised and suggestions received from regulators and service providers, INC action items, the NOWG, and internal suggestions where processes need to be revised or clarified. The Tip is sent via email to the PAS distribution list on the first business day of each month. The Tip provides users with helpful information regarding the PAS and thousands-block pooling process, as well as serving as a useful reference for them. Archive files for Tips from previous years can be found on our website at <http://www.nationalpooling.com>. Table 8-7 describes all of the Tip topics that were covered by month in 2010.

**Table 8-7**  
**2010 Tips of the Month**

Month	Topic	Description
January	FIM/SIM Meeting Materials and Minutes	Informed users how to locate the FIM/SIM meeting materials and minutes on the pooling website.
February	Mass Modifications	Provided information on what types of transactions are accepted via mass modifications, and where to find information regarding the mass modifications process on the pooling website.
March	Becoming the New Code Holder as a Result of a Code Return	Informed users on the process that the PA follows for searching for a new Code Holder for a pooled code that has either blocks assigned or ports. It also describes the responsibilities of the service provider.
April	Effective Date Preference for Block Requests	Described the different options that a user has for selecting effective dates for a new block request, block modification or block disconnect.

Month	Topic	Description
May	Pool Replenishment - CO Code Demand	Described the pool replenishment request screen that PAS displays when a user requests a block in a rate center where the pool needs to be replenished.
June	Part 4 Obligations	Reminded users about their Part 4 obligations and included the excerpt from the guidelines that describes the process.
July	Using the Pool Tracking Report When Requesting an LRN	Explained the use of the Pool Tracking reports as a tool when requesting an LRN to check to see if any pools in the NPA for which the resource is requested need pool replenishment.
August	Supplemental Implementation Meeting (SIMs) and Service Providers Already Pooling	Described Supplemental Implementation Meetings (SIMs), and what is required of service providers already participating in pooling in the SIM rate centers.
September	Completing the MONTHS-TO-EXHAUST and UTILIZATION CERTIFICATION WORK SHEET - TN Level for Growth Requests	Described the process of filling out a months-to-exhaust certification work sheet, and reviewed the definitions of available and assigned numbers.
October	Evidence of Dedicated Customer for CO Code Assignment in a Pooling Environment	Reminded users of the requirement for supplying evidence of a dedicated customer, and discusses the types of documentation that are acceptable.
November	Donating Company's Responsibility for a Block Donation	Reviewed Section 7.27 of the guidelines, which discusses the responsibility of the donating company for a block donation.
December	Disabled PAS Accounts Do Not Receive PAS Emails	Reminded users that if their User ID becomes disabled, they will no longer receive emails generated from PAS. It also discusses how a user would reactivate their account.

### 8.6. Annual PA Performance Survey

As part of the ongoing focus on customer satisfaction, the PA publishes an annual survey through which service providers and regulators may assess the PA's performance. The survey is not a requirement of our FCC contract and is not connected with the annual performance

survey completed by the NOWG for the NANC. It functions as an issue identifier that assists us with process enhancement and improving customer service, and is a significant and worthwhile adjunct to our constant customer focus.

Prospective survey participants were asked to rate 24 PA performance statements on a scale of one to five, with one (1) being lowest and five (5) being highest. We added the following three new performance statements to the survey in 2010:

- ➔ The Pooling Staff members were able to assist me with problems that I had brought to their attention either by resolving the problem or referring me to the appropriate resource to assist me.
- ➔ The PAS training related to the PA Change Orders helped me understand what was changed in the system.
- ➔ The PAS build notifications that the Help Desk sends out two weeks prior to the builds, and on the day of the build, are helpful and informative.

We distributed the annual PA performance survey on August 16, 2010, with a deadline for responses of August 31. We received 110

survey responses, 29 of which were from state regulators.

The overall average score for the 24 statements was 4.68 out of a possible 5.0 and has been relatively consistent since the beginning of this contract. Of the 21 recurring statements from the previous year, 18 had an increase in rating and 3 remained the same. The average rating for the three new statements was 4.6.

We contacted respondents who made suggestions or comments and learned that many of the issues had already been addressed in change orders; others simply involved education. The new customer-suggested enhancements from these comments are targeted for a future change order.

Table 8-8 lists the actual questions and average survey response scores for 2010.

**Table 8-8  
2010 Annual PA Performance Survey Results**

Survey Question	Average Score
The Pooling Staff members are knowledgeable about the thousands-block application processes.	4.8
The pooling staff members are professional in interactions with me.	4.8
The pooling staff members provide sufficient information regarding pooling at industry meetings.	4.8
The pooling staff members are knowledgeable about pooling related issues, and when necessary, refer me to the relevant guidelines, websites, or other appropriate resources.	4.8
The Pooling Staff members were able to assist me with problems that I had brought to their attention either by resolving the problem or referring me to the appropriate resource to assist me.	4.8
The PAS training related to the PA Change Orders helped me understand what was changed in the system.	4.5
The email notifications from the Pooling Staff members are helpful and informative.	4.5



Survey Question	Average Score
The pooling staff members respond to my data requests in a timely manner.	4.8
Overall, I am satisfied with the level of service provided by the Pooling Staff members.	4.8
The Help Desk personnel assist me with resolution of my PAS issues and process questions.	4.8
When necessary the Help Desk personnel refer me to the relevant guidelines, websites or other appropriate resources.	4.8
The Help Desk personnel assist me with managing my PAS account issues.	4.7
The email notifications from the Help Desk are helpful and informative.	4.6
The PAS build notifications that the Help Desk sends out two weeks prior to the builds, and on the day of the build, are helpful and informative.	4.6
Overall, I am satisfied with the level of service provided by the Help Desk personnel.	4.7
The Pooling Administration System (PAS) allows me to easily fill out and submit applications, donations, forecasts and Part 4s.	4.6
The reports available through PAS such as the Part 1A report, Part 3 report, Assignments Needing Part 4 report, Forecast report and Donation reports are useful to me.	4.6
I am satisfied with the new streamlined ability in the enhanced PAS to submit Part 1s, Part 1As, and Part 4s.	4.6
The automatic pool replenishment information provided in PAS at the time requests are being submitted is helpful in determining when to replenish the pool.	4.6
Overall, I am satisfied with the level of service provided by the Pooling Administration System (PAS).	4.6
I was able to locate the materials for the Supplemental Implementation Meetings (SIMs).	4.6
I find the information provided by the publicly available reports such as the Block Report, Block Report by Region, NPA/Rate Center Report, and the Pool Tracking Report on the website useful.	4.6
I find the capabilities on the website such as the ability to download and print publicly available reports useful, e.g., the Block Report, NPA/Rate Center Report, and the Pool Tracking Report.	4.6
Overall, I am satisfied with the pooling website.	4.7

The 2010 survey responses demonstrate significant satisfaction with PA performance. Following, in Table 8-9, are some of the comments that supported this:

**Table 8-9**  
**Pooling Survey Comments**

“I appreciate all of the Pooling Administrators hard work. They all do a wonderful job and enjoy working with them.”

“The supervisors, personnel and general Administration have consistently provided timely, accurate and helpful information and are very much appreciated.”

“In dealing with all the PAS Administrators, I only encounter knowledge, courtesy, patience and eagerness to help. They are ALL extremely kind and it’s a pleasure to work with them. Thank you!!!”

“Great staff and always very helpful.”

“Love dealing with the Pooling people. They are always helpful and are the most pleasant people I deal with on a daily basis!!!!”

“I am extremely satisfied with the quality of service currently being provided, not sure there is any area of improvement needed.”

“Very pleased with the support provided by the PA. The entire staff is to be commended on their professionalism. Nice touch on adding the note on the survey form letting all know that they can submit comments and suggestions for improvement at any time and then including the email address of PAS ideas. “

### **8.7. Help Desk**

The Customer Support Representative (CSR or Help Desk) is the human interface between the PAS and our customers. The Help Desk responds to both internal and external questions and requests for technical support, and attempts to promptly confirm the cause of a problem.

The CSR:

- Works with carriers to troubleshoot problems over the phone and at the desktop, to assist in resolving technical problems;
- Answers a variety of inquiries from customers, including questions regarding use of forms and the PAS, and assists users with locating documentation; and
- Creates, deletes, and maintains user accounts and passwords.

In 2010, the CSR handled 3,084 calls from customers, which is a 9% decrease from 3,400 in 2009. We attribute the decrease in calls to our ongoing educational efforts, Tips of the Month, and the popular training videos that we developed this year. Table 8-10 shows the numbers of calls to the Help Desk by year since 2006.

**Table 8-10**  
**Number of Help Desk Calls by Year from 2006 through 2010**

Year	Number Of Help Desk Calls
2006	5,200
2007	3,900
2008	4,897
2009	3,400
2010	3,084

**8.8. Trouble Tickets in 2010**

**8.8.1. Trouble Tickets Opened in 2010**

In 2010, the PA opened 15 trouble tickets, as shown in Table 8-11. We report trouble tickets details each month in the “Monthly Pooling Metrics Report.”

There are six reasons for opening a trouble ticket, as specified in Section 2.22.4 of the Pooling Work Statement:

- ◆ PAS deficiency
- ◆ Website deficiency
- ◆ Facsimile deficiency
- ◆ Voicemail deficiency
- ◆ Email deficiency
- ◆ Contractor ISP deficiency

Of the 15 trouble tickets opened by the PA in 2010, 13 were due to a PAS deficiency, one was a website deficiency, and one was a voicemail deficiency. In each case, we promptly developed workarounds while the issue was being fixed so that no customer was unable to perform a desired function. At no time was any user’s information compromised.

**Table 8-11**  
**Trouble Tickets Opened in 2010**

Ticket Number	Date Opened	Type
1468	2/26/2010	PAS Deficiency
1469	3/16/2010	PAS Deficiency
1470	3/22/2010	PAS Deficiency
1471	3/23/2010	PAS Deficiency
1472	4/6/2010	PAS Deficiency
1473	4/14/2010	PAS Deficiency
1474	5/5/2010	PAS Deficiency
1475	5/18/2010	PAS Deficiency
1476	5/27/2010	PAS Deficiency
1477	8/13/2010	Website Deficiency

Ticket Number	Date Opened	Type
1478	10/7/2010	PAS Deficiency
1479	10/8/2010	PAS Deficiency
1480	10/15/2010	PAS Deficiency
1481	10/21/2010	Voicemail Deficiency
1482	12/6/2010	PAS Deficiency

### 8.8.2. Trouble Tickets Closed in 2010

In 2010, the PA closed 16 trouble tickets. Information in the Table 8-12 below shows when each ticket was closed, and the amount of time each trouble ticket was open.

**Table 8-12**  
**Trouble Tickets Closed in 2010**

Ticket Number	Date Opened	Date Closed	Days/Hours Opened
1466	11/5/2009	1/15/2010	71 days 11 hours and 3 minutes
1467	12/7/2009	1/15/2010	39 days 17 hours and 11 minutes
1468	2/26/2010	6/11/2010	105 days 10hours and 17 minutes
1469	3/16/2010	6/11/2010	87 days 4 hours and 44 minutes
1470	3/22/2010	6/11/2010	81 days 9 hours and 6 minutes
1471	3/23/2010	6/11/2010	80 days 7hours and 39 minutes
1472	4/6/2010	6/11/2010	66 days 10 hours and 34 minutes
1473	4/14/2010	4/15/2010	1 day 1 hour and 43 minutes
1474	5/5/2010	6/11/2010	37 days 13 hours and 21 minutes
1475	5/18/2010	5/19/2010	18 hours and 40 minutes
1476	5/27/2010	6/11/2010	15 days 7 hours and 13 minutes
1477	8/13/2010	8/13/2010	21 minutes
1478	10/7/2010	11/19/2010	43 days 8 hours and 26 minutes
1479	10/8/2010	11/19/2010	42 days 12 hours 5 minutes
1480	10/15/2010	10/18/2010	3 days 5 hours and 23 minutes
1481	10/21/2010	10/22/2010	23 hours and 58 minutes

Table 8-13 shows the total number of trouble tickets opened, by year, since 2006.

**Table 8-13**  
**Number of Trouble Tickets from 2006 through 2010**

Year	Number Of Trouble Tickets
2006	18
2007	8
2008	28

Year	Number Of Trouble Tickets
2009	11
2010	15

## 9. Section 9 - Volume of Reports Produced in 2010 Aggregated by Regulatory Agency, NANC, NANPA, and Service Providers

This section provides the total number of non-standard reports sent to the FCC and state regulatory agencies (See Section 9.1), and the total number of non-standard reports provided to NANC, NANPA, and service providers (See Section 9.2). In addition, Section 9.3 summarizes the number of ad hoc reports we produced in 2010. These totals do not include standard reports that were obtained directly from the Pooling Administration website and/or the Pooling Administration System (PAS) by service providers and regulators, or the 16 metrics reports that are only posted to the website.

### 9.1. Total Number of Non-Standard Reports Produced for FCC and State Regulatory Agencies

Regulatory Agency	Total Number of Reports
FCC	89
States	688
<b>Total</b>	<b>777</b>

The total number of reports above includes:

- FCC: Contract Data Requirements List (CDRL), *ad hoc*, and other contract reporting requirements.
- States: pooling status, reclamation, educational sessions, and miscellaneous *ad hoc* reports.

### 9.2. Total Number Of Non-Standard Reports Produced For NANC, NANPA And Service Providers

Group	Total Number of Reports
NANC	16
NANPA	29
Service Providers	96
<b>Total</b>	<b>141</b>

The total number of reports above includes:

- NANC: Meeting reports for February, May, October and December
- NANPA: Reports for NANPA industry meetings and two NRUF-cycle reports.

Service providers: Rate center change reports, implementation meeting reports, monthly meeting reports to the NOWG, and miscellaneous *ad hoc* reports.

### 9.3. Volume of Ad Hoc Reports Produced

Pursuant to CDRL 4.6.5 per Section 2.22.4.5 (as modified by Contract Modification #3), the PA reports each month how many ad hoc reports it has produced by category. The total number of *ad hoc* reports by group includes:

- FCC: reports provided to the FCC other than those specified in the contract.
- States: reports provided to state regulators that are not directly obtained from the PAS or specified in the contract, such as pooling status, and other miscellaneous reports.
- Service providers: reports requested by service providers that are neither specified in the contract, nor directly obtained from the PAS.
- Other: reports not covered above, such as reports specially requested by the NANC or the NOWG other than those provided for regular meetings.

Table 9-1 summarizes the total number of ad hoc reports produced by the PA between January 1 and December 31, 2010:

**Table 9-1  
Total Number of 2010 Ad Hoc Reports**

Group	Total Number of <i>Ad Hoc</i> Reports
FCC	3
States	26
Service Providers	17
Other	13
<b>Total</b>	<b>59</b>

## 10. Section 10 - Trends in Pooling Since 2006

When Neustar began administering number pooling trials in 1998, nearly every NPA was experiencing acceleration of exhaust dates. Many required extraordinary jeopardy procedures<sup>7</sup> to maintain enough resources until relief was implemented.

When state pooling trials began in 1999, there were 73 NPAs in jeopardy. There are currently 17 NPAs in a jeopardy status and only two of these, Illinois 217 and Pennsylvania 570, have been declared in jeopardy since the rollout of national thousands-block number pooling began in 2002.

The PA calculates that 48,790 NXXs have been saved by pooling, which is the equivalent of more than 61 NPAs. (See Section 10.1 below for further details)

Since the PA began the national rollout of thousands-block number pooling in March 2002, participation in pooling has dramatically increased. This increase can be attributed to the completion of the national rollout, the addition of wireless to pooling in November 2002, new service offerings, modifications to the rate area designations as a result of OMB changes to the MSA lists, service providers voluntarily pooling in optional rate areas, implementation of additional delegated authority, and regulatory enforcement. (See 10.5 below for further details)

### 10.1. NXXs Saved by Pooling

Table 10-1 illustrates by NPA complex<sup>8</sup> the 48,790 NXXs that have been saved in 50 states and the District of Columbia and Puerto Rico

<sup>7</sup> NANPA declares “jeopardy” in area codes for which the supply of NXXs could exhaust before relief can be provided

<sup>8</sup> An NPA complex is the combination of all NPAs tied to any specific geographic rate center, including overlay NPAs.

with number pooling. NXXs have been saved in all NPA areas.

**Table 10-1  
NXXS SAVED BY POOLING**

NPA	State	Total of NXXs Saved
201/551	NJ	264
202	DC	18
203/475	CT	220
205	AL	170
206	WA	43
207	ME	412
208	ID	192
209	CA	240
210	TX	21
212/646/917	NY	28
213	CA	57
214/469/972	TX	345
215/267	PA	374
216	OH	40
217	IL	269
218	MN	187
219	IN	208
224/847	IL	500
225	LA	103
228	MS	51
229	GA	93
231	MI	295
234/330	OH	399
239	FL	81
240/301	MD	455
248/947	MI	303
251	AL	95
252	NC	191
253	WA	111
254	TX	90
256/938	AL	221
260	IN	229
262	WI	281
269	MI	332



NPA	State	Total of NXXs Saved
270	KY	215
276	VA	121
281/713/832	TX	316
302	DE	240
303/720	CO	86
304/681	WV	438
305	FL	18
305/786	FL	59
307	WY	116
308	NE	35
309	IL	177
310/424	CA	315
312/872	IL	20
313	MI	92
314	MO	59
315	NY	412
316	KS	49
317	IN	202
318	LA	164
319	IA	134
320	MN	200
321	FL	37
321/407	FL	136
323	CA	186
325	TX	46
331/630	IL	291
334	AL	191
336	NC	188
337	LA	134
339/781	MA	367
347/718/917	NY	171
347/718	NY	32
351/978	MA	468
352	FL	207
360	WA	289
361	TX	181
385/801	UT	143
386	FL	127
401	RI	129
402	NE	123

NPA	State	Total of NXXs Saved
404/470/678	GA	25
405	OK	190
406	MT	252
408	CA	145
409	TX	101
410/443	MD	685
412/878	PA	196
413	MA	282
414	WI	32
415	CA	163
417	MO	268
419/567	OH	395
423	TN	203
425	WA	119
430/903	TX	231
432	TX	49
434	VA	131
435	UT	116
440	OH	204
442/760	CA	531
458/541	OR	395
470/678/770	GA	273
478	GA	78
479	AR	61
480	AZ	20
484/610	PA	658
501	AR	101
502	KY	98
503/971	OR	215
504	LA	29
505	NM	114
507	MN	219
508/774	MA	753
509	WA	255
510	CA	169
512	TX	197
513	OH	104
515	IA	161
516	NY	118
517	MI	267

NPA	State	Total of NXXs Saved
518	NY	344
520	AZ	67
530	CA	379
534/715	WI	134
540	VA	281
559	CA	222
561	FL	99
562	CA	120
563	IA	84
570	PA	412
571/703	VA	179
573	MO	293
574	IN	165
575	NM	120
580	OK	135
585	NY	316
586	MI	147
601/769	MS	221
602	AZ	11
603	NH	608
605	SD	87
606	KY	108
607	NY	215
608	WI	137
609	NJ	400
612	MN	19
614	OH	134
615	TN	210
616	MI	285
617/857	MA	227
618	IL	335
619	CA	127
620	KS	196
623	AZ	14
626	CA	148
631	NY	419
636	MO	204
641	IA	161
650	CA	195
651	MN	76

NPA	State	Total of NXXs Saved
657/714	CA	226
660	MO	134
661	CA	207
662	MS	417
682/817	TX	217
701	ND	63
702	NV	32
704/980	NC	309
706/762	GA	230
707	CA	454
708	IL	334
712	IA	128
716	NY	285
717	PA	351
719	CO	132
724/878	PA	543
727	FL	59
731	TN	146
732/848	NJ	441
734	MI	350
740	OH	359
747/818	CA	268
754/954	FL	71
757	VA	180
763	MN	41
765	IN	265
772	FL	102
773/872	IL	117
775	NV	139
779/815	IL	556
785	KS	211
787/939	PR	79
802	VT	307
803	SC	220
804	VA	241
805	CA	364
806	TX	73
808	HI	28
810	MI	309
812	IN	216

NPA	State	Total of NXXs Saved
813	FL	114
814	PA	373
816	MO	148
828	NC	198
830	TX	228
831	CA	142
843	SC	189
845	NY	503
850	FL	191
856	NJ	319
858	CA	103
859	KY	111
860	CT	270
862/973	NJ	481
863	FL	128
864	SC	253
865	TN	144
870	AR	127
901	TN	51
904	FL	123
906	MI	76
907	AK	3
908	NJ	262
909	CA	269
910	NC	249
912	GA	90
913	KS	64
914	NY	232
915	TX	34
916	CA	159
918	OK	199
919	NC	209
920	WI	333
925	CA	209
928	AZ	92
931	TN	236
936	TX	80
937	OH	331
940	TX	87
941	FL	113

NPA	State	Total of NXXs Saved
949	CA	114
951	CA	278
952	MN	35
956	TX	172
970	CO	277
979	TX	124
985	LA	217
989	MI	377

## 10.2. Trends in Thousands-Block Number Pooling

This section contains summaries of thousands-block number pooling statistics since 2006.

### 10.2.1. Pooling Charts

The following charts contain pooling statistics that illustrate the productivity trends of the PA between 2006 and 2010. Table 10-2 shows NXXs opened for LRNs, dedicated customers, and pool replenishment, as well as blocks assigned by the PA during that year, total assigned blocks in the PAS at year end and total applications processed at year end (Part 3s). Figures 8 through 13 are graphic representations of each individual category.

**Table 10-2**  
**Pooling Activity from 2006 through 2010 At-A-Glance**

	<b>2006 Statistics</b>	<b>2007 Statistics</b>	<b>2008 Statistics</b>	<b>2009 Statistics</b>	<b>2010 Statistics</b>
NXXs Opened for LRNs	968	689	879	553	688
NXXs Opened for Dedicated Customers	128	178	137	129	134
NXXs Opened for Pool Replenishment	2,006	1,802	1,555	1,273	1,845
Blocks Assigned by PA During Year	62,606	46,796	47,898	34,364	46,472
Total Assigned Blocks in PAS at Year End	162,234	190,721	229,336	253,087	291,010
Applications Processed	127,965	115,982	108,835	87,781	102,368

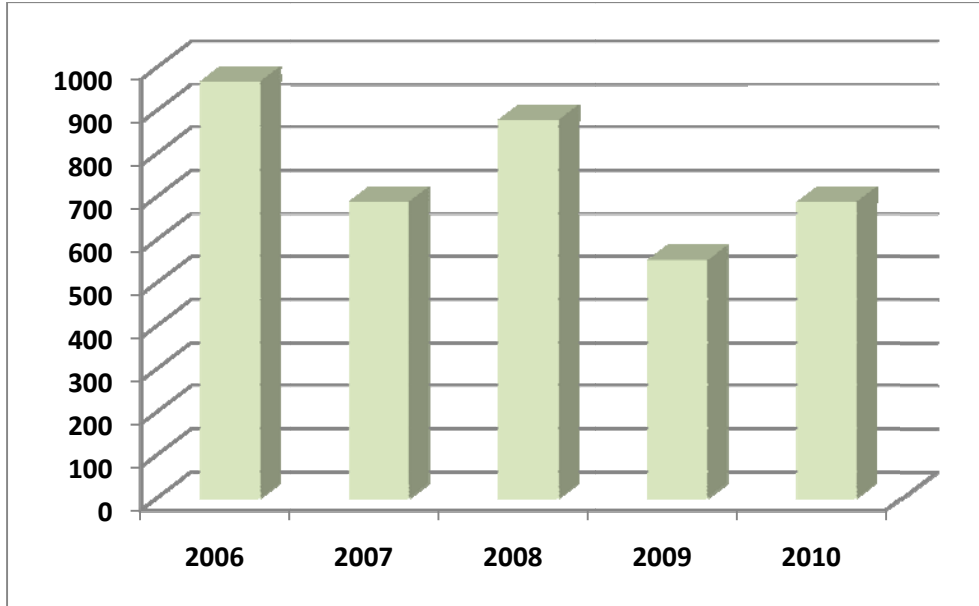


Figure 8: CO Codes Opened for LRNs from 2006 through 2010

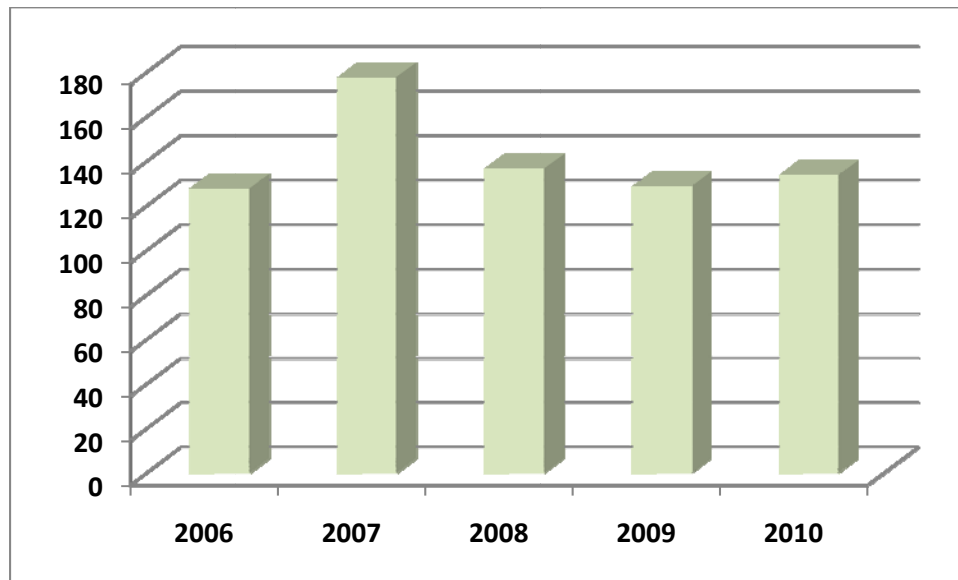


Figure 9: CO Codes Opened for Dedicated Customers from 2006 through 2010

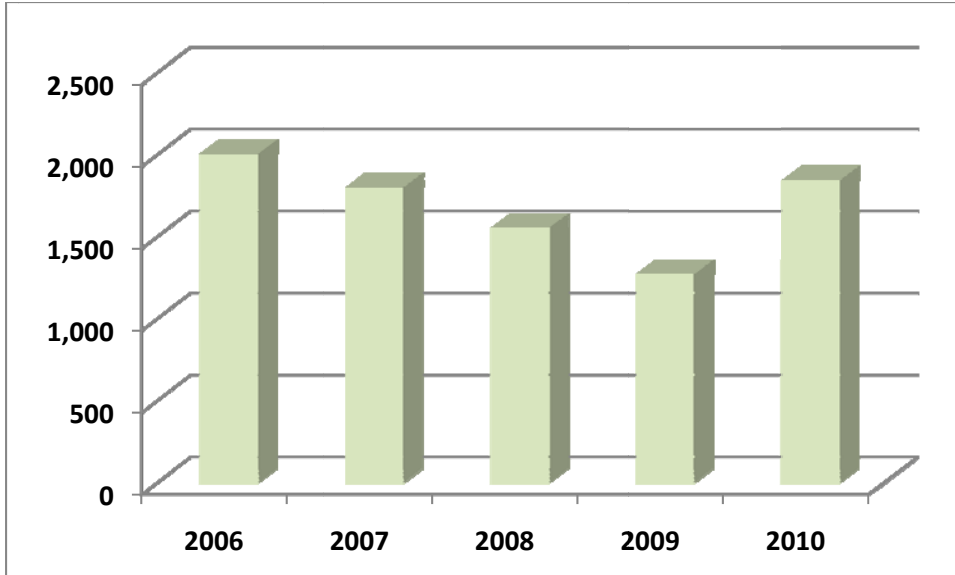


Figure 10: CO Codes Opened for Pool Replenishment from 2006 through 2010

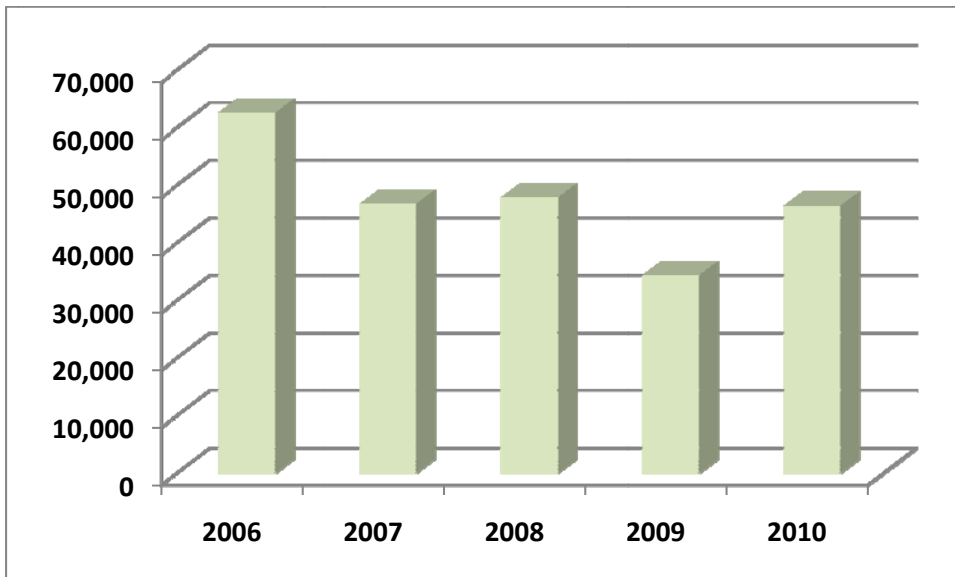


Figure 11: Blocks Assigned During Years from 2006 through 2010

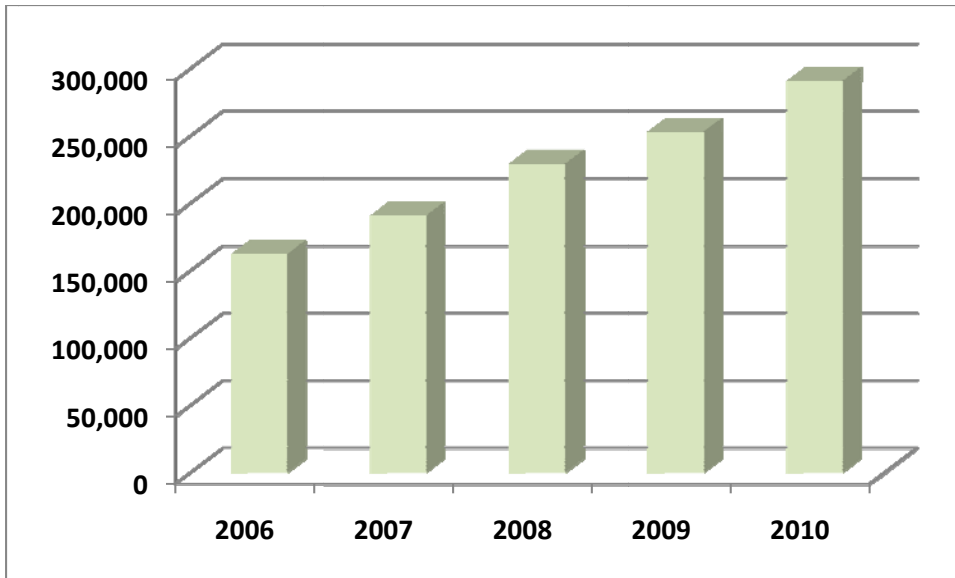


Figure 12: Assigned Blocks at End of Years 2006 through 2010

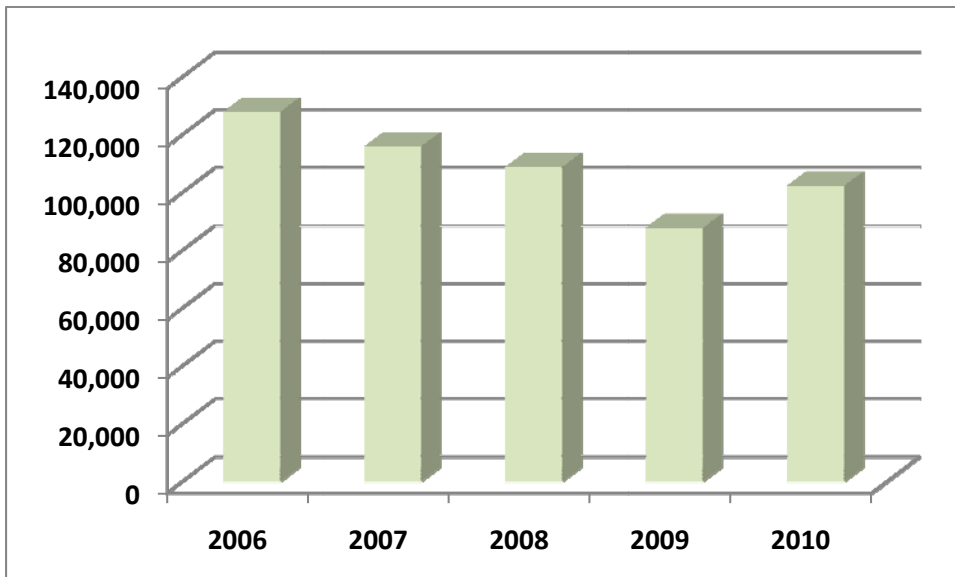


Figure 13: Applications (Part 3s) Processed from Years 2006 through 2010

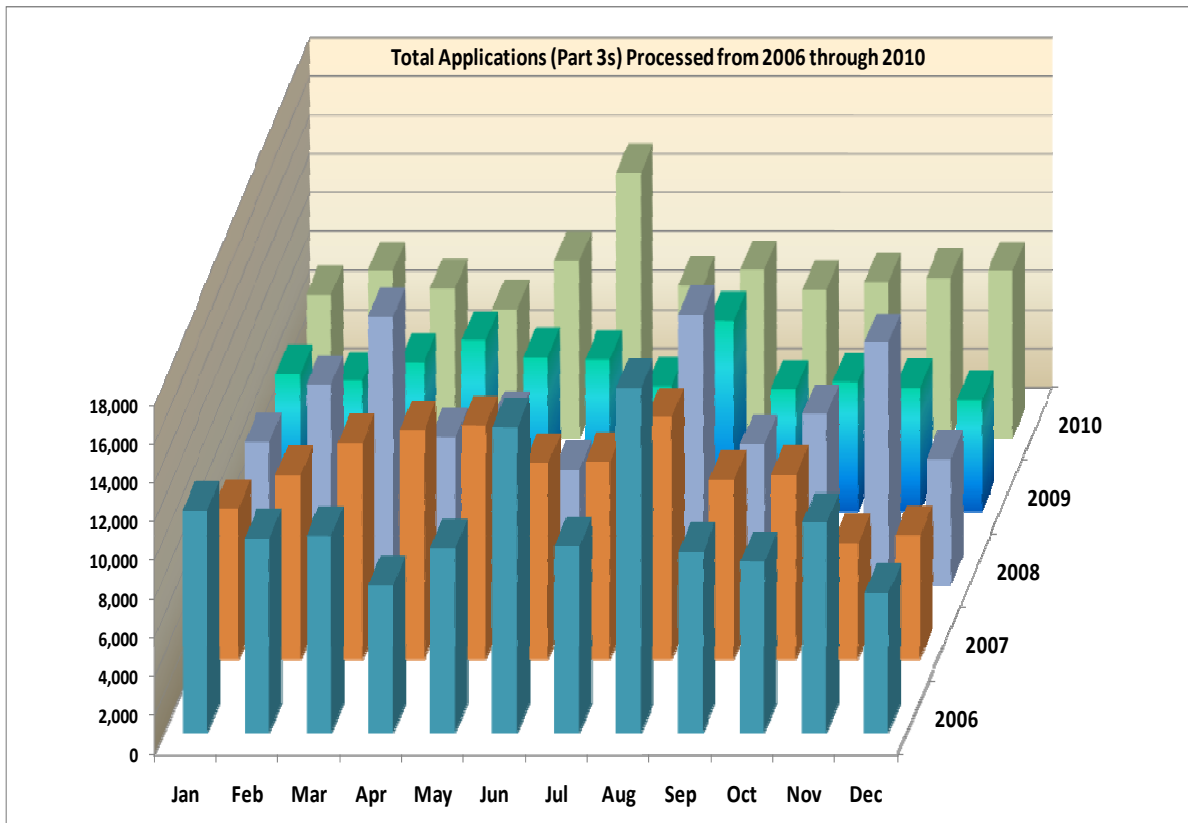
**10.2.2. Total Applications Processed (Part 3s) from 2006 through 2010**

The total number of applications (Part 3s) processed is the best measure of the actual processing work performed by the pooling administrators. Although a large majority of applications for numbering resources are processed and approved immediately, some are suspended for future action, and some are withdrawn or denied entirely. Each of these activities generates a Part 3.

The following charts contain the total numbers of Part 3s processed from 2006 through 2010.

**Table 10-3**  
**Total Applications Processed (Part 3s) Since 2006**

	2006	2007	2008	2009	2010
Jan	11,439	7,732	7,365	7,095	7,402
Feb	10,001	9,472	10,356	6,761	8,626
Mar	10,150	11,112	13,868	7,700	7,717
Apr	7,588	11,801	7,631	8,841	6,659
May	9,501	12,044	8,506	7,986	9,124
Jun	15,737	10,110	5,965	7,856	13,687
Jul	9,590	10,171	6,071	6,499	7,865
Aug	17,778	12,468	13,968	9,853	8,677
Sep	9,319	9,228	7,267	6,319	7,648
Oct	8,831	9,488	8,819	6,708	8,061
Nov	10,826	5,967	12,524	6,390	8,269
Dec	7,205	6,389	6,495	5,773	8,633
<b>TOTAL</b>	<b>127,965</b>	<b>115,982</b>	<b>108,835</b>	<b>87,781</b>	<b>102,368</b>

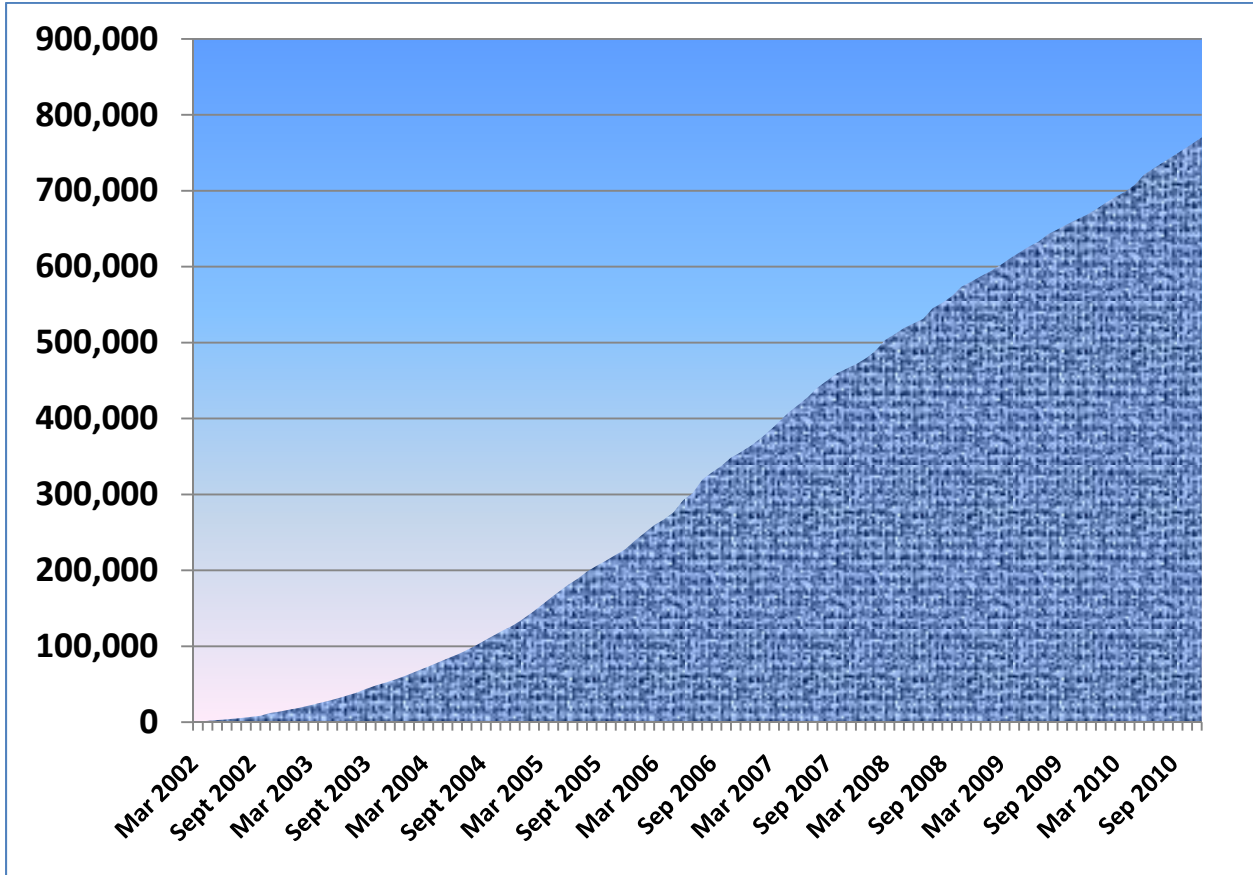


**Figure 14: Total Applications (Part 3s) Processed from 2006 through 2010**



**10.2.3. Cumulative Thousands Blocks Assigned Since 2002**

The following graph illustrates the cumulative number of total blocks assigned since 2002.



**Figure 15: Cumulative Pooling Administration Applications (Part 3s) from March 2002 through December 2010**

**10.3. Trends in Thousands-Block Pooling By State and NPA from 2006 through 2010**

The following charts identify the states and NPAs with the highest activity levels for applications, assignments, and reclamation during the past five years.

**Table 10-4**  
**Number of Applications for all States from 2006 through 2010 (Part 3s) Sorted by State**

State	2006	2007	2008	2009	2010	Totals
AK	2	3	67	49	243	364
AL	2,352	1,488	1,584	1,567	2,088	9,079
AR	733	547	1,588	675	904	4,447
AZ	1,622	1,386	1,548	942	1,682	7,180
CA	14,338	11,888	9,893	13,193	13,304	62,616
CO	1,138	1,070	1,538	1,062	1,445	6,253
CT	964	1,020	1,512	611	1,324	5,431
DC	370	359	463	282	311	1,785
DE	489	419	336	300	563	2,107
FL	7,581	6,977	4,955	4,771	5,872	30,156
GA	2,604	2,402	2,342	2,475	3,181	13,004
HI	136	215	213	83	347	994
IA	659	874	704	612	1,447	4,296
ID	430	370	376	408	531	2,115
IL	4,428	5,018	5,121	3,590	4,543	22,700
IN	2,377	1,686	2,333	1,372	1,625	9,393
KS	840	779	1,150	1,173	1,276	5,218
KY	2,036	2,178	951	925	587	6,677
LA	2,411	2,135	1,186	1,040	1,670	8,442
MA	4,355	2,797	3,202	1,394	2,141	13,889
MD	2,216	2,155	2,167	1,500	1,535	9,573
ME	343	644	1,593	469	321	3,370
MI	5,801	3,655	3,399	3,183	3,864	19,902
MN	1,247	1,424	1,363	1,752	1,786	7,572
MO	2,507	1,881	3,196	1,835	1,388	10,807
MS	1,165	669	1,057	757	1,069	4,717
MT	145	131	177	154	427	1,034
NC	3,447	2,602	2,650	2,489	3,419	14,607
ND	101	87	90	59	201	538
NE	372	467	636	619	817	2,911
NH	417	466	1,379	292	264	2,818
NJ	3,403	4,296	3,824	1,652	2,477	15,652
NM	388	375	515	894	693	2,865
NV	1,055	856	793	382	917	4,003
NY	7,032	9,902	7,654	6,792	6,804	38,184
OH	4,155	3,390	4,122	3,607	4,107	19,381
OK	899	748	2,241	1,054	1,044	5,986
OR	1,081	1,174	1,303	1,150	1,071	5,779
PA	5,113	5,431	6,223	3,573	3,541	23,881
PR	173	345	387	592	844	2,341
RI	429	351	356	155	104	1,395

State	2006	2007	2008	2009	2010	Totals
SC	1,337	1,066	1,530	1,461	1,818	7,212
SD	87	164	137	160	213	761
TN	2,803	2,341	1,436	1,930	2,401	10,911
TX	9,596	7,914	9,004	6,845	7,883	41,242
UT	687	1,310	427	720	859	4,003
VA	2,274	2,476	2,631	2,717	2,576	12,674
VT	211	152	949	371	262	1,945
WA	2,243	2,627	1,696	1,358	1,295	9,219
WI	1,477	1,387	1,768	1,364	1,716	7,712
WV	414	739	802	681	374	3,010
WY	74	67	99	111	,171	522
<b>Totals</b>	<b>112,557</b>	<b>104,903</b>	<b>106,666</b>	<b>87,202</b>	<b>101,345</b>	<b>512,673</b>

**Table 10-5**  
**Number of Applications for all States from 2006 through 2010 (Part 3s) Sorted by Total**

Rank	State	2006	2007	2008	2009	2010	Totals
1	CA	14,338	11,888	9,893	13,193	13,304	62,616
2	TX	9,596	7,914	9,004	6,845	7,883	41,242
3	NY	7,032	9,902	7,654	6,792	6,804	38,184
4	FL	7,581	6,977	4,955	4,771	5,872	30,156
5	PA	5,113	5,431	6,223	3,573	3,541	23,881
6	IL	4,428	5,018	5,121	3,590	4,543	22,700
7	MI	5,801	3,655	3,399	3,183	3,864	19,902
8	OH	4,155	3,390	4,122	3,607	4,107	19,381
9	NJ	3,403	4,296	3,824	1,652	2,477	15,652
10	NC	3,447	2,602	2,650	2,489	3,419	14,607
11	MA	4,355	2,797	3,202	1,394	2,141	13,889
12	GA	2,604	2,402	2,342	2,475	3,181	13,004
13	VA	2,274	2,476	2,631	2,717	2,576	12,674
14	TN	2,803	2,341	1,436	1,930	2,401	10,911
15	MO	2,507	1,881	3,196	1,835	1,388	10,807
16	MD	2,216	2,155	2,167	1,500	1,535	9,573
17	IN	2,377	1,686	2,333	1,372	1,625	9,393
18	WA	2,243	2,627	1,696	1,358	1,295	9,219
19	AL	2,352	1,488	1,584	1,567	2,088	9,079
20	LA	2,411	2,135	1,186	1,040	1,670	8,442
21	WI	1,477	1,387	1,768	1,364	1,716	7,712
22	MN	1,247	1,424	1,363	1,752	1,786	7,572
23	SC	1,337	1,066	1,530	1,461	1,818	7,212
24	AZ	1,622	1,386	1,548	942	1,682	7,180
25	KY	2,036	2,178	951	925	587	6,677
26	CO	1,138	1,070	1,538	1,062	1,445	6,253

Rank	State	2006	2007	2008	2009	2010	Totals
27	OK	899	748	2,241	1,054	1,044	5,986
28	OR	1,081	1,174	1,303	1,150	1,071	5,779
29	CT	964	1,020	1,512	611	1,324	5,431
30	KS	840	779	1,150	1,173	1,276	5,218
31	MS	1,165	669	1,057	757	1,069	4,717
32	AR	733	547	1,588	675	904	4,447
33	IA	659	874	704	612	1,447	4,296
34	UT	687	1,310	427	720	859	4,003
35	NV	1,055	856	793	382	917	4,003
36	ME	343	644	1,593	469	321	3,370
37	WV	414	739	802	681	374	3,010
38	NE	372	467	636	619	817	2,911
39	NM	388	375	515	894	693	2,865
40	NH	417	466	1,379	292	264	2,818
41	PR	173	345	387	592	844	2,341
42	ID	430	370	376	408	531	2,115
43	DE	489	419	336	300	563	2,107
44	VT	211	152	949	371	262	1,945
45	DC	370	359	463	282	311	1,785
46	RI	429	351	356	155	104	1,395
47	MT	145	131	177	154	427	1,034
48	HI	136	215	213	83	347	994
49	SD	87	164	137	160	213	761
50	ND	101	87	90	59	201	538
51	WY	74	67	99	111	171	522
52	AK	2	3	67	49	243	364
	Totals	112,557	104,903	106,666	87,202	101,345	512,673

Table 10-6

Total Number of Applications all NPAs for from 2006 through 2010 (Part 3s) Sorted by NPA

NPA	State	2006	2007	2008	2009	2010	Total
201	NJ	558	720	583	250	508	2,619
202	DC	370	359	463	282	311	1,785
203	CT	436	600	733	305	533	2,607
205	AL	856	579	481	444	325	2,685
206	WA	337	278	226	178	174	1,193
207	ME	343	644	1,593	469	321	3,370
208	ID	430	370	376	408	531	2,115
209	CA	551	271	418	335	582	2,157
210	TX	909	469	475	301	504	2,658
212	NY	47	48	43	86	95	319
213	CA	201	255	265	293	295	1,309

NPA	State	2006	2007	2008	2009	2010	Total
214	TX	692	442	512	450	381	2,477
215	PA	403	446	606	198	212	1,865
216	OH	170	195	156	395	610	1,526
217	IL	304	339	502	305	279	1,729
218	MN	130	206	183	336	374	1,229
219	IN	327	232	225	223	161	1,168
224	IL	555	533	625	379	412	2,504
225	LA	543	391	200	220	349	1,703
228	MS	146	81	131	74	117	549
229	GA	114	120	243	319	183	979
231	MI	162	235	121	220	479	1,217
234	OH	34	25	144	82	209	494
239	FL	348	283	264	237	352	1,484
240	MD	583	651	677	437	516	2,864
248	MI	1,137	560	492	370	412	2,971
251	AL	300	184	216	228	469	1,397
252	NC	239	220	234	283	475	1,451
253	WA	282	385	178	164	137	1,146
254	TX	280	294	386	281	340	1,581
256	AL	689	430	429	459	548	2,555
260	IN	289	222	253	281	285	1,330
262	WI	486	335	396	163	302	1,682
267	PA	794	830	761	761	570	3,716
269	MI	333	271	359	304	431	1,698
270	KY	600	439	346	343	283	2,011
276	VA	92	94	253	438	399	1,276
281	TX	777	729	514	351	413	2,784
301	MD	357	377	361	132	276	1,503
302	DE	489	419	336	300	563	2,107
303	CO	296	188	245	148	82	959
304	WV	414	739	802	650	316	2,921
305	FL	252	231	270	213	287	1,253
307	WY	74	67	99	111	171	522
308	NE	61	44	49	174	45	373
309	IL	169	313	236	220	408	1,346
310	CA	775	258	192	525	171	1,921
312	IL	195	326	315	137	418	1,391
313	MI	759	412	422	323	402	2,318
314	MO	322	335	476	128	184	1,445
315	NY	420	685	652	230	713	2,700
316	KS	168	121	163	220	133	805
317	IN	472	295	510	282	394	1,953
318	LA	510	622	351	262	441	2,186

NPA	State	2006	2007	2008	2009	2010	Total
319	IA	115	189	105	104	393	906
320	MN	171	208	158	136	250	923
321	FL	453	416	177	225	298	1,569
323	CA	878	885	896	878	565	4,102
325	TX	121	152	250	146	155	824
330	OH	542	418	674	541	657	2,832
331	IL	0	58	176	264	163	661
334	AL	507	295	458	436	746	2,442
336	NC	531	476	416	558	537	2,518
337	LA	471	507	182	149	274	1,583
339	MA	178	86	81	28	43	416
347	NY	1,427	2,204	1,658	2,458	1,653	9,400
352	FL	502	549	290	561	363	2,265
360	WA	500	777	379	383	372	2,411
361	TX	280	275	352	235	183	1,325
385	UT	0	0	2	75	80	157
386	FL	365	368	200	188	158	1,279
401	RI	429	351	356	155	104	1,395
402	NE	311	423	587	445	772	2,538
404	GA	373	237	400	363	560	1,933
405	OK	333	325	772	343	403	2,176
406	MT	145	131	177	154	427	1,034
407	FL	837	699	346	259	438	2,579
408	CA	471	258	377	823	527	2,456
409	TX	215	224	251	139	261	1,090
410	MD	346	289	258	82	109	1,084
412	PA	344	358	450	213	227	1,592
413	MA	274	237	392	172	337	1,412
414	WI	166	166	303	136	190	961
415	CA	374	291	230	664	519	2,078
417	MO	414	276	749	522	240	2,201
419	OH	425	386	474	338	487	2,110
423	TN	461	377	387	693	771	2,689
424	CA	367	674	512	342	519	2,414
425	WA	359	597	222	211	239	1,628
430	TX	0	12	13	13	31	69
432	TX	101	130	170	215	150	766
434	VA	101	136	229	279	299	1,044
435	UT	175	604	104	152	428	1,463
440	OH	611	424	439	435	503	2,412
442	CA	0	0	0	1	37	38
443	MD	930	838	871	849	634	4,122
469	TX	425	257	350	427	291	1,750

NPA	State	2006	2007	2008	2009	2010	Total
470	GA	5	0	0	12	84	101
475	CT	0	0	0	8	44	52
478	GA	93	123	170	164	139	689
479	AR	224	196	502	164	223	1,309
480	AZ	455	314	496	249	335	1,849
484	PA	842	787	846	433	582	3,490
501	AR	266	181	590	253	440	1,730
502	KY	635	773	229	153	141	1,931
503	OR	498	538	534	484	302	2,356
504	LA	411	304	203	245	403	1,566
505	NM	248	230	353	696	389	1,916
507	MN	287	358	189	208	442	1,484
508	MA	803	542	522	212	290	2,369
509	WA	765	590	691	422	373	2,841
510	CA	357	237	268	674	407	1,943
512	TX	655	621	617	392	574	2,859
513	OH	431	355	305	346	263	1,700
515	IA	160	221	239	225	282	1,127
516	NY	463	679	412	217	291	2,062
517	MI	353	300	298	214	353	1,518
518	NY	437	490	623	232	537	2,319
520	AZ	344	333	239	226	432	1,574
530	CA	528	231	288	324	799	2,170
540	VA	279	452	588	473	401	2,193
541	OR	503	494	678	462	603	2,740
551	NJ	31	94	120	24	27	296
559	CA	553	263	418	383	557	2,174
561	FL	507	379	230	273	412	1,801
562	CA	574	454	375	563	270	2,236
563	IA	93	97	45	62	212	509
567	OH	156	124	195	183	376	1,034
570	PA	277	618	704	560	589	2,748
571	VA	333	485	504	581	494	2,397
573	MO	695	465	931	408	196	2,695
574	IN	253	217	293	162	221	1,146
575	NM	140	145	162	198	304	949
580	OK	211	139	616	283	262	1,511
585	NY	453	576	384	358	518	2,289
586	MI	496	366	361	481	152	1,856
601	MS	381	285	399	209	478	1,752
602	AZ	284	145	382	234	170	1,215
603	NH	417	466	1,379	292	264	2,818
605	SD	87	164	137	160	213	761

NPA	State	2006	2007	2008	2009	2010	Total
606	KY	331	510	156	215	56	1,268
607	NY	176	334	266	137	301	1,214
608	WI	184	290	347	259	391	1,471
609	NJ	422	468	575	330	353	2,148
610	PA	351	360	416	158	181	1,466
612	MN	83	116	194	136	210	739
614	OH	447	394	398	356	306	1,901
615	TN	851	624	359	419	569	2,822
616	MI	319	285	301	306	379	1,590
617	MA	561	334	401	167	282	1,745
618	IL	460	331	354	234	240	1,619
619	CA	762	414	285	428	478	2,367
620	KS	205	202	258	337	273	1,275
623	AZ	255	223	255	130	192	1,055
626	CA	530	407	330	573	331	2,171
630	IL	531	698	480	193	381	2,283
631	NY	561	969	522	510	536	3,098
636	MO	337	277	373	105	211	1,303
641	IA	168	206	139	103	239	855
646	NY	894	1349	880	1107	521	4,751
650	CA	274	279	267	474	424	1,718
651	MN	191	227	298	312	200	1,228
657	CA	0	0	50	82	224	356
660	MO	198	150	319	274	210	1,151
661	CA	547	459	391	379	496	2,272
662	MS	620	251	386	387	359	2,003
678	GA	1,163	968	658	640	815	4,244
681	WV	0	0	0	31	58	89
682	TX	121	174	155	206	165	821
701	ND	101	87	90	59	201	538
702	NV	775	713	634	225	616	2,963
703	VA	393	253	227	131	172	1,176
704	NC	1,177	826	553	517	437	3,510
706	GA	498	558	360	529	570	2,515
707	CA	671	411	362	536	792	2,772
708	IL	528	498	605	416	468	2,515
712	IA	123	161	176	118	321	899
713	TX	288	304	368	95	265	1,320
714	CA	666	1248	505	794	412	3,625
715	WI	205	211	233	448	320	1,417
716	NY	393	541	445	332	480	2,191
717	PA	619	784	899	380	333	3,015
718	NY	418	589	388	322	72	1,789



NPA	State	2006	2007	2008	2009	2010	Total
719	CO	188	233	284	164	331	1,200
720	CO	239	220	725	487	563	2,234
724	PA	1,145	736	972	385	392	3,630
727	FL	278	385	154	285	313	1,415
731	TN	265	265	90	76	117	813
732	NJ	576	788	680	198	413	2,655
734	MI	887	576	285	246	380	2,374
740	OH	1,020	679	758	411	435	3,303
747	CA	0	0	0	4	68	72
754	FL	30	25	33	37	72	197
757	VA	580	541	386	415	408	2,330
760	CA	967	625	510	450	1002	3,554
762	GA	0	0	33	67	198	298
763	MN	219	148	178	362	210	1,117
765	IN	577	353	647	236	292	2,105
769	MS	18	52	141	87	115	413
770	GA	221	306	232	176	278	1,213
772	FL	405	179	108	162	245	1,099
773	IL	656	944	822	741	791	3,954
774	MA	701	449	442	134	329	2,055
775	NV	280	143	159	157	301	1,040
779	IL	3	46	132	69	97	347
781	MA	603	340	463	192	249	1,847
785	KS	135	146	417	449	594	1,741
786	FL	629	370	769	410	598	2,776
787	PR	170	240	247	364	435	1,456
801	UT	512	706	321	493	351	2,383
802	VT	211	152	949	371	262	1,945
803	SC	505	424	562	653	770	2,914
804	VA	496	515	444	400	403	2,258
805	CA	603	409	452	438	501	2,403
806	TX	157	199	264	360	341	1,321
808	HI	136	215	213	83	347	994
810	MI	596	328	333	194	247	1,698
812	IN	459	367	405	188	272	1,691
813	FL	470	667	362	376	345	2,220
814	PA	338	512	569	485	455	2,359
815	IL	639	640	429	378	503	2,589
816	MO	541	378	348	398	347	2,012
817	TX	617	378	560	253	337	2,145
818	CA	676	692	591	654	514	3,127
828	NC	330	211	277	148	283	1,249
830	TX	684	319	360	156	394	1,913

NPA	State	2006	2007	2008	2009	2010	Total
831	CA	234	121	251	290	271	1,167
832	TX	763	737	778	634	958	3,870
843	SC	362	319	509	449	462	2,101
845	NY	708	630	849	290	551	3,028
847	IL	388	292	445	224	269	1,618
848	NJ	28	46	106	23	91	294
850	FL	399	595	339	480	519	2,332
856	NJ	398	510	483	297	282	1,970
857	MA	358	197	279	199	163	1,196
858	CA	271	218	138	196	247	1,070
859	KY	470	456	220	214	107	1,467
860	CT	528	420	779	298	747	2,772
862	NJ	256	347	344	152	249	1,348
863	FL	489	440	239	299	283	1,750
864	SC	470	323	459	359	586	2,197
865	TN	310	222	256	228	331	1,347
870	AR	243	170	496	258	241	1,408
872	IL	0	0	0	30	114	144
901	TN	316	337	157	202	291	1,303
903	TX	529	433	722	810	569	3,063
904	FL	673	498	502	323	363	2,359
906	MI	87	51	102	183	78	501
907	AK	2	3	67	49	243	364
908	NJ	445	567	488	150	266	1,916
909	CA	749	874	428	640	497	3,188
910	NC	386	238	332	351	896	2,203
912	GA	137	90	246	205	354	1,032
913	KS	332	310	312	167	276	1,397
914	NY	524	540	294	253	333	1,944
915	TX	265	193	191	107	255	1,011
916	CA	506	326	312	374	599	2,117
917	NY	111	268	238	260	203	1,080
918	OK	355	284	853	428	379	2,299
919	NC	642	575	656	465	553	2,891
920	WI	436	385	489	358	513	2,181
925	CA	341	207	175	353	394	1,470
928	AZ	284	371	176	103	553	1,487
931	TN	600	516	187	312	322	1,937
936	TX	272	153	224	201	180	1,030
937	OH	319	390	579	520	261	2,069
939	PR	3	105	140	228	409	885
940	TX	242	115	212	218	222	1,009
941	FL	329	386	251	162	227	1,355

NPA	State	2006	2007	2008	2009	2010	Total
947	MI	348	23	20	11	7	409
949	CA	294	555	283	285	371	1,788
951	CA	618	566	324	438	435	2,381
952	MN	166	161	163	262	100	852
954	FL	615	507	421	281	599	2,423
956	TX	393	851	498	331	435	2,508
970	CO	415	429	284	263	469	1,860
971	OR	80	142	91	204	166	683
972	TX	501	279	473	298	338	1,889
973	NJ	689	756	445	228	288	2,406
978	MA	877	612	622	290	448	2,849
979	TX	309	174	309	226	141	1,159
980	NC	142	56	182	167	238	785
985	LA	476	311	250	164	203	1,404
989	MI	324	248	305	331	544	1,752
<b>Totals</b>		<b>112,557</b>	<b>104,903</b>	<b>106,666</b>	<b>87,202</b>	<b>101,345</b>	<b>512,673</b>

Table 10-7

Total Number of Applications for all NPAs from 2006 through 2010 (Part 3s) Sorted by NPA/Total

	NPA	State	2006	2007	2008	2009	2010	Total
1	347	NY	1,427	2,204	1,658	2,458	1,653	9,400
2	646	NY	894	1349	880	1107	521	4,751
3	678	GA	1,163	968	658	640	815	4,244
4	443	MD	930	838	871	849	634	4,122
5	323	CA	878	885	896	878	565	4,102
6	773	IL	656	944	822	741	791	3,954
7	832	TX	763	737	778	634	958	3,870
8	267	PA	794	830	761	761	570	3,716
9	724	PA	1,145	736	972	385	392	3,630
10	714	CA	666	1248	505	794	412	3,625
11	760	CA	967	625	510	450	1002	3,554
12	704	NC	1,177	826	553	517	437	3,510
13	484	PA	842	787	846	433	582	3,490
14	207	ME	343	644	1,593	469	321	3,370
15	740	OH	1,020	679	758	411	435	3,303
16	909	CA	749	874	428	640	497	3,188
17	818	CA	676	692	591	654	514	3,127
18	631	NY	561	969	522	510	536	3,098
19	903	TX	529	433	722	810	569	3,063
20	845	NY	708	630	849	290	551	3,028
21	717	PA	619	784	899	380	333	3,015
22	248	MI	1,137	560	492	370	412	2,971

	NPA	State	2006	2007	2008	2009	2010	Total
23	702	NV	775	713	634	225	616	2,963
24	304	WV	414	739	802	650	316	2,921
25	803	SC	505	424	562	653	770	2,914
26	919	NC	642	575	656	465	553	2,891
27	240	MD	583	651	677	437	516	2,864
28	512	TX	655	621	617	392	574	2,859
29	978	MA	877	612	622	290	448	2,849
30	509	WA	765	590	691	422	373	2,841
31	330	OH	542	418	674	541	657	2,832
32	615	TN	851	624	359	419	569	2,822
33	603	NH	417	466	1,379	292	264	2,818
34	281	TX	777	729	514	351	413	2,784
35	786	FL	629	370	769	410	598	2,776
36	860	CT	528	420	779	298	747	2,772
37	707	CA	671	411	362	536	792	2,772
38	570	PA	277	618	704	560	589	2,748
39	541	OR	503	494	678	462	603	2,740
40	315	NY	420	685	652	230	713	2,700
41	573	MO	695	465	931	408	196	2,695
42	423	TN	461	377	387	693	771	2,689
43	205	AL	856	579	481	444	325	2,685
44	210	TX	909	469	475	301	504	2,658
45	732	NJ	576	788	680	198	413	2,655
46	201	NJ	558	720	583	250	508	2,619
47	203	CT	436	600	733	305	533	2,607
48	815	IL	639	640	429	378	503	2,589
49	407	FL	837	699	346	259	438	2,579
50	256	AL	689	430	429	459	548	2,555
51	402	NE	311	423	587	445	772	2,538
52	336	NC	531	476	416	558	537	2,518
53	708	IL	528	498	605	416	468	2,515
54	706	GA	498	558	360	529	570	2,515
55	956	TX	393	851	498	331	435	2,508
56	224	IL	555	533	625	379	412	2,504
57	214	TX	692	442	512	450	381	2,477
58	408	CA	471	258	377	823	527	2,456
59	334	AL	507	295	458	436	746	2,442
60	954	FL	615	507	421	281	599	2,423
61	424	CA	367	674	512	342	519	2,414
62	440	OH	611	424	439	435	503	2,412
63	360	WA	500	777	379	383	372	2,411
64	973	NJ	689	756	445	228	288	2,406
65	805	CA	603	409	452	438	501	2,403

	<b>NPA</b>	<b>State</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Total</b>
66	571	VA	333	485	504	581	494	2,397
67	801	UT	512	706	321	493	351	2,383
68	951	CA	618	566	324	438	435	2,381
69	734	MI	887	576	285	246	380	2,374
70	508	MA	803	542	522	212	290	2,369
71	619	CA	762	414	285	428	478	2,367
72	904	FL	673	498	502	323	363	2,359
73	814	PA	338	512	569	485	455	2,359
74	503	OR	498	538	534	484	302	2,356
75	850	FL	399	595	339	480	519	2,332
76	757	VA	580	541	386	415	408	2,330
77	518	NY	437	490	623	232	537	2,319
78	313	MI	759	412	422	323	402	2,318
79	918	OK	355	284	853	428	379	2,299
80	585	NY	453	576	384	358	518	2,289
81	630	IL	531	698	480	193	381	2,283
82	661	CA	547	459	391	379	496	2,272
83	352	FL	502	549	290	561	363	2,265
84	804	VA	496	515	444	400	403	2,258
85	562	CA	574	454	375	563	270	2,236
86	720	CO	239	220	725	487	563	2,234
87	813	FL	470	667	362	376	345	2,220
88	910	NC	386	238	332	351	896	2,203
89	417	MO	414	276	749	522	240	2,201
90	864	SC	470	323	459	359	586	2,197
91	540	VA	279	452	588	473	401	2,193
92	716	NY	393	541	445	332	480	2,191
93	318	LA	510	622	351	262	441	2,186
94	920	WI	436	385	489	358	513	2,181
95	405	OK	333	325	772	343	403	2,176
96	559	CA	553	263	418	383	557	2,174
97	626	CA	530	407	330	573	331	2,171
98	530	CA	528	231	288	324	799	2,170
99	209	CA	551	271	418	335	582	2,157
100	609	NJ	422	468	575	330	353	2,148
101	817	TX	617	378	560	253	337	2,145
102	916	CA	506	326	312	374	599	2,117
103	208	ID	430	370	376	408	531	2,115
104	419	OH	425	386	474	338	487	2,110
105	302	DE	489	419	336	300	563	2,107
106	765	IN	577	353	647	236	292	2,105
107	843	SC	362	319	509	449	462	2,101
108	415	CA	374	291	230	664	519	2,078

	<b>NPA</b>	<b>State</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Total</b>
109	937	OH	319	390	579	520	261	2,069
110	516	NY	463	679	412	217	291	2,062
111	774	MA	701	449	442	134	329	2,055
112	816	MO	541	378	348	398	347	2,012
113	270	KY	600	439	346	343	283	2,011
114	662	MS	620	251	386	387	359	2,003
115	856	NJ	398	510	483	297	282	1,970
116	317	IN	472	295	510	282	394	1,953
117	802	VT	211	152	949	371	262	1,945
118	914	NY	524	540	294	253	333	1,944
119	510	CA	357	237	268	674	407	1,943
120	931	TN	600	516	187	312	322	1,937
121	404	GA	373	237	400	363	560	1,933
122	502	KY	635	773	229	153	141	1,931
123	310	CA	775	258	192	525	171	1,921
124	908	NJ	445	567	488	150	266	1,916
125	505	NM	248	230	353	696	389	1,916
126	830	TX	684	319	360	156	394	1,913
127	614	OH	447	394	398	356	306	1,901
128	972	TX	501	279	473	298	338	1,889
129	215	PA	403	446	606	198	212	1,865
130	970	CO	415	429	284	263	469	1,860
131	586	MI	496	366	361	481	152	1,856
132	480	AZ	455	314	496	249	335	1,849
133	781	MA	603	340	463	192	249	1,847
134	561	FL	507	379	230	273	412	1,801
135	718	NY	418	589	388	322	72	1,789
136	949	CA	294	555	283	285	371	1,788
137	202	DC	370	359	463	282	311	1,785
138	989	MI	324	248	305	331	544	1,752
139	601	MS	381	285	399	209	478	1,752
140	863	FL	489	440	239	299	283	1,750
141	469	TX	425	257	350	427	291	1,750
142	617	MA	561	334	401	167	282	1,745
143	785	KS	135	146	417	449	594	1,741
144	501	AR	266	181	590	253	440	1,730
145	217	IL	304	339	502	305	279	1,729
146	650	CA	274	279	267	474	424	1,718
147	225	LA	543	391	200	220	349	1,703
148	513	OH	431	355	305	346	263	1,700
149	810	MI	596	328	333	194	247	1,698
150	269	MI	333	271	359	304	431	1,698
151	812	IN	459	367	405	188	272	1,691

	<b>NPA</b>	<b>State</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Total</b>
152	262	WI	486	335	396	163	302	1,682
153	425	WA	359	597	222	211	239	1,628
154	618	IL	460	331	354	234	240	1,619
155	847	IL	388	292	445	224	269	1,618
156	412	PA	344	358	450	213	227	1,592
157	616	MI	319	285	301	306	379	1,590
158	337	LA	471	507	182	149	274	1,583
159	254	TX	280	294	386	281	340	1,581
160	520	AZ	344	333	239	226	432	1,574
161	321	FL	453	416	177	225	298	1,569
162	504	LA	411	304	203	245	403	1,566
163	216	OH	170	195	156	395	610	1,526
164	517	MI	353	300	298	214	353	1,518
165	580	OK	211	139	616	283	262	1,511
166	301	MD	357	377	361	132	276	1,503
167	928	AZ	284	371	176	103	553	1,487
168	507	MN	287	358	189	208	442	1,484
169	239	FL	348	283	264	237	352	1,484
170	608	WI	184	290	347	259	391	1,471
171	925	CA	341	207	175	353	394	1,470
172	859	KY	470	456	220	214	107	1,467
173	610	PA	351	360	416	158	181	1,466
174	435	UT	175	604	104	152	428	1,463
175	787	PR	170	240	247	364	435	1,456
176	252	NC	239	220	234	283	475	1,451
177	314	MO	322	335	476	128	184	1,445
178	715	WI	205	211	233	448	320	1,417
179	727	FL	278	385	154	285	313	1,415
180	413	MA	274	237	392	172	337	1,412
181	870	AR	243	170	496	258	241	1,408
182	985	LA	476	311	250	164	203	1,404
183	913	KS	332	310	312	167	276	1,397
184	251	AL	300	184	216	228	469	1,397
185	401	RI	429	351	356	155	104	1,395
186	312	IL	195	326	315	137	418	1,391
187	941	FL	329	386	251	162	227	1,355
188	862	NJ	256	347	344	152	249	1,348
190	865	TN	310	222	256	228	331	1,347
191	309	IL	169	313	236	220	408	1,346
192	260	IN	289	222	253	281	285	1,330
193	361	TX	280	275	352	235	183	1,325
194	806	TX	157	199	264	360	341	1,321
195	713	TX	288	304	368	95	265	1,320

	<b>NPA</b>	<b>State</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Total</b>
196	479	AR	224	196	502	164	223	1,309
197	213	CA	201	255	265	293	295	1,309
198	901	TN	316	337	157	202	291	1,303
199	636	MO	337	277	373	105	211	1,303
200	386	FL	365	368	200	188	158	1,279
201	276	VA	92	94	253	438	399	1,276
202	620	KS	205	202	258	337	273	1,275
203	606	KY	331	510	156	215	56	1,268
204	305	FL	252	231	270	213	287	1,253
205	828	NC	330	211	277	148	283	1,249
206	218	MN	130	206	183	336	374	1,229
207	651	MN	191	227	298	312	200	1,228
208	231	MI	162	235	121	220	479	1,217
209	602	AZ	284	145	382	234	170	1,215
210	607	NY	176	334	266	137	301	1,214
211	770	GA	221	306	232	176	278	1,213
212	719	CO	188	233	284	164	331	1,200
213	857	MA	358	197	279	199	163	1,196
214	206	WA	337	278	226	178	174	1,193
215	703	VA	393	253	227	131	172	1,176
216	219	IN	327	232	225	223	161	1,168
217	831	CA	234	121	251	290	271	1,167
218	979	TX	309	174	309	226	141	1,159
219	660	MO	198	150	319	274	210	1,151
220	574	IN	253	217	293	162	221	1,146
221	253	WA	282	385	178	164	137	1,146
222	515	IA	160	221	239	225	282	1,127
223	763	MN	219	148	178	362	210	1,117
224	772	FL	405	179	108	162	245	1,099
225	409	TX	215	224	251	139	261	1,090
226	410	MD	346	289	258	82	109	1,084
227	917	NY	111	268	238	260	203	1,080
228	858	CA	271	218	138	196	247	1,070
229	623	AZ	255	223	255	130	192	1,055
230	434	VA	101	136	229	279	299	1,044
231	775	NV	280	143	159	157	301	1,040
232	567	OH	156	124	195	183	376	1,034
233	406	MT	145	131	177	154	427	1,034
234	912	GA	137	90	246	205	354	1,032
235	936	TX	272	153	224	201	180	1,030
236	915	TX	265	193	191	107	255	1,011
237	940	TX	242	115	212	218	222	1,009
237	808	HI	136	215	213	83	347	994



	<b>NPA</b>	<b>State</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Total</b>
239	229	GA	114	120	243	319	183	979
240	414	WI	166	166	303	136	190	961
241	303	CO	296	188	245	148	82	959
242	575	NM	140	145	162	198	304	949
243	320	MN	171	208	158	136	250	923
244	319	IA	115	189	105	104	393	906
245	712	IA	123	161	176	118	321	899
246	939	PR	3	105	140	228	409	885
247	641	IA	168	206	139	103	239	855
248	952	MN	166	161	163	262	100	852
249	325	TX	121	152	250	146	155	824
250	682	TX	121	174	155	206	165	821
251	731	TN	265	265	90	76	117	813
252	316	KS	168	121	163	220	133	805
253	980	NC	142	56	182	167	238	785
254	432	TX	101	130	170	215	150	766
255	605	SD	87	164	137	160	213	761
256	612	MN	83	116	194	136	210	739
257	478	GA	93	123	170	164	139	689
258	971	OR	80	142	91	204	166	683
259	331	IL	0	58	176	264	163	661
260	228	MS	146	81	131	74	117	549
261	701	ND	101	87	90	59	201	538
262	307	WY	74	67	99	111	171	522
263	563	IA	93	97	45	62	212	509
264	906	MI	87	51	102	183	78	501
265	234	OH	34	25	144	82	209	494
266	339	MA	178	86	81	28	43	416
267	769	MS	18	52	141	87	115	413
268	947	MI	348	23	20	11	7	409
269	308	NE	61	44	49	174	45	373
270	907	AK	2	3	67	49	243	364
271	657	CA	0	0	50	82	224	356
272	779	IL	3	46	132	69	97	347
273	212	NY	47	48	43	86	95	319
274	762	GA	0	0	33	67	198	298
275	551	NJ	31	94	120	24	27	296
276	848	NJ	28	46	106	23	91	294
277	754	FL	30	25	33	37	72	197
278	385	UT	0	0	2	75	80	157
279	872	IL	0	0	0	30	114	144
280	470	GA	5	0	0	12	84	101
281	681	WV	0	0	0	31	58	89

	NPA	State	2006	2007	2008	2009	2010	Total
282	747	CA	0	0	0	4	68	72
283	430	TX	0	12	13	13	31	69
284	475	CT	0	0	0	8	44	52
285	442	CA	0	0	0	1	37	38
	Totals		112,557	104,903	106,666	87,202	101,345	512,673

**Table 10-8**

**Total Number of Blocks Assigned for all States from 2006 through 2010 Sorted by State**

	State	2006	2007	2008	2009	2010	Total
1	AK	2	3	32	13	33	83
2	AL	829	591	916	677	600	3,613
3	AR	357	277	303	245	296	1,478
4	AZ	873	761	687	542	622	3,485
5	CA	7,465	6,830	5,383	3,433	5,563	28,674
6	CO	850	640	796	576	825	3,687
7	CT	629	427	636	224	463	2,379
8	DC	267	143	184	179	248	1,021
9	DE	335	141	172	221	369	1,238
10	FL	3,891	2,649	2,547	1,979	2,849	13,915
11	GA	1,593	1,115	1,316	1,263	1,486	6,773
12	HI	132	126	94	37	82	471
13	IA	423	269	363	208	582	1,845
14	ID	229	227	229	112	149	946
15	IL	2,678	1,790	2,320	1,526	2,175	10,489
16	IN	1,277	653	960	525	876	4,291
17	KS	443	409	509	320	363	2,044
18	KY	720	483	461	351	288	2,303
19	LA	741	566	740	504	664	3,215
20	MA	2,550	1,061	1,570	892	1,153	7,226
21	MD	1,552	936	894	657	1,017	5,056
22	ME	288	187	181	135	124	915
23	MI	2,524	1,959	1,342	1,429	1,512	8,766
24	MN	745	744	703	429	881	3,502
25	MO	1,362	750	873	454	751	4,190
26	MS	431	299	614	227	335	1,906
27	MT	99	107	95	97	194	592
28	NC	1,832	1,205	1,469	1,232	1,426	7,164
29	ND	55	53	55	32	93	288
30	NE	163	170	289	176	157	955
31	NH	242	153	167	81	121	764
32	NJ	2,232	1,504	1,751	905	1,716	8,108
33	NM	274	266	311	171	246	1,268

	State	2006	2007	2008	2009	2010	Total
34	NV	506	486	428	183	516	2,119
35	NY	4,694	3,843	3,123	2,527	4,053	18,240
36	OH	2,267	1,935	1,802	1,477	1,637	9,118
37	OK	487	459	604	315	325	2,190
38	OR	674	509	598	309	575	2,665
39	PA	3,170	2,235	2,365	2,117	1,511	11,398
40	PR	145	268	281	248	344	1,286
41	RI	272	96	159	72	91	690
42	SC	673	622	898	609	541	3,343
43	SD	80	73	78	87	113	431
44	TN	1,457	963	998	1,077	994	5,489
45	TX	5,695	4,428	3,592	2,770	3,852	20,337
46	UT	457	343	329	248	469	1,846
47	VA	1,662	1,188	1,398	1,168	1,389	6,805
48	VT	145	78	172	106	149	650
49	WA	1,111	905	788	550	575	3,929
50	WI	720	635	944	408	763	3,470
51	WV	256	197	303	192	238	1,186
52	WY	52	39	76	49	78	294
	<b>Totals</b>	<b>62,606</b>	<b>46,796</b>	<b>47,898</b>	<b>34,364</b>	<b>46,472</b>	<b>238,136</b>

**Table 10-9**

**Total Number of Blocks Assigned for all States from 2006 through 2010 Sorted by Total**

	State	2006	2007	2008	2009	2010	Total
1	CA	7,465	6,830	5,383	3,433	5,563	28,674
2	TX	5,695	4,428	3,592	2,770	3,852	20,337
3	NY	4,694	3,843	3,123	2,527	4,053	18,240
4	FL	3,891	2,649	2,547	1,979	2,849	13,915
5	PA	3,170	2,235	2,365	2,117	1,511	11,398
6	IL	2,678	1,790	2,320	1,526	2,175	10,489
7	OH	2,267	1,935	1,802	1,477	1,637	9,118
8	MI	2,524	1,959	1,342	1,429	1,512	8,766
9	NJ	2,232	1,504	1,751	905	1,716	8,108
10	MA	2,550	1,061	1,570	892	1,153	7,226
11	NC	1,832	1,205	1,469	1,232	1,426	7,164
12	VA	1,662	1,188	1,398	1,168	1,389	6,805
13	GA	1,593	1,115	1,316	1,263	1,486	6,773
14	TN	1,457	963	998	1,077	994	5,489
15	MD	1,552	936	894	657	1,017	5,056
16	IN	1,277	653	960	525	876	4,291

	State	2006	2007	2008	2009	2010	Total
17	MO	1,362	750	873	454	751	4,190
18	WA	1,111	905	788	550	575	3,929
19	CO	850	640	796	576	825	3,687
20	AL	829	591	916	677	600	3,613
21	MN	745	744	703	429	881	3,502
22	AZ	873	761	687	542	622	3,485
23	WI	720	635	944	408	763	3,470
24	SC	673	622	898	609	541	3,343
25	LA	741	566	740	504	664	3,215
26	OR	674	509	598	309	575	2,665
27	CT	629	427	636	224	463	2,379
28	KY	720	483	461	351	288	2,303
29	OK	487	459	604	315	325	2,190
30	NV	506	486	428	183	516	2,119
31	KS	443	409	509	320	363	2,044
32	MS	431	299	614	227	335	1,906
33	UT	457	343	329	248	469	1,846
34	IA	423	269	363	208	582	1,845
35	AR	357	277	303	245	296	1,478
36	PR	145	268	281	248	344	1,286
37	NM	274	266	311	171	246	1,268
38	DE	335	141	172	221	369	1,238
39	WV	256	197	303	192	238	1,186
40	DC	267	143	184	179	248	1,021
41	NE	163	170	289	176	157	955
42	ID	229	227	229	112	149	946
43	ME	288	187	181	135	124	915
44	NH	242	153	167	81	121	764
45	RI	272	96	159	72	91	690
46	VT	145	78	172	106	149	650
47	MT	99	107	95	97	194	592
48	HI	132	126	94	37	82	471
49	SD	80	73	78	87	113	431
50	WY	52	39	76	49	78	294
51	ND	55	53	55	32	93	288
52	AK	2	3	32	13	33	83
	<b>Totals</b>	<b>62,606</b>	<b>46,796</b>	<b>47,898</b>	<b>34,364</b>	<b>46,472</b>	<b>238,136</b>

**Table 10-10**  
**Total Number of Blocks Assigned for all NPAs from 2006 through 2010 Sorted by NPA**

NPA	State	2006	2007	2008	2009	2010	Total
201	NJ	386	219	262	138	344	1,349

NPA	State	2006	2007	2008	2009	2010	Total
202	DC	267	143	184	179	248	1,021
203	CT	298	217	330	129	229	1,203
205	AL	337	255	323	256	161	1,332
206	WA	194	139	124	90	102	649
207	ME	288	187	181	135	124	915
208	ID	229	227	229	112	149	946
209	CA	192	226	193	134	147	892
210	TX	508	366	200	175	281	1,530
212	NY	22	2	3	3	27	57
213	CA	83	202	128	53	148	614
214	TX	422	336	239	189	257	1,443
215	PA	172	123	204	109	82	690
216	OH	96	139	55	169	120	579
217	IL	157	127	166	62	166	678
218	MN	84	147	92	54	113	490
219	IN	185	94	153	57	95	584
224	IL	365	217	318	204	244	1,348
225	LA	141	124	142	115	119	641
228	MS	54	27	71	14	39	205
229	GA	81	57	97	96	50	381
231	MI	84	117	71	94	79	445
234	OH	32	13	50	50	149	294
239	FL	244	130	94	70	78	616
240	MD	402	291	268	227	332	1,520
248	MI	367	322	207	141	192	1,229
251	AL	108	76	144	89	95	512
252	NC	155	112	123	129	177	696
253	WA	179	142	97	87	83	588
254	TX	154	85	93	78	101	511
256	AL	232	151	252	201	214	1,050
260	IN	147	71	144	68	138	568
262	WI	249	118	203	68	207	845
267	PA	522	385	370	455	334	2,066
269	MI	172	146	122	164	155	759
270	KY	186	99	141	108	96	630
276	VA	56	51	102	83	83	375
281	TX	547	358	285	184	220	1,594
301	MD	269	165	138	93	148	813
302	DE	335	141	172	221	369	1,238
303	CO	245	128	56	41	20	490
304	WV	256	197	303	173	212	1,141
305	FL	158	151	83	92	131	615
307	WY	52	39	76	49	78	294

NPA	State	2006	2007	2008	2009	2010	Total
308	NE	9	23	31	26	11	100
309	IL	103	98	106	62	179	548
310	CA	308	39	32	58	39	476
312	IL	112	91	201	71	255	730
313	MI	275	248	194	151	268	1,136
314	MO	205	172	222	73	148	820
315	NY	313	323	261	144	348	1,389
316	KS	106	95	77	71	77	426
317	IN	313	189	224	158	283	1,167
318	LA	184	148	208	96	171	807
319	IA	72	47	79	46	136	380
320	MN	100	83	100	28	106	417
321	FL	203	159	121	127	200	810
323	CA	392	639	438	162	258	1,889
325	TX	70	66	66	30	38	270
330	OH	323	220	323	166	223	1,255
331	IL	0	56	129	102	110	397
334	AL	152	109	197	131	130	719
336	NC	293	158	207	243	283	1,184
337	LA	106	82	123	89	105	505
339	MA	92	12	49	24	30	207
347	NY	974	1,035	904	757	1264	4,934
352	FL	210	184	210	151	174	929
360	WA	263	217	175	164	151	970
361	TX	104	165	142	140	100	651
385	UT	0	0	0	52	62	114
386	FL	175	139	147	71	89	621
401	RI	272	96	159	72	91	690
402	NE	154	147	258	150	146	855
404	GA	198	105	211	245	304	1,063
405	OK	212	230	252	115	123	932
406	MT	99	107	95	97	194	592
407	FL	424	274	214	152	228	1,292
408	CA	330	179	252	140	293	1,194
409	TX	102	95	102	68	80	447
410	MD	226	75	98	43	72	514
412	PA	228	192	195	161	117	893
413	MA	166	101	224	117	118	726
414	WI	66	92	229	72	114	573
415	CA	235	152	155	176	242	960
417	MO	170	155	136	92	162	715
419	OH	171	268	179	111	85	814
423	TN	235	214	223	211	199	1,082

NPA	State	2006	2007	2008	2009	2010	Total
424	CA	325	454	281	138	301	1,499
425	WA	212	170	127	88	138	735
430	TX	0	10	1	5	19	35
432	TX	73	64	72	37	55	301
434	VA	82	60	116	86	130	474
435	UT	108	72	76	49	169	474
440	OH	407	220	194	212	239	1,272
442	CA	0	0	0		29	29
443	MD	655	405	390	294	465	2,209
469	TX	285	170	207	101	132	895
470	GA	2	0	0	12	74	88
475	CT	0	0	0	1	20	21
478	GA	55	53	76	74	50	308
479	AR	124	97	92	74	60	447
480	AZ	265	223	220	152	253	1,113
484	PA	559	373	381	212	281	1,806
501	AR	132	93	123	104	152	604
502	KY	248	162	146	100	82	738
503	OR	343	245	254	139	195	1,176
504	LA	165	135	126	132	171	729
505	NM	168	169	204	117	156	814
507	MN	153	96	93	55	182	579
508	MA	485	187	239	121	139	1,171
509	WA	263	237	265	121	101	987
510	CA	211	146	173	152	164	846
512	TX	417	309	286	210	311	1,533
513	OH	291	209	151	168	160	979
515	IA	133	85	154	75	166	613
516	NY	255	161	163	109	165	853
517	MI	198	201	141	148	141	829
518	NY	319	246	250	119	262	1,196
520	AZ	175	166	179	142	123	785
530	CA	207	204	165	143	182	901
540	VA	211	138	319	242	235	1,145
541	OR	289	222	309	100	246	1,166
551	NJ	26	39	29	10	20	124
559	CA	200	217	180	135	190	922
561	FL	246	190	122	135	220	913
562	CA	225	297	197	107	137	963
563	IA	48	34	36	22	87	227
567	OH	85	83	138	119	116	541
570	PA	235	256	277	355	162	1,285
571	VA	266	268	286	286	412	1,518

NPA	State	2006	2007	2008	2009	2010	Total
573	MO	323	124	201	87	94	829
574	IN	150	69	134	45	100	498
575	NM	106	97	107	54	90	454
580	OK	87	94	126	60	44	411
585	NY	322	267	167	217	251	1,224
586	MI	153	130	84	113	84	564
601	MS	171	93	152	75	126	617
602	AZ	166	98	106	111	63	544
603	NH	242	153	167	81	121	764
605	SD	80	73	78	87	113	431
606	KY	94	114	62	64	34	368
607	NY	126	182	76	95	182	661
608	WI	97	143	160	61	151	612
609	NJ	266	182	328	201	216	1,193
610	PA	192	158	139	91	72	652
612	MN	61	64	84	28	170	407
614	OH	231	281	220	177	224	1,133
615	TN	456	276	270	293	262	1,557
616	MI	174	156	136	173	142	781
617	MA	286	111	185	106	155	843
618	IL	197	159	136	141	113	746
619	CA	380	267	187	120	246	1,200
620	KS	76	89	112	80	49	406
623	AZ	117	125	92	76	110	520
626	CA	243	294	181	96	195	1,009
630	IL	357	233	180	86	155	1,011
631	NY	437	260	215	233	309	1,454
636	MO	209	129	111	68	154	671
641	IA	75	52	27	17	101	272
646	NY	583	498	365	237	362	2,045
650	CA	164	176	172	120	201	833
651	MN	130	166	144	58	139	637
657	CA	0	0	43	46	164	253
660	MO	111	40	73	29	30	283
661	CA	242	259	208	96	155	960
662	MS	188	130	279	84	137	818
678	GA	708	422	438	322	520	2,410
681	WV	0	0	0	19	26	45
682	TX	94	120	96	50	130	490
701	ND	55	53	55	32	93	288
702	NV	389	409	305	135	442	1,680
703	VA	314	156	96	53	62	681
704	NC	626	273	268	195	191	1,553



NPA	State	2006	2007	2008	2009	2010	Total
706	GA	322	255	201	265	154	1,197
707	CA	389	233	175	193	209	1,199
708	IL	302	143	214	160	208	1,027
712	IA	95	51	67	48	92	353
713	TX	216	162	115	70	129	692
714	CA	403	467	307	139	179	1,495
715	WI	80	111	111	100	107	509
716	NY	329	263	200	245	229	1,266
717	PA	471	280	276	214	187	1,428
718	NY	259	82	57	17	28	443
719	CO	147	117	157	99	194	714
720	CO	181	192	388	324	457	1,542
724	PA	630	224	285	220	144	1,503
727	FL	172	127	125	109	187	720
731	TN	68	58	57	45	68	296
732	NJ	418	277	266	104	329	1,394
734	MI	331	248	101	131	150	961
740	OH	421	264	271	156	176	1,288
747	CA	0	0	0	2	56	58
754	FL	18	8	22	24	48	120
757	VA	377	302	233	212	258	1,382
760	CA	516	370	332	154	299	1,671
762	GA	0	0	27	56	75	158
763	MN	119	98	109	148	117	591
765	IN	274	126	140	106	135	781
769	MS	18	49	112	54	33	266
770	GA	153	151	123	84	143	654
772	FL	140	58	81	56	85	420
773	IL	408	417	495	362	220	1,902
774	MA	453	190	252	89	214	1,198
775	NV	117	77	123	48	74	439
779	IL	3	45	78	23	55	204
781	MA	358	133	186	114	151	942
785	KS	42	88	199	79	90	498
786	FL	376	188	233	214	351	1,362
787	PR	142	188	155	94	70	649
801	UT	349	271	253	147	238	1,258
802	VT	145	78	172	106	149	650
803	SC	253	202	325	244	205	1,229
804	VA	356	213	246	206	209	1,230
805	CA	288	244	217	130	176	1,055
806	TX	94	100	110	61	83	448
808	HI	132	126	94	37	82	471

NPA	State	2006	2007	2008	2009	2010	Total
810	MI	242	176	126	118	146	808
812	IN	208	104	165	91	125	693
813	FL	277	276	266	146	224	1,189
814	PA	161	244	238	300	132	1,075
815	IL	448	160	209	150	268	1,235
816	MO	344	130	130	105	163	872
817	TX	389	218	183	146	198	1,134
818	CA	458	404	280	143	243	1,528
828	NC	137	93	167	91	117	605
830	TX	254	96	93	87	176	706
831	CA	115	91	79	69	87	441
832	TX	568	452	398	357	530	2,305
843	SC	201	197	267	194	180	1,039
845	NY	338	294	222	153	279	1,286
847	IL	226	44	88	75	133	566
848	NJ	16	16	23	19	67	141
850	FL	188	159	179	141	209	876
856	NJ	269	200	282	164	154	1,069
857	MA	167	114	121	129	110	641
858	CA	174	102	114	67	107	564
859	KY	192	108	112	79	76	567
860	CT	331	210	306	94	214	1,155
862	NJ	165	119	144	83	199	710
863	FL	217	112	140	95	92	656
864	SC	219	223	306	171	156	1,075
865	TN	186	159	185	161	125	816
870	AR	101	87	88	67	84	427
872	IL	0	0	0	28	69	97
901	TN	204	165	118	164	165	816
903	TX	332	165	219	259	212	1,187
904	FL	360	213	221	120	229	1,143
906	MI	16	34	13	26	36	125
907	AK	2	3	32	13	33	83
908	NJ	264	169	183	74	196	886
909	CA	400	394	258	166	250	1,468
910	NC	196	180	217	232	226	1,051
912	GA	74	72	143	109	116	514
913	KS	219	137	121	90	147	714
914	NY	333	155	121	101	205	915
915	TX	133	127	101	69	125	555
916	CA	274	194	191	148	256	1,063
917	NY	84	75	119	97	142	517
918	OK	188	135	226	140	158	847

NPA	State	2006	2007	2008	2009	2010	Total
919	NC	363	336	352	245	305	1,601
920	WI	228	171	241	107	184	931
925	CA	179	115	96	86	190	666
928	AZ	150	149	90	61	73	523
931	TN	308	91	145	203	175	922
936	TX	117	69	52	59	68	365
937	OH	210	238	221	149	145	963
939	PR	3	80	126	154	274	637
940	TX	104	64	62	51	72	353
941	FL	201	111	107	92	95	606
947	MI	344	18	4	5	1	372
949	CA	173	139	176	116	197	801
951	CA	359	326	173	144	223	1,225
952	MN	98	90	81	58	54	381
954	FL	282	170	182	184	209	1,027
956	TX	239	612	239	180	239	1,509
970	CO	277	203	195	112	154	941
971	OR	42	42	35	70	134	323
972	TX	355	149	148	95	221	968
973	NJ	422	283	234	112	191	1,242
978	MA	543	213	314	192	236	1,498
979	TX	118	70	83	69	75	415
980	NC	62	53	135	97	127	474
985	LA	145	77	141	72	98	533
989	MI	168	163	143	165	118	757
<b>Totals</b>		<b>62,606</b>	<b>46,796</b>	<b>47,898</b>	<b>34,364</b>	<b>46,472</b>	<b>238,136</b>

**Table 10-11**  
**Total Number of Blocks Assigned for all NPAs from 2006 through 2010 Sorted by NPA/total**

	NPA	State	2006	2007	2008	2009	2010	Total
1	347	NY	974	1,035	904	757	1264	4,934
2	678	GA	708	422	438	322	520	2,410
3	832	TX	568	452	398	357	530	2,305
4	443	MD	655	405	390	294	465	2,209
5	267	PA	522	385	370	455	334	2,066
6	646	NY	583	498	365	237	362	2,045
7	773	IL	408	417	495	362	220	1,902
8	323	CA	392	639	438	162	258	1,889
9	484	PA	559	373	381	212	281	1,806
10	702	NV	389	409	305	135	442	1,680
11	760	CA	516	370	332	154	299	1,671
12	919	NC	363	336	352	245	305	1,601

	NPA	State	2006	2007	2008	2009	2010	Total
13	281	TX	547	358	285	184	220	1,594
14	615	TN	456	276	270	293	262	1,557
15	704	NC	626	273	268	195	191	1,553
16	720	CO	181	192	388	324	457	1,542
17	512	TX	417	309	286	210	311	1,533
18	210	TX	508	366	200	175	281	1,530
19	818	CA	458	404	280	143	243	1,528
20	240	MD	402	291	268	227	332	1,520
21	571	VA	266	268	286	286	412	1,518
22	956	TX	239	612	239	180	239	1,509
23	724	PA	630	224	285	220	144	1,503
24	424	CA	325	454	281	138	301	1,499
25	978	MA	543	213	314	192	236	1,498
26	714	CA	403	467	307	139	179	1,495
27	909	CA	400	394	258	166	250	1,468
28	631	NY	437	260	215	233	309	1,454
29	214	TX	422	336	239	189	257	1,443
30	717	PA	471	280	276	214	187	1,428
31	732	NJ	418	277	266	104	329	1,394
32	315	NY	313	323	261	144	348	1,389
33	757	VA	377	302	233	212	258	1,382
34	786	FL	376	188	233	214	351	1,362
35	201	NJ	386	219	262	138	344	1,349
36	224	IL	365	217	318	204	244	1,348
37	205	AL	337	255	323	256	161	1,332
38	407	FL	424	274	214	152	228	1,292
39	740	OH	421	264	271	156	176	1,288
40	845	NY	338	294	222	153	279	1,286
41	570	PA	235	256	277	355	162	1,285
42	440	OH	407	220	194	212	239	1,272
43	716	NY	329	263	200	245	229	1,266
44	801	UT	349	271	253	147	238	1,258
45	330	OH	323	220	323	166	223	1,255
46	973	NJ	422	283	234	112	191	1,242
47	302	DE	335	141	172	221	369	1,238
48	815	IL	448	160	209	150	268	1,235
49	804	VA	356	213	246	206	209	1,230
50	803	SC	253	202	325	244	205	1,229
51	248	MI	367	322	207	141	192	1,229
52	951	CA	359	326	173	144	223	1,225
53	585	NY	322	267	167	217	251	1,224
54	203	CT	298	217	330	129	229	1,203
55	619	CA	380	267	187	120	246	1,200

	NPA	State	2006	2007	2008	2009	2010	Total
56	707	CA	389	233	175	193	209	1,199
57	774	MA	453	190	252	89	214	1,198
58	706	GA	322	255	201	265	154	1,197
59	518	NY	319	246	250	119	262	1,196
60	408	CA	330	179	252	140	293	1,194
61	609	NJ	266	182	328	201	216	1,193
62	813	FL	277	276	266	146	224	1,189
63	903	TX	332	165	219	259	212	1,187
64	336	NC	293	158	207	243	283	1,184
65	503	OR	343	245	254	139	195	1,176
66	508	MA	485	187	239	121	139	1,171
67	317	IN	313	189	224	158	283	1,167
68	541	OR	289	222	309	100	246	1,166
69	860	CT	331	210	306	94	214	1,155
70	540	VA	211	138	319	242	235	1,145
71	904	FL	360	213	221	120	229	1,143
72	304	WV	256	197	303	173	212	1,141
73	313	MI	275	248	194	151	268	1,136
74	817	TX	389	218	183	146	198	1,134
75	614	OH	231	281	220	177	224	1,133
76	480	AZ	265	223	220	152	253	1,113
77	423	TN	235	214	223	211	199	1,082
78	864	SC	219	223	306	171	156	1,075
79	814	PA	161	244	238	300	132	1,075
80	856	NJ	269	200	282	164	154	1,069
81	916	CA	274	194	191	148	256	1,063
82	404	GA	198	105	211	245	304	1,063
83	805	CA	288	244	217	130	176	1,055
84	910	NC	196	180	217	232	226	1,051
85	256	AL	232	151	252	201	214	1,050
86	843	SC	201	197	267	194	180	1,039
87	954	FL	282	170	182	184	209	1,027
88	708	IL	302	143	214	160	208	1,027
89	202	DC	267	143	184	179	248	1,021
90	630	IL	357	233	180	86	155	1,011
91	626	CA	243	294	181	96	195	1,009
92	509	WA	263	237	265	121	101	987
93	513	OH	291	209	151	168	160	979
94	360	WA	263	217	175	164	151	970
95	972	TX	355	149	148	95	221	968
96	937	OH	210	238	221	149	145	963
97	562	CA	225	297	197	107	137	963
98	734	MI	331	248	101	131	150	961

	NPA	State	2006	2007	2008	2009	2010	Total
99	661	CA	242	259	208	96	155	960
100	415	CA	235	152	155	176	242	960
101	208	ID	229	227	229	112	149	946
102	781	MA	358	133	186	114	151	942
103	970	CO	277	203	195	112	154	941
104	405	OK	212	230	252	115	123	932
105	920	WI	228	171	241	107	184	931
106	352	FL	210	184	210	151	174	929
107	931	TN	308	91	145	203	175	922
108	559	CA	200	217	180	135	190	922
109	914	NY	333	155	121	101	205	915
110	207	ME	288	187	181	135	124	915
111	561	FL	246	190	122	135	220	913
112	530	CA	207	204	165	143	182	901
113	469	TX	285	170	207	101	132	895
114	412	PA	228	192	195	161	117	893
115	209	CA	192	226	193	134	147	892
116	908	NJ	264	169	183	74	196	886
117	850	FL	188	159	179	141	209	876
118	816	MO	344	130	130	105	163	872
119	402	NE	154	147	258	150	146	855
120	516	NY	255	161	163	109	165	853
121	918	OK	188	135	226	140	158	847
122	510	CA	211	146	173	152	164	846
123	262	WI	249	118	203	68	207	845
124	617	MA	286	111	185	106	155	843
125	650	CA	164	176	172	120	201	833
126	573	MO	323	124	201	87	94	829
127	517	MI	198	201	141	148	141	829
128	314	MO	205	172	222	73	148	820
129	662	MS	188	130	279	84	137	818
130	901	TN	204	165	118	164	165	816
131	865	TN	186	159	185	161	125	816
132	505	NM	168	169	204	117	156	814
133	419	OH	171	268	179	111	85	814
134	301	MD	269	165	138	93	148	813
135	321	FL	203	159	121	127	200	810
136	810	MI	242	176	126	118	146	808
137	318	LA	184	148	208	96	171	807
138	949	CA	173	139	176	116	197	801
139	520	AZ	175	166	179	142	123	785
140	765	IN	274	126	140	106	135	781
141	616	MI	174	156	136	173	142	781

	NPA	State	2006	2007	2008	2009	2010	Total
142	603	NH	242	153	167	81	121	764
143	269	MI	172	146	122	164	155	759
144	989	MI	168	163	143	165	118	757
145	618	IL	197	159	136	141	113	746
146	502	KY	248	162	146	100	82	738
147	425	WA	212	170	127	88	138	735
148	312	IL	112	91	201	71	255	730
149	504	LA	165	135	126	132	171	729
150	413	MA	166	101	224	117	118	726
151	727	FL	172	127	125	109	187	720
152	334	AL	152	109	197	131	130	719
153	417	MO	170	155	136	92	162	715
154	913	KS	219	137	121	90	147	714
155	719	CO	147	117	157	99	194	714
156	862	NJ	165	119	144	83	199	710
157	830	TX	254	96	93	87	176	706
158	252	NC	155	112	123	129	177	696
159	812	IN	208	104	165	91	125	693
160	713	TX	216	162	115	70	129	692
161	401	RI	272	96	159	72	91	690
162	215	PA	172	123	204	109	82	690
163	703	VA	314	156	96	53	62	681
164	217	IL	157	127	166	62	166	678
165	636	MO	209	129	111	68	154	671
166	925	CA	179	115	96	86	190	666
167	607	NY	126	182	76	95	182	661
168	863	FL	217	112	140	95	92	656
169	770	GA	153	151	123	84	143	654
170	610	PA	192	158	139	91	72	652
171	361	TX	104	165	142	140	100	651
172	802	VT	145	78	172	106	149	650
173	787	PR	142	188	155	94	70	649
174	206	WA	194	139	124	90	102	649
175	857	MA	167	114	121	129	110	641
176	225	LA	141	124	142	115	119	641
177	939	PR	3	80	126	154	274	637
178	651	MN	130	166	144	58	139	637
179	270	KY	186	99	141	108	96	630
180	386	FL	175	139	147	71	89	621
181	601	MS	171	93	152	75	126	617
182	239	FL	244	130	94	70	78	616
183	305	FL	158	151	83	92	131	615
184	213	CA	83	202	128	53	148	614

	NPA	State	2006	2007	2008	2009	2010	Total
185	515	IA	133	85	154	75	166	613
186	608	WI	97	143	160	61	151	612
187	941	FL	201	111	107	92	95	606
188	828	NC	137	93	167	91	117	605
190	501	AR	132	93	123	104	152	604
191	406	MT	99	107	95	97	194	592
192	763	MN	119	98	109	148	117	591
193	253	WA	179	142	97	87	83	588
194	219	IN	185	94	153	57	95	584
195	507	MN	153	96	93	55	182	579
196	216	OH	96	139	55	169	120	579
197	414	WI	66	92	229	72	114	573
198	260	IN	147	71	144	68	138	568
199	859	KY	192	108	112	79	76	567
200	847	IL	226	44	88	75	133	566
201	858	CA	174	102	114	67	107	564
202	586	MI	153	130	84	113	84	564
203	915	TX	133	127	101	69	125	555
204	309	IL	103	98	106	62	179	548
205	602	AZ	166	98	106	111	63	544
206	567	OH	85	83	138	119	116	541
207	985	LA	145	77	141	72	98	533
208	928	AZ	150	149	90	61	73	523
209	623	AZ	117	125	92	76	110	520
210	917	NY	84	75	119	97	142	517
211	912	GA	74	72	143	109	116	514
212	410	MD	226	75	98	43	72	514
213	251	AL	108	76	144	89	95	512
214	254	TX	154	85	93	78	101	511
215	715	WI	80	111	111	100	107	509
216	337	LA	106	82	123	89	105	505
217	785	KS	42	88	199	79	90	498
218	574	IN	150	69	134	45	100	498
219	682	TX	94	120	96	50	130	490
220	303	CO	245	128	56	41	20	490
221	218	MN	84	147	92	54	113	490
222	310	CA	308	39	32	58	39	476
223	980	NC	62	53	135	97	127	474
224	435	UT	108	72	76	49	169	474
225	434	VA	82	60	116	86	130	474
226	808	HI	132	126	94	37	82	471
227	575	NM	106	97	107	54	90	454
228	806	TX	94	100	110	61	83	448



	NPA	State	2006	2007	2008	2009	2010	Total
229	479	AR	124	97	92	74	60	447
230	409	TX	102	95	102	68	80	447
231	231	MI	84	117	71	94	79	445
232	718	NY	259	82	57	17	28	443
233	831	CA	115	91	79	69	87	441
234	775	NV	117	77	123	48	74	439
235	605	SD	80	73	78	87	113	431
236	870	AR	101	87	88	67	84	427
237	316	KS	106	95	77	71	77	426
237	772	FL	140	58	81	56	85	420
239	320	MN	100	83	100	28	106	417
240	979	TX	118	70	83	69	75	415
241	580	OK	87	94	126	60	44	411
242	612	MN	61	64	84	28	170	407
243	620	KS	76	89	112	80	49	406
244	331	IL	0	56	129	102	110	397
245	952	MN	98	90	81	58	54	381
246	229	GA	81	57	97	96	50	381
247	319	IA	72	47	79	46	136	380
248	276	VA	56	51	102	83	83	375
249	947	MI	344	18	4	5	1	372
250	606	KY	94	114	62	64	34	368
251	936	TX	117	69	52	59	68	365
252	940	TX	104	64	62	51	72	353
253	712	IA	95	51	67	48	92	353
254	971	OR	42	42	35	70	134	323
255	478	GA	55	53	76	74	50	308
256	432	TX	73	64	72	37	55	301
257	731	TN	68	58	57	45	68	296
258	307	WY	52	39	76	49	78	294
259	234	OH	32	13	50	50	149	294
260	701	ND	55	53	55	32	93	288
261	660	MO	111	40	73	29	30	283
262	641	IA	75	52	27	17	101	272
263	325	TX	70	66	66	30	38	270
264	769	MS	18	49	112	54	33	266
265	657	CA	0	0	43	46	164	253
266	563	IA	48	34	36	22	87	227
267	339	MA	92	12	49	24	30	207
268	228	MS	54	27	71	14	39	205
269	779	IL	3	45	78	23	55	204
270	762	GA	0	0	27	56	75	158
271	848	NJ	16	16	23	19	67	141

	NPA	State	2006	2007	2008	2009	2010	Total
272	906	MI	16	34	13	26	36	125
273	551	NJ	26	39	29	10	20	124
274	754	FL	18	8	22	24	48	120
275	385	UT	0	0	0	52	62	114
276	308	NE	9	23	31	26	11	100
277	872	IL	0	0	0	28	69	97
278	470	GA	2	0	0	12	74	88
279	907	AK	2	3	32	13	33	83
280	747	CA	0	0	0	2	56	58
281	212	NY	22	2	3	3	27	57
282	681	WV	0	0	0	19	26	45
283	430	TX	0	10	1	5	19	35
284	442	CA	0	0	0		29	29
285	475	CT	0	0	0	1	20	21
	<b>Totals</b>		<b>62,606</b>	<b>46,796</b>	<b>47,898</b>	<b>34,364</b>	<b>46,472</b>	<b>238,136</b>

#### 10.4. Reclamation 2006 through 2010

The PA has been authorized to reclaim 383 blocks since 2006. Table 10-12 shows the total number of blocks reclaimed by state since 2006, ranked from highest to lowest.

**Table 10-12**  
**Total Number of Blocks Reclaimed by State from 2006 through 2010**

State	Total Number Of Blocks Reclaimed
Michigan	73
Indiana	61
Texas	31
Virginia	27
Pennsylvania	23
New Hampshire	22
New Jersey	17
Maryland	17
Vermont	15
Washington	14
Colorado	11
Arkansas	10
Idaho	9
California	8
Illinois	8
West Virginia	7
New York	6

State	Total Number Of Blocks Reclaimed
Alabama	6
Wisconsin	5
Georgia	4
Kansas	4
Utah	2
Oklahoma	1
Iowa	1
Connecticut	1
Total	383

Table 10-13 shows the progress the PA has made in reducing the cumulative number of blocks on the reclamation lists each month, as well as how many blocks have been reclaimed by year since 2006. Another indication that we are diligently working to reduce the cumulative number of blocks with overdue Part 4s is that in 2010, 33% of the cumulative blocks on the lists were new, whereas in 2009 only 20% were new. This shows a trend toward decreasing cumulative blocks.

**Table 10-13  
Summary of Reclamation from 2006 through 2010**

Year	Number Of Cumulative Blocks On The List	Number Of New Blocks To The List <sup>9</sup>	Number Of Blocks Reclaimed
2006	18,912		66
2007	32,343		69
2008	22,013		117
2009	9,839 <sup>10</sup>	1,962	49
2010	6,156	2,026	82

<sup>9</sup> We began keeping track of new overdue Part 4s to the cumulative list in 2009.

<sup>10</sup> The precipitous drop in the number of blocks on the reclamation list in this year was directly attributable to the *Very Old Part 4 Project* pro-actively undertaken by the PA.

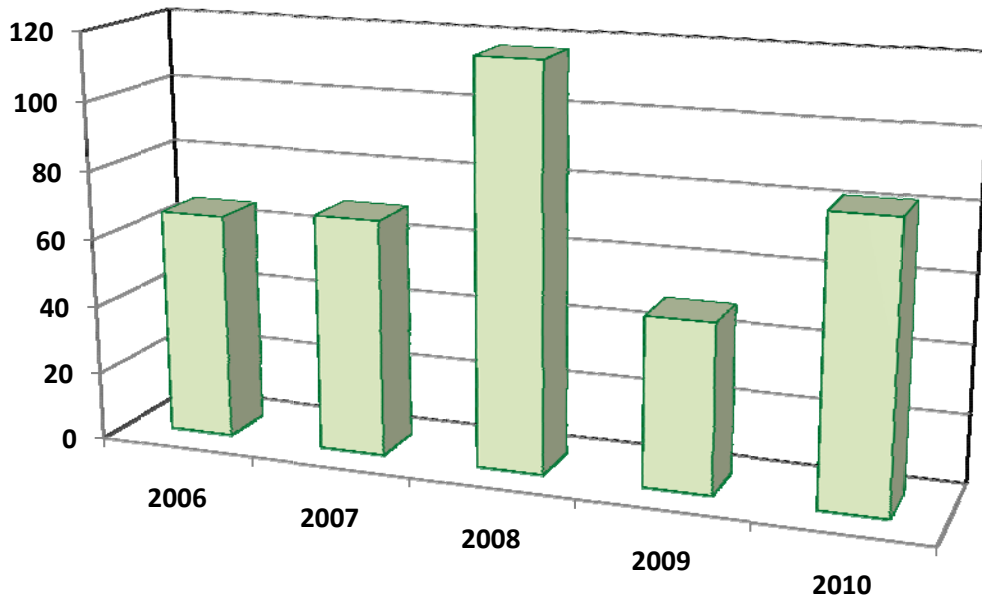


Figure 16: Blocks Reclaimed by Year from 2006 through 2010

10.5. Summary of Pooled Areas since 2006

10.5.1. Aggregated Pooled Areas – 2006 through 2010

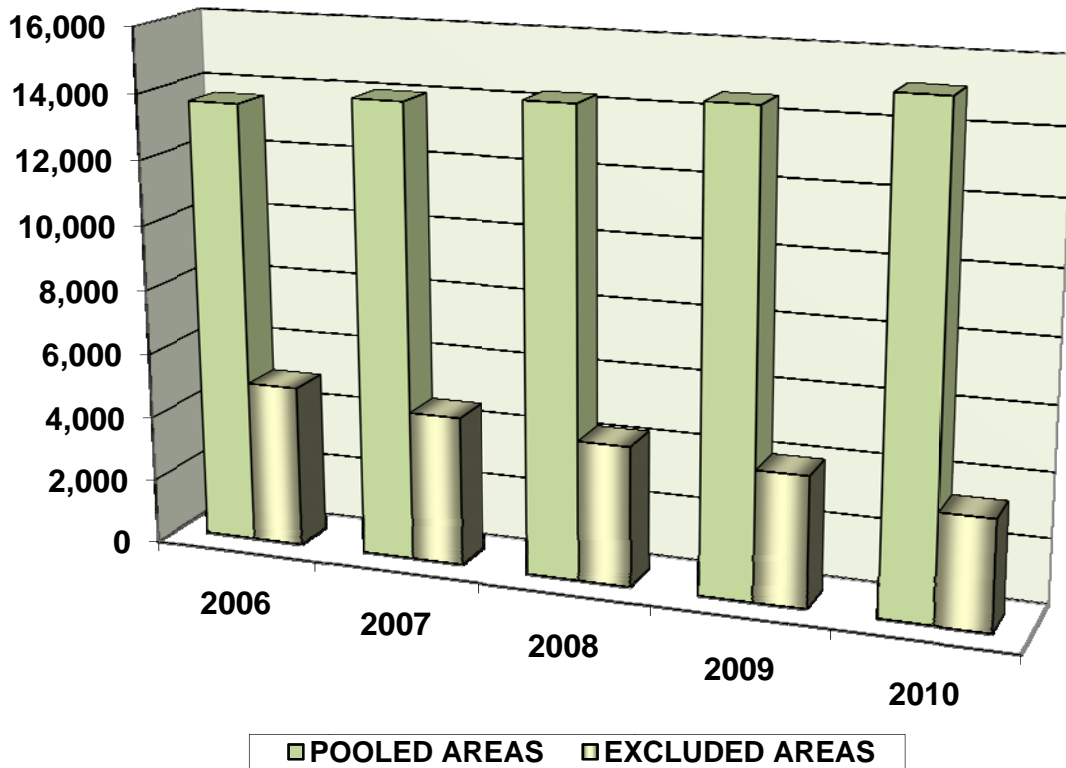
The following chart represents a summary of the aggregated total of the number of pooling areas, those designated as mandatory or optional, as well as the number of service providers participating in the pooled areas since 2006. In the past five years of pooling, the total number of rate centers in pooling has increased approximately 11%, from 13,639 at the end of 2006 to 15,148 at the end of 2010. The number of service providers has increased approximately 26%, from 1,955 at the end of 2006 to 2,467 at the end of 2010. This influx of new service providers provides a consistent set of new PAS users that need to be educated and guided through the pooling processes every year.

Table 10-14  
Summary of the Aggregated Total Number of Service Providers and Pooling Areas from 2006 through 2010

Year	Total Number of Distinct Service Providers	Pooled Areas
2006	1,955	13,639
2007	2,200	14,015
2008	2,350	14,285
2009	2,406	14,574
2010	2,467	15,148

**10.5.2. Total Pooling versus Total Excluded Rate Centers – 2006 through 2010**

The number of pooling rate centers continued to increase in 2010, aided by the implementation of additional mandatory pooling as a result of delegated authority petitions granted by the FCC for Alaska, Indiana, and Pennsylvania.



**Figure 17: Total Pooling versus Total Excluded Rate Centers – 2006 through 2010**

**10.5.3. Total Number of Distinct Pooling Service Providers – 2006 through 2010**

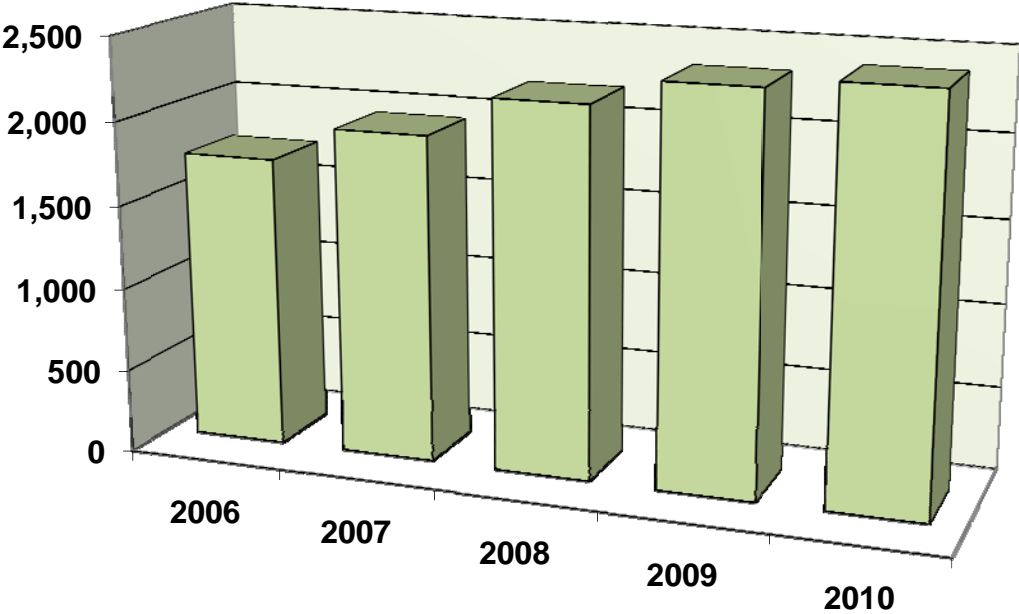


Figure 18: Total Number of Distinct Pooling Service Providers – 2006 through 2010