

2011

National Pooling Administration



neustarTM

Annual Report



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Section 1 - Description of Neustar Pooling Administration

“The Pooling Administrators are very knowledgeable and always helpful. I’ve had nothing less than exceptional service. They go above and beyond!!”

2011 PA Survey Comment

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 pools 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 I ended on August 14, 2010. The FCC issued Contract Modification #13 on August 23, 2010, exercising Option Period II in accordance with FAR 52.217-9 to continue the contract from August 15, 2010 through August 14, 2011. Then on July 18, 2011, the FCC issued Contract Modification #18, exercising Option III in accordance with FAR 52.217-9, continuing the contract from August 15, 2011 through August 14, 2012.



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 Description of Routing Numbering Administration (RNA)

The PA assumed the responsibility of assigning Emergency Service Query Keys (ESQKs) under certain limited circumstances as the Interim Routing Number Administrator (IRNA) on September 6, 2006. 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 Pseudo-Automatic Number Identification (p-ANI) Administrator (a/k/a Routing Number Administrator or RNA) once the FCC directs the permanent process.

On June 17, 2011, the FCC approved Neustar's Change Order Proposal #19 regarding implementation of the permanent RNA function. Neustar Pooling Administration will assume the responsibility as the permanent RNA on March 19, 2012. As the RNA, we are responsible for managing and assigning non-dialable p-ANIs, which are used to

support the routing of wireless and VoIP 9-1-1 calls. The p-ANIs are assigned out of the 211 NXX and 511 NXX on a national basis including Puerto Rico.



Upon approval of the Change Order, the RNA established a nine-month transition period, during which the new Routing Number Administration System (RNAS) and website www.nationalpani.com will be developed, tested, and implemented. During the transition period, the RNAS inventory will be populated with non-dialable p-ANI assignment data received from the p-ANI assignors and p-ANI users. At the end of transition, assignment of non-dialable p-ANIs in all states, the District of Columbia and Puerto Rico will transition to Neustar as the permanent RNA after which no other entity currently administering or self-assigning non-dialable p-ANIs will continue to perform that function.

As such, the RNA:

- Will provide a standardized application of all administrative p-ANI guidelines,
- Will develop tools and implement a system containing both hardware and software to facilitate the assignment, tracking, and data reporting requirements, and,

- Will maintain and plan for adequate p-ANI inventory.

For further information on the RNA requirements, see Change Order 19 on our website, www.nationalpooling.com, under Documents.

1.5 Neutrality Audits

In April, 2011, the PA began participating in the quarterly neutrality audits conducted by Ernst & Young (E&Y). This audit ensures that the PA is not treating one service provider or group of service providers unfairly by delaying action on their applications.

After the end of each quarter, the PA provides to E&Y a list of all assignments (initial, growth and CO Code) that occurred within the previous quarter as well as a list of all assignments that had a Part 4 due within the previous quarter. The auditors review the data and select 25 assignments and 25 entries from the reclamation list for further review. For those selected, the PA provides the following documentation:

Assignments:

- Initial - the part 1A and the part 3
- Growth – the part 1A, MTE and the part 3
- CO Code – the Part 1, part 1A, PA MTE, SP MTE, PA suspended Part 3 and Part 3 with an assignment

Reclamation:

- Part 4 reminder notice and 2nd overdue notice if applicable.

- In addition, we provide the Part 1A and Part 3 if the block was returned.



E&Y then examines the documentation to ensure that the PA:

- Adhered to the seven calendar day processing window for block and CO Code applications,
- Has proper documentation on file for the applications,
- Followed reclamation notice procedures, and
- Took effective corrective actions taken when necessary

In the first, second, and third quarters of 2011, auditors found no issues with PA processing of block or code applications or reclamation activities. The 4Q11 audit is still in process.

1.6 Neustar Pooling Administration Organization Chart

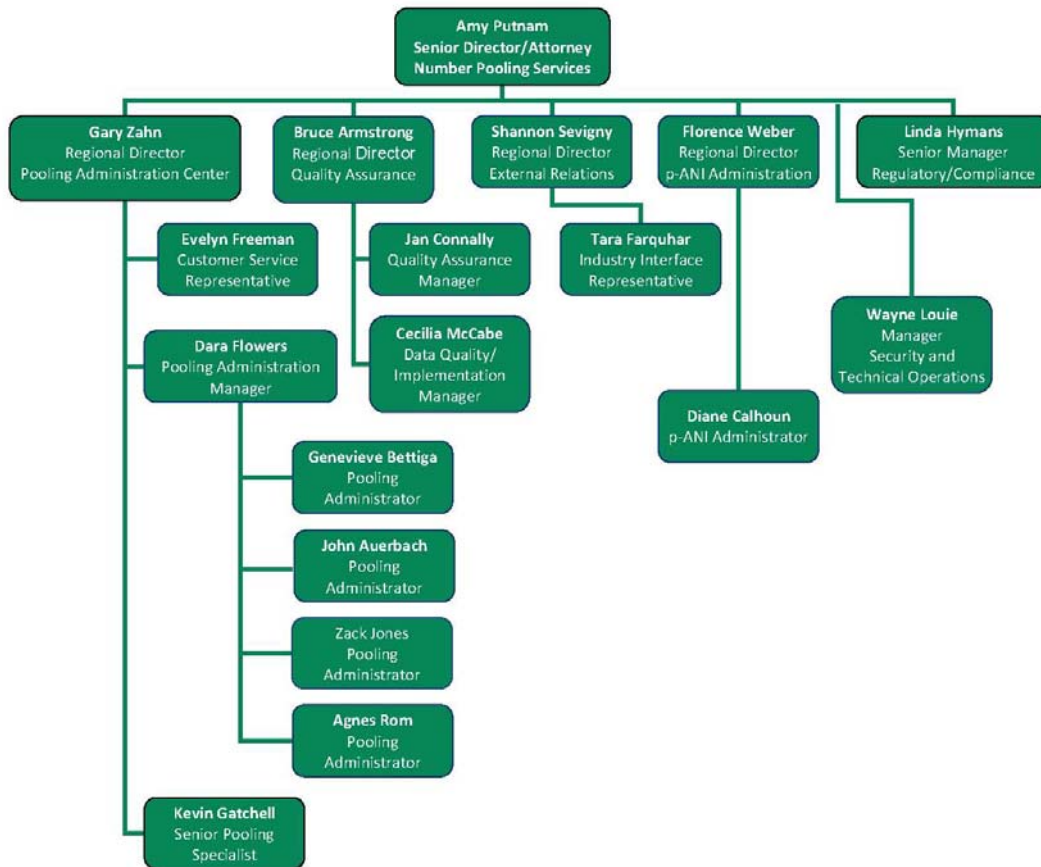


Figure 1: Pooling Administration Organization Chart

Section 2 - 2011 Neustar Pooling Administration Highlights and Significant Milestones

“The PA staff support provides exceptional turn-around service whether by phone or e-mail in response to my PAS submissions or questions. They are very accommodating to quickly answer questions and resolve problems. I've not experienced any actions from the PA that I thought were not handled appropriately. I can't say enough great things about the PA staff on their expertise and commitment to provide quality service with exceptional delivery time throughout this year to meet my company's needs.”

2011 PA Survey Comment

The following are Neustar Pooling Administration (PA) 2011 highlights and significant milestones:

◆ Pooling Contract:

- ★ Option Period II for the Pooling Administration (PA) contract ended on August 14, 2011. The FCC issued Contract Modification #18 on July 18, 2011, exercising Option Period III beginning August 15, 2011, in accordance with FAR 52.217-9. (See Section 2.1)
- ★ The PA earned a “More Than Met” rating for 2011 performance. (See Section 8.3)
- ★ There were four changes in pooling personnel in 2011. (See Section 2.1.2)



◆ Pooling Administration Services Center (PASC) Productivity for 2011 (See Section 2.2):

In 2011, the PASC staff:

- ★ Processed:
 - A record high 132,429 applications (Part 3s).
 - This total represents a 29.4% increase from the 2010 total of 102,368.
 - 100% of applications on time.
 - 30,922 requests for new resources (contains both multiple block and code requests).
 - Assigned 52,059 blocks.
 - Opened 2,774 NXX codes.
 - 55,638 change requests.
 - 18,336 disconnects.
- ★ Number of Part 3s processed by response type:
 - 110,045 approvals.
 - 17,549 suspensions.
 - 1,600 withdrawals.
 - 8,028 donations.
 - 3,235 block or code request denials.
 - 40 Red Light Rule denials.
- ★ Reclaimed 10 blocks.

◆ Pooling Administration System (PAS) System:

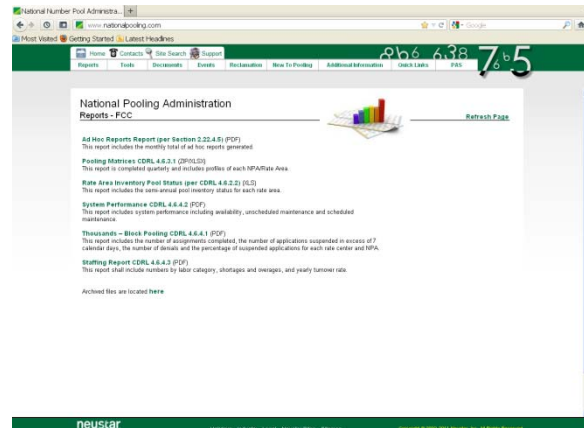
- ★ PAS was available for use 99.998% of the time which far exceeded the contract performance metric of 99.9%. Of the possible total of 8,760 hours that PAS could be available in 2011, it was accessible for 8,759 hours and 51 minutes. (See Section 6)
- ★ We submitted four change order proposals to the FCC (19, 20, 21, and 22). (See Section 2.3.2.1)
- ★ We implemented two change orders (16 and 18) with no PAS down time. (See Section 2.3.2.1)
- ★ We performed three PAS builds, one of which was related to change orders and two that were for system maintenance. In addition, we completed routine system maintenance on October 14 and 21 with no down time. (See Section 2.3.1)

◆ 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 731 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 84 required Contract Data Requirements List (CDRL) reports on time and posted

them to the website. (See Section 2.5.6.1)

- ★ We submitted all 31 additional contract-required reports on time and posted them to the website. (See Section 2.5.6.2)



◆ Industry Support:

- ★ We participated in 80 industry meetings either in-person or by conference call. (See Section 8.2)
- ★ We answered 100% of the 5,423 received calls within 1 business day.
- ★ The Help Desk handled approximately 2,537 calls. (See Section 2.3.4)
- ★ We submitted nine new issues and 16 new contributions at the Industry Numbering Committee (INC). (See Section 8.2)
- ★ We provided 24 pooling status reports to the NANPA for its meetings. (See Section 2.4)
- ★ We attended 11 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 one Supplemental Implementation Meeting (SIM) to

implement additional delegated authority in Mississippi 662 NPA. (See Section 2.4.2.3)

- ★ We made 892 changes to rate center information, of which 891 were changes relating to the pooling status designation. (See Section 2.4.2.2.)
- ★ The PA staff met monthly with the Numbering Oversight Working Group (NOWG) in 2011, providing updates on various pooling administration activities, providing responses to questions, 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 inquiries 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 began development of the permanent p-ANI Administration system as a result of the Change Order 19 approval by the FCC in June. (See Section 2.6)

- ★ We received one new user registration and 41 ESQK requests in 2011. (For details, see Section 2.6)

◆ Customer Focus:

- ★ We continued sending Tips-of-the-Month through April and then changed the interval for the Tips to quarterly. (See Section 8.5)
- ★ We noted 54 significant customer focus items. (See Section 2.9)
- ★ We received an average score of 4.6 out of 5 on our annual performance survey. (See Section 8.6)
- ★ We had no formal complaints. (See Section 8.4)



◆ Training:

- ★ We facilitated eight state regulatory commission educational sessions on pooling issues. (See Section 2.5.2)
- ★ We conducted one web-based PAS and website overview session for state regulators. (See Section 2.3.3)

◆ Special Projects:

- ★ Between January 1 and June 3, 2011, we continued to try to seek a satisfactory resolution for the 279 remaining over-contaminated

blocks by contacting state regulators and service providers in the eight affected states. With the assistance of the state regulatory staff we were able to resolve 100% of the issues relating to over-contaminated blocks, thus completing a time-consuming project that spanned nearly two years. (See Section 2.8.2)

- ★ We continued the *Seeking Donations Project* that was initiated in May 2010, and secured block

donations for 66 rate centers being changed from Excluded to Optional, thereby saving the opening of 16 whole NXX codes. (See Section 2.8.4)

- ★ We continued developing training videos to enable 24/7 access to training for our customers. In 2011, we posted two new training videos. (See Section 2.8.3)

Following is a synopsis of the major pooling accomplishments of Neustar, as the national Pooling Administrator (PA), during

the 2011 reporting period. Details for these activities are found throughout the report.

“I think Pooling does a great job assisting when I need help with any issues I may have. Everyone is a pleasure to deal with and I look forward to dealing with them in the future.”

2011 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 I ended on August 14, 2010. The FCC issued Contract Modification #13 on August 23, 2010, exercising Option Period II in accordance with FAR 52.217-9 to continue the contract from August 15, 2010 through August 14, 2011. On July 18, 2011, the FCC issued Contract Modification #18 exercising Option Period III, covering August 15, 2011 through

the end of the current contract on August 14, 2012.

2.1.2. Personnel

There were several changes in pooling personnel in 2011.

- ★ Pooling Administrator (PA) Ms. Dora Wirth retired on May 6 after 11 exceptional years at Neustar. Ms. Wirth had been the PA for AL, AK, CT, MA, NC, NH, RI, SC, VA, and VT.
- ★ Customer Service Representative John Auerbach was promoted to

PA effective May 9 to assume Ms. Wirth's responsibilities.

- ★ On May 9, Ms. Evelyn Freeman joined the pooling team as the new Customer Service Representative.
- ★ Effective September 6, Ms. Diane Calhoun was transferred from her position as PA to the position of p-ANI Administrator.



For the time being, the position previously filled by Ms. Calhoun remains vacant and the responsibilities are being shared among the existing PAs. 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.nationalpooling.com under "Contacts."

2.2 Pooling Administration Services Center (PASC), Concord CA

This section describes PASC activity in 2011, 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 2007*.

2.2.1 Pooling Administration Productivity for 2011

In 2011, the PA continued its exceptional level of performance. In fact, we processed a record number 132,429 of applications (Part 3s) as shown in Table 2-1:

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

ACTIVITY	2011 TOTAL
Applications processed (Part 3s):	132,429
Applications not processed in 7 calendar days:	0
Blocks assigned:	52,059
Change requests to existing blocks or codes:	55,638
Disconnects processed:	18,336
Withdrawals:	1,600
Block or code requests denied:	3,235
Donations processed:	8,028

ACTIVITY	2011 TOTAL
Central office codes opened:	2,774
Red Light Rule denials:	40
Total reclaimed blocks:	10

As shown in Table 2-2, the PA processed an all-time high 132,429 applications (Part 3s). This total represents a 29.4% increase from the 2010 total of 102,368. The previous high of 127,965 was reached in 2006.

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

Approvals	110,045
Denials	3,235
Suspensions	17,549
Withdrawals	1,600
TOTAL	132,429

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
Block Modifications	44,040	155	-	547	44,742
Block Disconnects	8,170	131	8,272	74	16,647
Block Cancel Disconnect	26	-	-	1	27
Individual Blocks	42,474	1,831	-	578	44,883
Block Reservations	183	17	-	13	213
Process/Cancel Block Reservations	130	1	-	1	132
Code Modifications	5,263	100	5,345	188	10,896
Code Disconnects	121	448	1,105	15	1,689

	Approved	Denied	Suspended	Withdrawn	Total
LRN Blocks	850	221	546	70	1,687
Dedicated Customer Blocks	680	72	69	14	835
Pool Replenishment Blocks	8,055	256	2,212	99	10,622
Manual	53	3	-	-	56
Totals	110,045	3,235	17,549	1,600	132,429

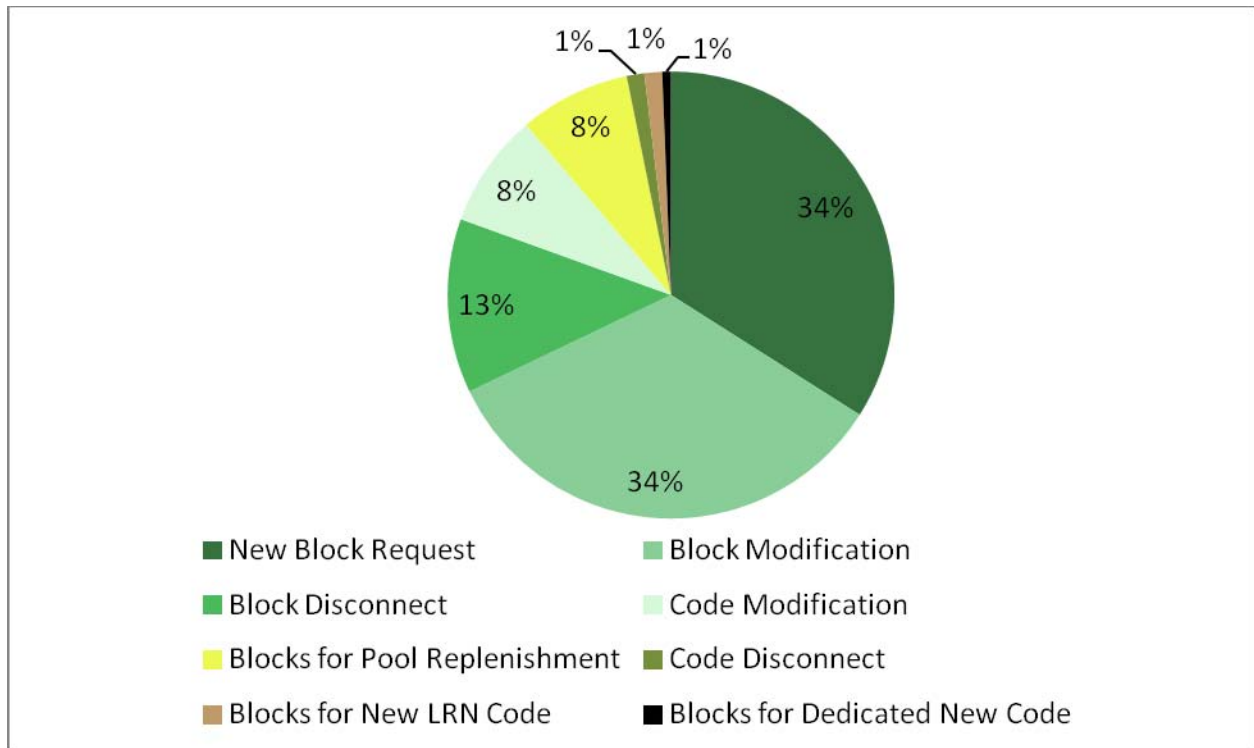


Figure 2: 2011 Pooling Applications by Type

Table 2-4 shows the number of NXX codes opened by the PA in 2011 and for what purpose.

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

PURPOSE	TOTAL	PERCENT OF TOTAL
LRN	531	19%
Dedicated Customer	68	3%
Pool Replenishment	2,175	78%
TOTAL	2,774	100%

The PA also issued **8,691** Part 5s for block disconnects, reclamations, and exchanges during 2011, of which **8,170** were actual block disconnects.

The PA processed 100% of the 132,429 applications within seven calendar days which far exceeds the performance metric of 97%.

There was a 15% increase in the number of assigned blocks in PAS at the end of 2011 as compared to the 2010 total. There were 334,557 assigned blocks in PAS at the end of 2011 as compared with 291,010 at the end of 2010, an increase of 43,547 assigned blocks.

The screenshot shows the Pooling Administration System interface. At the top, there is a navigation menu with links for Home, Contacts, Site Search, Support, Reports, Tools, Documents, Events, Reclamation, New To Pooling, Additional Information, Quick Links, and PAS. The main heading is "Pooling Administration System" with a sub-heading "Pool Tracking Report". Below this, there are links for "Current Pooling Data Summary" and "Pooling Forecast Summary". The data is as of 03/20/2012. A table titled "Forecasted Block Demand" is displayed, showing data for various NPA and Rate Center combinations. The table includes columns for Forecasted Block Demand (6 Months and Curr. Month), Blocks Assigned, Blocks Returned, Blocks Donated, Blocks Added in Pool from New Codes, Blocks Available, and CO Code Demand (Currently Needed, Requests at NANPA, In Queue in PAS). A "Download" button and a "Back" button are also visible.

NPA(s)	Rate Center	Forecasted Block Demand		Blocks Assigned	Blocks Returned	Blocks Donated	Blocks Added in Pool from New Codes	Blocks Available	CO Code Demand (based on next 6 months block forecast)		
		6 Months	Curr. Month						Currently Needed	Requests at NANPA	In Queue in PAS
Totals		251	54	23	6	0	10	119	19	0	0
303720	ALLNSPKLYN	1	1	0	0	0	0	8	0	0	0
303720	AURORA	14	3	0	0	0	0	14	0	0	0
303720	BENNETT	0	0	0	0	0	0	0	0	0	0
303720	BRIGHTON	1	0	0	0	0	0	5	0	0	0
303720	BYERS	0	0	0	0	0	0	0	0	0	0
303720	DECKERS	1	1	1	0	0	0	2	0	0	0
303720	DEER TRAIL	0	0	0	0	0	0	7	0	0	0
303720	DENVER	224	47	20	6	0	10	35	19	0	0
303720	DENVERSLVN	3	0	0	0	0	0	20	0	0	0
303720	FORTLUPTON	3	2	1	0	0	0	3	0	0	0
303720	GEORGETOWN	0	0	0	0	0	0	1	0	0	0
303720	HUDSON	1	0	0	0	0	0	4	0	0	0
303720	KEENERSBURG	1	0	1	0	0	0	9	0	0	0
303720	LONGMONT	2	0	0	0	0	0	7	0	0	0
303720	ROGGEN	0	0	0	0	0	0	0	0	0	0
303720	STRASBURG	0	0	0	0	0	0	4	0	0	0

Figure 3 below shows the monthly cumulative number of assigned thousand-blocks in the PAS for 2011.

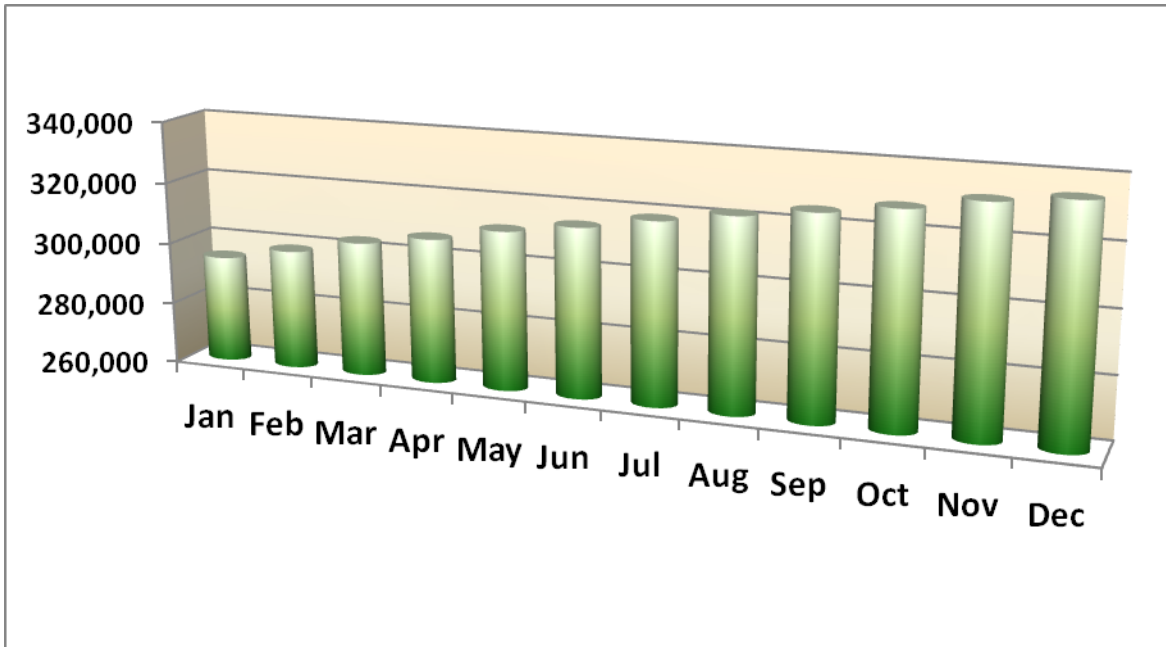


Figure 3: Monthly Cumulative Blocks Assigned in PAS in 2011

Figure 4 below depicts the monthly block assignments made by the PA during each month in 2011.

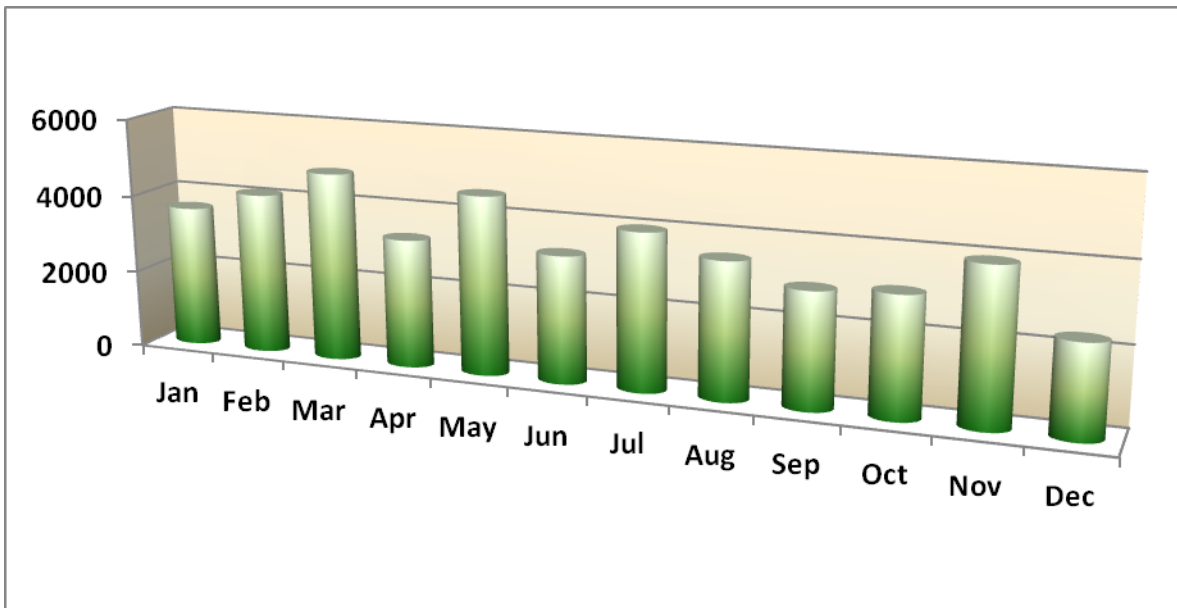


Figure 4: Blocks Assigned by the PA in Each Month in 2011

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, as a routine part of their job performance:

- 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, and

- Work closely with the NANPA Code Administrators to ensure that NXX requests are handled in accordance with INC guidelines.



Figure 5 below provides a complete overview of all applications processed in the PAS for 2011, which includes approvals, denials, withdrawals, and suspended applications.

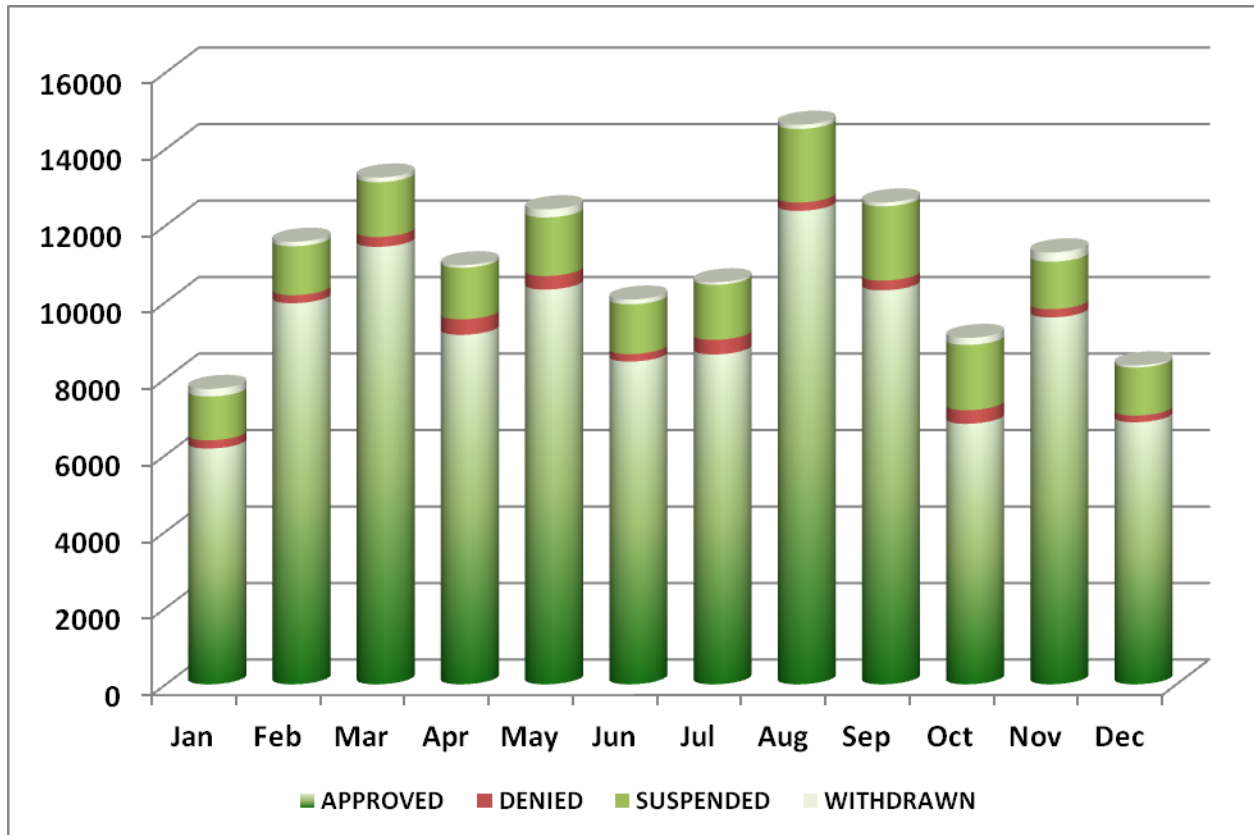


Figure 5: Overview of All 2011 Applications Processed by Status

Tables 2-5 and 2-6 list the ten states and NPAs for which the highest number of applications (Part 3s) occurred in 2011:

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

State	Total Part 3s
TX	13,712
CA	11,263
NY	9,015
FL	6,361
PA	5,586
IL	5,335
NC	4,780
LA	4,604
NJ	4,144
OH	4,137

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

NPA	State	Total Part 3s
347	NY	2,114
956	TX	1,783
318	LA	1,493
210	TX	1,479
443	MD	1,346
919	NC	1,324
203	CT	1,105
903	TX	1,099
402	NE	1,092
267	PA	1,058

2.2.2 Pool Replenishment

During 2011, 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 2011.

**Table 2-7
2011 Pool Replenishment Overview**

Average number of rate centers per month that had less than a six-month inventory	363
Percentage of total number of rate centers per month that had less than a six-month inventory	1.96%
Average number of rate centers per month that had zero blocks available	115
Number of CO Code requests for pool replenishment	2,527
Number of CO Codes opened for pool replenishment	2,176

Tables 2-8 and 2-9 show the ten states and NPAs which had the most pool replenishment activity in 2011.

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

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

State	Codes Opened
NY	222
CA	216
TX	208
FL	174
IL	137
MD	135
GA	109
NC	101
OH	94
NJ	92

NPA	Total
347	83
443	48
240	43
202	35
678	34
404	32
513	29
919	29
281	28
704	28

2.2.3 Reclamation in 2011

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 10th 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.¹ There were a total of 10,070 blocks that the PA had to address on the cumulative overdue Part 4s reports in 2011. Of those, a cumulative total of 3,655 blocks were new to the lists in 2011.

The PA website provides detailed information about the reclamation process,

¹ The FCC Report and Order and Further Notice of Proposed Rulemaking released March 31, 2000 (1st 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.

as well as contact information for the participating state commissions and FCC.

In 2011, regulators authorized the PA to reclaim **10** thousands-blocks.



Table 2-10 identifies the state where blocks were authorized to be reclaimed and the number authorized in each state in 2011.

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

State	Blocks Reclaimed
Indiana	7
Washington	2
New Hampshire	1
TOTAL	10

2.3 Pooling Administration System (PAS)

2.3.1 PAS Performance

As set forth in more detail in *Section 6*, PAS was available 99.998% of the time in 2011, which means the PA once again significantly exceeded the contract requirement of 99.9% availability. The PA also maintained availability to PAS functionality during three PAS builds, one of which was related to change orders and two that were for system maintenance. In addition, we completed routine system maintenance on October 14 and 21 with no down time. See 2.3.2 for a description of the PAS improvements as a result of change orders that we made during 2011.

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.²

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

2.3.2.1 Change Orders Submitted by the PA in 2011

The PA submitted four change order proposals to the FCC in 2011, covering a

variety of system or process changes that are not addressed in the current contract.

Table 2-11 provides a description of each 2011 change order and its status as of December 31, 2011.

**Table 2-11
Change Orders Submitted by the PA in 2011**

Number	Type	Description	NOWG Recommendation	FCC Status
19	Industry/FCC	Permanent Routing Number Administrator	Approved	Approved
20	SP and Regulatory Enhancements	Proposed Enhancements to PAS	Approved	Approved
21	INC Issue 710	INC Issue #710–NANC Action Item “multi-OCN Issue”)	Approved	Approved
22	INC Issue 698	INC Issue #698–Auto-Populate Total Numbering Resources on TBPAG MTE Form	Approved	Approved

The FCC acted on four change order proposals in 2011, accepting the four change order recommendations. Table 2-12 provides details on each change order for which there was an FCC decision in 2011.

**Table 2-12
Change Orders Approved by the FCC in 2011**

Number	Type	Description	NOWG Recommendation	FCC Status
19	FCC	Permanent Routing Number Administrator	Approved	Accepted-Contract Modification #16 on 6/17/11
20	SP and Regulatory Enhancements	Proposed Enhancements to PAS	Approved	Accepted – Contract Modification #17 on 6/17/11
21	INC Issue 710	INC Issue #710– NANC Action Item “multi-OCN Issue”)	Approved	Accepted - Contract Modification #21 on 12/13/11
22	INC Issue 698	INC Issue #698– Auto-Populate Total Numbering Resources on TBPA MTE Form	Approved	Accepted – Contract Modification #21 on 12/13/11

Table 2-13 shows the two change orders that we implemented during 2011, with descriptions of the changes that were incorporated into the PAS in 2011.

**Table 2-13
Change Orders Implemented in 2011**

Number	Description of Changes	Implemented
16	<ol style="list-style-type: none"> 1. The <i>Assignments Needing Part 4s Report</i> was added as a new report option for regulators. 2. A new version of the <i>Rate Center Report</i> was added which allows users the ability to request a report that includes a list of rate 	February 11, 2011

Number	Description of Changes	Implemented
	<p>centers for all states and NPAs in a single report.</p> <p>3. The Donation Report had an additional query capability added. Users now have the option of adding a date range to their query to narrow their search to a specified period of time. The date range is associated with the donation submission date.</p> <p>4. A new validation has been added to PAS for Inter OCN Modifications (block transfers) to check to see if the block being transferred will be an initial resource for the service provider (OCN) in that rate center. If the block will be considered initial, PAS will include a message on the confirmation screen letting the service provider know that this is considered an initial request and that the appropriate supporting documentation is required.</p> <p>5. Population of OCN name on screens and forms in PAS is now populated using the LERG 1 OCN Name (50 characters), rather than the abbreviated OCN name (20 characters) that was previously used.</p>	

Number	Description of Changes	Implemented
18	<p>This change order updated text and footnotes on the following Part 4 forms as a result of INC Issue 696 – Clarify the Definition of “In Service” in the Guidelines, which clarified the definition of In Service to ensure that it is clear that administrative numbers do not constitute a code/block being In Service.</p> <ul style="list-style-type: none"> – The TPBAG Thousands-Block (NXX-X) Confirmation Form Part 4. – The Central Office Code (NXX) Assignment Request – PART 4 – The Central Office Code (NXX) Assignment Request – Part 4-PA, <p>These form updates did not result in any changes in the Part 4 process in PAS.</p>	February 11, 2011

2.3.2.2 PAS Updates in 2011

In 2011, there were three PAS builds (see Table 2-14), of which one was related to a change order 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 2011**

Date	Changes
February 11	Change Orders 16 and 18
May 31	Maintenance
September 9	Maintenance

2.3.3 PAS and Website Overview Sessions

In 2011, the PA conducted a web-based training session for regulatory users. This overview supplemented the training video

by providing a refresher on the PAS and application processing as well as a review of the pooling website. We polled service providers to determine interest in attending a web-based training but there was no interest.

In an effort to reach all of our customers and allow them to experience training on their own schedules, we proactively developed training videos in 2010, beginning with the updates to PAS as a result of Change Orders 9 and 10. In 2011, we added two more training videos as described in Section 2.8.2. This permits our customers to 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
2011 PAS Training

Description	Date	Number of Attendees
Web-based overview of the PAS and website for Regulators	December 13	14

NPA	Administrative Rate Center	Rate Center Full Name	Lata	NPA Complex	FCC Top 100 MSA Name	Pooling Status
303	ALLIENSVILLE	ALLIENSVILLE, CO	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	AURORA	AURORA	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	BEAUFETT	BEAUFETT	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	BRIGHTON	BRIGHTON	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	EVERS	EVERS	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	DECKERS	DECKERS	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	DEER TRAIL	DEER TRAIL	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	DEWER	DEWER	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	DEWBRUNN	DEWBRUNN, CO	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	FORSYTH	FORSYTH	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	GEORGETOWN	GEORGETOWN	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	HADSON	HADSON	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	HEENSBURG	HEENSBURG	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M
303	LONGMONT	LONGMONT	856	303720	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	M

2.3.4 Help Desk

The Customer Support Representative (CSR or Help Desk) is the human interface between 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 2011, the Customer Support Desk handled approximately 2,537 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 PAS in the event of area code relief, and provides status updates for the industry at NANPA meetings. In 2011, the DQIM also facilitated one Supplemental Implementation Meeting (SIM) for one state, attended 11 NANPA meetings, and provided 24 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:

- **Mandatory (M)**
- **Mandatory State (M)**
- **Mandatory Single Service Provider (M*)**
- **Mandatory State Single Service Provider (M*)**
- **Optional (O)**
- **Excluded (X)**

For status designation definitions see Section 3.

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	2007	2008	2009	2010	2011
M*	519	460	441	427	420
M	4,820	4,861	4,891	4,885	4,891
O	5,728	5,460	5,747	6,074	5,679
M	2,401	2,827	2,848	3,116	3,498
M*	547	677	647	646	841
X	4,605	4,315	4,023	3,401	3,217
Total	18,620	18,600	18,597	18,549	18,546
Total Pooling Rate Centers	14,015	14,285	14,574	15,148	15,329
Total Mandatory Pooling Rate Centers	7,221	7,688	7,739	8,001	8,389

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 2011, the PA made 892 rate center file changes. Of those 892 rate center file changes, 891 were rate center designation changes, of which 585 were for rate center designation changes that resulted from implementation of additional delegated authority in Alaska, Indiana, and Mississippi. One was the result of rate center name change.

Table 2-17 shows the type of information change and how many rate centers were changed during each month in 2011.

**Table 2-17
Summary of Rate Center File Changes for 2011**

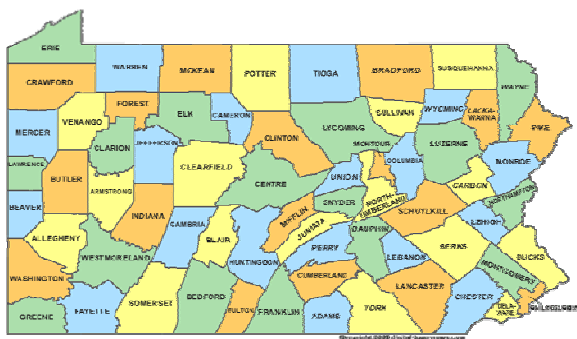
REASON	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
Changes in Status:													
M* to M	2			1		1			1	1		2	8
M* to M	6	2	5	2	4	2	1	8	5	21	12	13	81
O to M	222								86				308
O to M*	249								22				271
X to O	4	3	17	26	4	29	20	68	13	20	19		223
													0
New Rate Centers													0
													0
Deleted Rate Centers													0
													0
Rate Center Name Change		1											1
													0
MSA/LATA Changes													0
TOTALS	483	6	22	29	8	32	21	76	127	42	31	15	892

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.



2.4.2.3 Supplemental Implementation Meeting (SIM)

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.

There were no bulletins issued by the federal Office of Management and Budget in 2011. Hence there were no changes in the names or any MSAs during 2011. However, the 2010 Census was issued and thus allowed the calculation of the top 100 MSAs based on these new census figures. One MSA, Lancaster, PA moved into the top 100 from this census and one MSA, Portland-South Portland-Biddeford, ME MSA moved out of the top 100 MSAs. In both of these cases, all rate centers in both MSAs will remain mandatory pooling rate centers. These changes did not affect the composition of 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.

On May 5, 2011, the state of Mississippi issued an order to implement the additional mandatory pooling according to its delegated authority. As a result, the DQIM facilitated a Supplemental Implementation Meeting (SIM) 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 the SIM conducted by the PA in 2011.

**Table 2-19
Supplemental Implementation Meeting (SIM) in 2011**

State	State Order Issued	NPA/s Affected	Supplemental Implementation Meeting (SIM)	Pool Start Date
Mississippi	5/5/2011	662	6/15/2011	9/5/2011

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 TBPAG 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 TBPAG) 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 2011, 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 2011.

**Table 2-20
NRUF/Forecast Results for 2011**

Date	NPAs	Jurisdictions	Blocks Forecasted	Blocks Available	Codes Forecasted
February	289	52	29,553	182,176	1,257
August	291	52	23,488	174,465	1,145

2.5 Regulatory and Compliance



2.5.1 Regulatory Update Conference Calls

In 2011, 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 2011.

2.5.2 Regulatory Educational Sessions

In 2011, the PA conducted nine 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 2011.

**Table 2-21
Regulatory Training Sessions in 2011**

Date	State	Type	Description
February 9	New Hampshire	In-Person	Pooling status update and education
March 29	Missouri	In-person	Pooling status update and education
April 18	Kansas	In-person	Pooling

Date	State	Type	Description
			education
June 29	Oregon	Conference call	Pooling status update and education
July 21	Nevada	Presentation	Pooling status update
October 13	Montana	Conference call	Pooling status update and education
October 18	Texas	In-person	Pooling status update and education
November 30	Colorado	In-person	Pooling status update and education
December 13	All states	Web/Conference call	PAS overview and website review

2.5.3 Regulatory Support

During 2011 the PA provided support for state regulators as they addressed number conservation and NPA relief planning issues. We attended 11 NANPA meetings relating to NPA relief and jeopardy, and responded to emails and telephone inquiries regarding issues such as application processing, certification, and reclamation.

2.5.4 Delegated Authority Petitions

The FCC issued an order on May 18, 2010 granting the authority to 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 2011, mandatory pooling was implemented in the states of Alaska and Indiana as a result of implementation meetings held in 2010. In addition, the state of Mississippi issued its order to implement its delegated authority on May 5. The Supplemental Implementation Meeting (SIM) was held on June 15 and pooling was implemented on September 5.

In addition, the state of Montana filed a new petition for additional delegated authority with the FCC on November 22, 2011. As of December 31, it had not been put out for comment by the FCC.

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

**Table 2-22
2011 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	6/15/11	9/5/11
Alaska	10/16/09	5/18/10	907	11/16/10	1/19/11
Montana	11/22/11	TBD	TBD	TBD	TBD

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 40 denials as a result of the Red Light Rule in 2011, down from 77 in 2010.

2.5.6 Reporting Compliance

Contract Data Requirements List (CDRL) documents are required by the PA contract and submitted during the 2011 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 2011 calendar year according to the established deadlines. In 2011, the PA submitted 83 CDRL reports. These reports are available on the PA website.

**Table 2-23
Recurring CDRL Reports Submitted in 2011**

Report Name	Section Reference	Required Interval	Dates Submitted
Staffing Report	CDRL 4.6.4.3 per Section 2.3	1 st working day of the month	Jan 3, Feb 1, Mar 1, Apr 1, May 2, Jun 1, Jul 1, Aug 1, Aug 31, Sep 30, 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 14, Feb 15, Mar 15, Apr15, May 16, Jun 15, Jul 15, Aug 12, Sep 14, Oct 17, Nov 15, Dec 14
System Performance Report	CDRL 4.6.4.2 per Section 2.22 Also see 2.22.4.5	Monthly	Jan 14, Feb 15, Mar 15, Apr15, May 16, Jun 15, Jul 15, Aug 12, Sep 14, Oct 17, Nov 15, Dec 14
Ad Hoc Reports	CDRL 4.6.5 per Section 2.22.4.5, as modified by Contract Mod #3	Monthly	Jan 14, Feb 15, Mar 15, Apr15, May 16, Jun 15, Jul 15, Aug 12, Sep 14, Oct 17, Nov 15, Dec 14
Pooling Matrices Report	CDRL 4.6.3.1 Per Section 2.21.2 Also see 2.22.4.5	Quarterly	Jan 14, Apr 15, Jul 15, Oct 17
Forecasted Demand	CDRL 4.6.2.1 Per Section 2.17.1	Semi-Annual	Feb 10 and Aug 10
Rate Area Inventory Pool Status	CDRL 4.6.2.2 and Section 2.16.5	Semi-Annual	Feb 10 and Aug 10
Annual	CDRL 4.6.1 Per Section 2.21.1	Annual	Mar 31
By Request (Ad Hoc)	CDRL 4.6.5 Per Section	Within three business days	January (2 reports) February (5 reports)

Report Name	Section Reference	Required Interval	Dates Submitted
	2.21.3		March (2 reports) April (3 reports) May (1 report) June (1 report) July (2 reports) August (2 reports) September (1 report) October (3 reports) November (2 reports) December (2 reports)

2.5.6.2 Other Required Reports

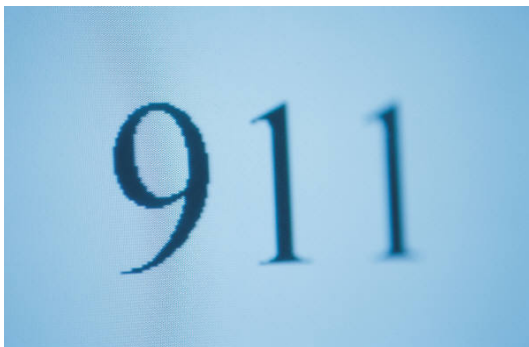
Table 2-24 lists the 31 other reports required by the contract that the PA submitted in 2011.

**Table 2-24
Other Required Reports Submitted in 2011**

Report Name	Section Reference	Required Interval	Where	Dates Submitted
Staffing Report	Section H.3.3	Monthly	To FCC only	Jan 3, Feb 1, Mar 1, Apr 1, May 2, Jun 1, Jul 1, Aug 1, Aug 31, Sep 30, Nov 1, Dec 1
Progress Report	Section G.5	Monthly by the 15 th of the month	To FCC only	Jan 14, Feb 15, Mar 15, Apr 15, May 13, Jun 15, Jul 15, Aug 15, Sep 14, Oct 14, Nov 15, Dec 14
Monthly Pooling Metrics	Section 2.22.4.5	Monthly	To PA Website only	Jan 14, Feb 15, Mar 15, Apr 15, May 16, Jun 15, Jul 15, Aug 12, Sep 14, Oct 17, Nov 15, Dec 14
Quarterly Pooling Metrics	Section 2.22.4.5	Quarterly	To PA Website only	Jan 28, Apr 15, Jul 15, Oct 17
Inventory	Per Section 3.21	Annual	To FCC	Jun 15

2.6 Routing Number Administration (aka p-ANI)

The PA assumed the responsibility of assigning Emergency Service Query Keys (ESQs) under certain limited circumstances as the Interim Routing Number Administrator (IRNA) on September 6, 2006. In 2011, we continued to perform this function and related activities, such as responding to general inquires regarding pseudo-Automatic Number Identification numbers (p-ANIs), assisting providers with p-ANI related issues, and participating in the Emergency Services Interconnection Forum (ESIF) and the Industry Numbering Committee (INC) meetings, to offer assistance and expertise. In addition, Amy Putnam performed her duties as the ESIF-ECDR co-chair in 2011. In 2011, the IRNA received one new user registration and 41 ESQ 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 (aka Routing Number Administrator or RNA) at such time as the FCC directs the permanent process.

In December, 2010, the FCC directed the PA to file a change order proposal for a permanent p-ANI solution which the PA filed on January 27, 2011, as *Permanent Routing Number Administrator Change Order Proposal #19*. Based on the INC *p-ANI Administration Guidelines* and FCC directives, the PA offered a proposal for the permanent Routing Number Administrator function which included: implementing a new type of numbering administrator, creating a centralized database that will provide a single repository for p-ANI related information, and addressing a single national process for requesting non-dialable p-ANIs. On June 17, 2011, the FCC approved Neustar's Change Order Proposal #19. As the permanent RNA, we will be responsible for managing and assigning non-dialable p-ANIs, which are used to support the routing of wireless and VoIP 9-1-1 calls. The p-ANIs are assigned out of the 211 NXX and 511 NXX on a national basis including Puerto Rico. For more detailed information on the RNA requirements, see Change Order 19 on our website, www.nationalpooling.com, under Documents.

Upon approval of Change Order 19, the RNA established a nine-month transition period, during which a new Routing Number Administration System (RNAS) and website www.nationalpani.com is being developed, tested, and implemented. During the transition period, the RNAS inventory will be populated with non-dialable p-ANI assignment data received from the p-ANI assignors and p-ANI users. At the end of transition, assignment of non-

dialable p-ANIs in all states, the District of Columbia and Puerto Rico will transition to Neustar as the permanent RNA. No other entity currently administering or self-assigning non-dialable p-ANIs will continue to perform that function as of March 19, 2012.

Several notices were sent using the following entities' distribution lists as methods of notification: PAS, NAS, INC, ESIF, NENA, APCO, and CTIA. On June 20, 2011, the industry was advised that the change order was approved and the anticipated dates for transition to the permanent RNA. In July 2011, we requested that p-ANI users report on their p-ANI assignment information via the *Initial Report* which was due during the month of October. We sent further reminders in September and October. In August 2011, we requested that p-ANI assignors report, during the month of November, on all p-ANIs they had previously assigned, and sent subsequent reminders in November.

At the end of July 2011, we started receiving the Initial Reports from the p-ANI assignees. Prior to accepting the *Initial Report*, we verified that all required fields were completed, the OCN and NENA ID provided were valid, that only non-dialable p-ANIs out of the 211 NXX and 511 NXX were reported, and that there was no duplicate or overlapping p-ANI information reported

by the reporting p-ANI assignee. After confirming this information, we accepted the *Initial Report* from 50 unique OCNs. Upon further analysis of the data we received from all of the p-ANI assignees, we found situations where either the same p-ANI range or part of a p-ANI range was being reported by more than one carrier. We notified the affected carriers about these discrepancies at the end of December. We are working with the carriers on reconciling the data.



At the end of August 2011, we started receiving the assignment data from the p-ANI assignors. Prior to accepting the assignment data, we verified that all required fields were completed, only non-dialable p-ANIs out of the 211 NXX and 511 NXX were reported, and that there was no duplicate or overlapping p-ANI information included in each report.

Following is a table of all interim p-ANI activity since 2006.

**Table 2-25
Interim RNA Activity from 2006 through 2011**

	2006	2007	2008	2009	2010	2011
ESQK New User Registrations Received	4	2	3	2	3	1
Approved	3	1	1	1	2	0
Denied	1	1	2	1	1	1
ESQK Requests Received	0	1	19	440	242	41
Approved	0	0	18	432	240	41
Denied	0	1	1	8	2	0

In an effort to keep apprised of p-ANI–related public safety issues, we attended the following public safety webinar in 2011 as the p-ANI Administrator, as shown in Table 2-26:

**Table 2-26
Webinar Attended in 2011 by the p-ANI Administrator**

Date	Meetings Attended
May 25	Attended NENA Webinar “Transitioning to NG 9-1-1...A Look at Some Early Adopters”

2.7 2011 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 October 3, 2011, with a deadline for responses of October 14. We received 107 survey responses, 24 of which were from state regulators, which is a slight decrease from 2010 when we received 110 survey responses, with 29 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 4.6 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 2011

2.8.1 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 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.

Initially, we cross-referenced the data in both systems, and developed a list of blocks that had 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, 2010, 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 2010, we sent emails to 22 state regulatory contacts with a list containing the most recent over-contaminated block holder information, requesting their assistance in resolving the over-contaminated status of the blocks in their states. By the end of the year we had dealt with 53% of the over-contaminated blocks on the list with the assistance of the states, removing 251 over-contaminated blocks from the list.

With 279 over-contaminated blocks remaining on the list as we began 2011, we held multiple internal meetings to

discuss potential paths forward, and we worked with the NOWG to find alternatives for the remaining over-contaminated blocks. During this time we continued to contact companies with ported TNs in the blocks via email and telephone and re-contacted the eight state commissions with remaining over-contaminated blocks. With determination, we worked painstakingly with the affected carriers and state commissions in order to clear the blocks from the list. At last, on June 3, 2011 we removed the final over-contaminated block from the project list.

2.8.2 Training Videos

In an effort to reach all of our customers and allow them to train on their own schedules, we proactively developed training videos in 2010 that are available on the national pooling website. Prior to launching the videos, we customarily conducted training sessions several times a year on the PAS, website use, and updates. However, because these sessions are scheduled for specific dates and times, some customers with other responsibilities and conflicts were unable to attend those sessions.



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. We also developed two additional viewing options that allow customers that could not access the training videos to download the videos and watch them locally on their own computers. 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, 2010.

In 2011, we released two new videos: ***PAS Effective Date Scenarios for Block Requests and Donations*** and ***PAS Password Reset***. In all, there were 421 views to the training videos in 2011. Training video activity is detailed in Table 2-27.

Table 2-27
Available Training Videos Activity

Training Video Subject	Release Date	Number of Views in 2011
Change Orders 9 and 10	September, 2010	13
Change Order 11	October, 2010	30
Pooling Website Overview	November, 2010	70
Pooling Website and PAS Overview for Service Provider and Service Provider Consultants	December, 2010	143
Pooling Website and PAS Overview for State and Regulatory Users	December, 2010	63
PAS Effective Date Scenarios for Block Requests and Donations	July 20, 2011	41
PAS Password Reset	October 17, 2011	61

2.8.3 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 2011, the PA secured block donations for 66 rate centers being changed from Excluded to Optional, thereby saving the opening of 16 whole NXX codes.

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 2011, we had 54 of these customer focus items.



A strong indication of our firm commitment to customer satisfaction is that we did not receive any formal complaints in 2011. Others include:

- Processing a Record 132,429 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 missed the requirement for processing applications within the seven-day timeframe only once 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 2011, the PA could have missed the seven-day processing deadline for over 3,973 applications while still meeting our contractual requirement. Instead we exceeded the requirement by processing ALL of the applications on time.

- Issuing Tips-of-the-Quarter

We continued to send the *Tip of the Month* to our PAS email distribution each month through April to help our customers understand pooling administration processes. Then with the concurrence of the NOWG due to a lack of relevant topics, we changed the distribution interval to quarterly, with the first notice sent in July, 2011.



- 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 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 PAS in any 12 month period. In 2011, there was only 9 minutes of unscheduled unavailability of PAS, and no time was used for any of the scheduled maintenance allotted for PAS.

- 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 all 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 in response to a NANC survey comment approximately two weeks prior to a PAS build to provide ample notice to PAS users about upcoming changes and updates. We continued this practice in 2011 in order to allow customers more time to prepare for PAS updates. Even though we planned for possible PAS outages, there was no PAS unavailability due to system updates in 2011.



- 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, 2010. 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.

Each PA I have been in contact with has been more than helpful to me. I have appreciated their patience and guidance during my learning process with Pooling. The Helpdesk has also been very prompt with answering and or correcting any issues I have had. The process is clean and support is very professional.

2011 PA Survey Comment

Section 3 - Identification of Existing and Potential Pooling Areas

PAS and pooling admins are the best part of pooling because every time I call for their help they go out of their way to assist me with my issues! Thank you all!!! You are a great group!!!

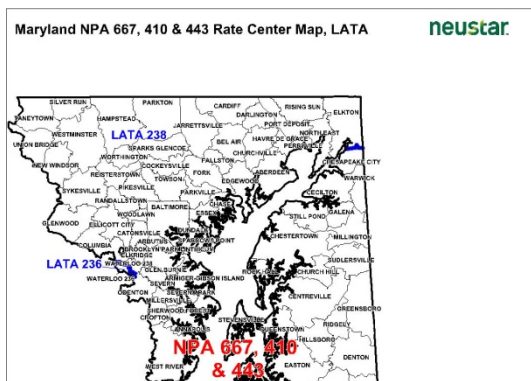
2011 PA Survey Comment

In this section, Pooling Administration (PA) summarizes the number of existing pooling areas. As of December 31, 2011, there are 15,329 distinct pooling rate centers (i.e., pooling areas), which constitute 82.7% of the 18,546 total distinct rate centers. While we do not include a distinct list of separate “potential” pooling areas, there are currently 3,217 rate centers in which no carrier is pooling, and which could therefore be considered “potential” pooling areas. (See Section 3.2)

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.



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.

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 15,329 distinct pooling rate centers (i.e., pooling areas), and their status designation, by state, as of December 31, 2011. 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		62			198	260
AL	63	70	114	6	16	269
AR	36		171	11		218
AZ	27		38	20		85
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	110	1		256
GA	73		210	6		289
HI	1		5			6
IA	54	68	400	39		561
ID	14	69		5	57	145
IL	217		579	37		833
IN	209	250	11	13	35	518
KS	56		295	30		381

State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Total
KY	44	128	135	3	35	345
LA	57		148	4		209
MA	234	30				264
MD	112	53				165
ME	39	101	61	11		212
MI	206	114	231	8	12	571
MN	38		271	6		315
MO	137	383		21	180	721
MS	34	87	83	5	21	230
MT			123			123
NC	133	24	211	6		374
ND			91			91
NE	27	131	167	5	118	448
NH	32	92	25			149
NJ	187		21	1		209
NM	12		58	3		73
NV	21		41	4		66
NY	401	244	82	1	19	747
OH	361	162	141	11	13	688
OK	97	15	156	44		312
OR	35	103	52	1		191
PA	415	339	12		10	776
PR	47		36	1		84
RI	25					25
SC	83		97	24		204
SD			86			86
TN	103		176	6		285
TX	286	7	571	38		902
UT	24		38	9	1	72
VA	119	184	66			369
VT		101	40			141
WA	54	150	1	4	26	235
WI	112	247	131	16	96	602
WV	7	152	9		4	172
WY			54			54

State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Total
Grand Total	4,891	3,498	5,679	420	841	15,329

3.2 Summary by State of “Potential” Pooling Areas

The chart below sets forth the total, by state, of the 3,217 rate centers that were designated as “excluded” from pooling as of December 31, 2011, 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.” The 19 states with no excluded rate centers are identified in Section 3.3.2.

Table 3-2
Summary of Excluded Rate Centers by State

State	Excluded
AK	0
AL	41
AR	162
AZ	44
CA	26
CO	46
CT	0
DC	0
DE	0
FL	25

State	Excluded
GA	71
HI	0
IA	256
ID	0
IL	153
IN	7
KS	193
KY	27
LA	68
MA	2
MD	0
ME	37
MI	63
MN	328
MO	0
MS	9
MT	137
NC	57
ND	209
NE	0
NH	0
NJ	0
NM	90
NV	30
NY	0
OH	51
OK	218
OR	64
PA	0
PR	0



State	Excluded
RI	0
SC	36
SD	182
TN	56
TX	375
UT	60
VA	0
VT	0

State	Excluded
WA	0
WI	0
WV	56
WY	38
Grand Total	3,217

3.3 Summarized Information about Existing and “Potential” Pooling Areas

3.3.1 Pooling Rate Center Facts:

Total Number of Distinct Rate Centers	18,546
Total Number of Distinct Rate Centers Available for Pooling	15,329
Percentage of Distinct Rate Centers that are Available for Pooling	82.7%
Total Number of Mandatory Distinct Rate Centers	8,389
Percentage of Distinct Rate Centers that are Mandatory	45.2%
Total Number of Distinct Mandatory Single-Service Provider Rate Centers	1,261
Percentage of Distinct Rate Centers that are Mandatory Single-Service Provider	6.8%
Total Number of Distinct Optional Rate Centers	5,679
Percentage of Distinct Rate Centers that are Optional	30.6%
Total Number of Distinct Rate Centers Excluded from Pooling	3,217
Percentage of Distinct Rate Centers that are Excluded from Pooling	17.3%
Total Number of Rate Center Designations Changed in 2011 (see Section 2.4.2 for detail)	892

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 no mandatory pooling rate centers.	Montana, North Dakota, South Dakota, and Wyoming
States or jurisdictions that have no 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, 2011 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, Alaska, Arizona, California, Colorado, Connecticut, Florida, Idaho, Illinois, Iowa, Indiana, Kentucky, Massachusetts, Maryland, Maine, Michigan, Missouri, Mississippi, 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 18,546 rate centers in each state by their respective pooling status designations (mandatory, optional, or excluded) as of December 31, 2011.

**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		62			198		260
AL	63	70	114	6	16	41	310
AR	36		171	11		162	380
AZ	27		38	20		44	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	110	1		25	281
GA	73		210	6		71	360
HI	1		5				6
IA	54	68	400	39		256	817
ID	14	69		5	57		145
IL	217		579	37		153	986
IN	209	250	11	13	35	7	525
KS	56		295	30		193	574
KY	44	128	135	3	35	27	372
LA	57		148	4		68	277
MA	234	30				2	266
MD	112	53					165
ME	39	101	61	11		37	249
MI	206	114	231	8	12	63	634
MN	38		271	6		328	643
MO	137	383		21	180		721
MS	34	87	83	5	21	9	239
MT			123			137	260
NC	133	24	211	6		57	431
ND			91			209	300
NE	27	131	167	5	118		448
NH	32	92	25				149
NJ	187		21	1			209
NM	12		58	3		90	163
NV	21		41	4		30	96
NY	401	244	82	1	19		747
OH	361	162	141	11	13	51	739



State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Excluded	Total
OK	97	15	156	44		218	530
OR	35	103	52	1		64	255
PA	415	339	12		10		776
PR	47		36	1			84
RI	25						25
SC	83		97	24		36	240
SD			86			182	268
TN	103		176	6		56	341
TX	286	7	571	38		375	1,277
UT	24		38	9	1	60	132
VA	119	184	66				369
VT		101	40				141
WA	54	150	1	4	26		235
WI	112	247	131	16	96		602
WV	7	152	9		4	56	228
WY			54			38	92
Grand Total	4,891	3,498	5,679	420	841	3,217	18,546

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

“I can't say enough great things about the PA staff on their expertise and commitment to provide quality service with exceptional delivery time throughout this year to meet my company's needs.”

2011 PA Survey Comment

Following is a summary of the aggregated total by pool of the service providers participating in the pooled areas in 2011. There are 2,489 distinct service providers³ participating in 15,329 distinct pooled rate centers in 243 NPA and NPA complexes⁴ 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	48	22
202	39	1
203/475	33	32
205	34	66
206	44	5
207	49	212
208	49	145
209	35	55
210	35	1
212/646/917	50	1
213	46	3
214/469/972	60	43
215/267	44	36
216	31	4
217	32	216
218	36	73
219	33	45
224/847	43	42
225	32	34
228	21	11
229	27	68

³ Distinct Operating Company Numbers (OCNs) that have at least one assigned or retained block in PAS.

⁴ 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
231	34	79
234/330	39	109
239	23	14
240/301	59	63
248/947	42	20
251	34	40
252	29	72
253	37	11
254	37	69
256/938	36	91
260	28	76
262	33	60
269	40	76
270	51	170
276	36	78
281/713/832	61	45
302	41	30
303/720	42	16
304/681	37	172
305	31	1
305/786	50	4
307	21	54
308	24	167
309	32	125
310/424	43	16
312/872	41	1
313	39	6
314	31	7
315	40	149
316	24	14
317	38	36
318	28	75
319	30	92
320	35	80
321	27	5
321/407	42	17
323	43	12

NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
325	28	55
331/630	39	25
334	34	72
336	51	80
337	34	53
339/781	33	40
347/718/917/929	44	11
347/718/929	34	2
351/978	37	58
352	30	47
360	59	76
361	34	63
385/801	28	20
386	33	24
401	24	25
402	51	281
404/470/678	49	1
405	34	82
406	22	123
408	43	11
409	35	39
410/443	51	102
412/878	31	23
413	30	61
414	27	4
415	45	14
417	41	155
419/567	42	162
423	46	65
425	39	14
430/903	50	142
432	21	36
434	32	66
435	32	52
440	38	62
442/760	53	83



NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
458/541	46	130
470/678/770	51	41
478	36	34
479	25	46
480	34	1
484/610	51	90
501	28	52
502	34	35
503/971	49	61
504	30	5
505	30	29
507	41	132
508/774	38	85
509	51	129
510	35	13
512	50	34
513	32	25
515	39	78
516	36	11
517	52	76
518	39	135
520	31	27
530	47	115
534/715	66	253
539/918	40	121
540	44	117
559	32	57
561	40	7
562	42	9
563	25	75
570	47	180
571/703	47	19
573	34	216
574	34	52
575	25	44
580	31	109
585	36	77

NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
586	35	11
601/769	42	97
602	28	1
603	39	149
605	20	86
606	29	98
607	28	105
608	47	159
609	40	39
612	38	1
614	37	16
615	39	49
616	41	36
617/857	37	20
618	40	202
619	42	11
620	47	164
623	29	1
626	44	10
631	36	53
636	29	46
641	35	153
650	36	15
651	41	11
657/714	42	13
660	29	224
661	46	32
662	43	122
682/817	56	24
701	31	91
702	30	16
704/980	44	53
706/762	64	98
707	41	75
708	35	32
712	38	163
716	36	79



NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
717	42	107
719	31	55
724/878	44	162
727	34	5
731	30	58
732/848	39	36
734	46	33
740	47	187
747/818	41	16
754/954	42	5
757	27	34
763	47	11
765	47	138
772	34	8
773/872	37	10
775	31	50
779/815	49	180
785	41	172
787/939	13	84
802	23	141
803	52	68
804	29	55
805	50	40
806	30	78
808	16	6
810	35	47
812	52	171
813	40	8
814	43	178
816	37	73
828	35	68
830	43	79
831	35	24
843	41	76
845	50	96
850	39	59
856	40	32

NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
858	35	8
859	39	42
860	31	57
862/973	46	42
863	35	23
864	39	60
865	32	32
870	26	120
901	27	14
904	31	18
906	17	52
907	12	260
908	42	38
909	43	21
910	35	65
912	38	47
913	35	31
914	41	28
915	29	7
916	43	16
919	39	36
920	57	126
925	34	17
928	31	55
931	41	67
936	37	43
937	42	123
940	46	65
941	36	11
949	41	7
951	42	20
952	40	7
956	33	30
970	33	94
979	37	49
985	29	42
989	45	135

Section 5 - Forecast Results and a Review of Forecasts versus Actual Block Activation in 2011

An absolutely wonderful and professional team to work with. I have worked with Pooling Administration team for years, and have never had a complaint with their customer service or with any help or aid I may need.

2011 PA Survey Comment

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 2011, when comparing the number of blocks forecasted against the number of blocks assigned, 57.5% of the blocks forecasted were assigned, which is the highest percentage since we began pooling. There were:

- 242 NPA complexes;
- 8,205 distinct rate areas with forecasts;
- 90,421 forecasted blocks; and
- 51,978 blocks assigned.

5.1 Forecasted versus Actual Block Assignments by NPA or NPA complex for 2011

The table below shows that 90,421 blocks were forecasted and 51,978 blocks were assigned in 242 NPA and NPA complexes during the 2011 calendar year. This resulted in 57.5% of the forecasted blocks being assigned. The lowest percentage was 21.3% in 2004.

Carriers forecasted a need for blocks in 8,205 pooling rate centers out of the 15,329 pooling rate centers, or in 54% of them. In 7,124 pooling rate centers, no blocks were forecasted during 2011. When compared with 2010, the number of blocks assigned increased 12% while the number of blocks forecasted decreased 5% in 2011. The Florida 813 NPA had the lowest percentage of blocks assigned compared to total forecast, at 20%, while the Rhode Island 401 NPA had the highest ratio at 86%.

Table 5-1
Forecasted versus Actual Block Assignments by NPA or NPA complex for 2011

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
201/551	NJ	526	384	73.0%
202	DC	484	374	77.3%
203/475	CT	539	404	75.0%
205	AL	384	217	56.5%
206	WA	318	168	52.8%
207	ME	439	300	68.3%
208	ID	292	210	71.9%
209	CA	424	275	64.9%
210	TX	417	265	63.5%
212/646/917	NY	723	449	62.1%
213	CA	405	178	44.0%
214/469/972	TX	2,231	747	33.5%
215/267	PA	616	353	57.3%
216	OH	216	141	65.3%
217	IL	327	182	55.7%
218	MN	290	149	51.4%
219	IN	163	85	52.1%
224/847	IL	1,142	377	33.0%
225	LA	360	234	65.0%
228	MS	96	41	42.7%
229	GA	249	122	49.0%
231	MI	170	127	74.7%
234/330	OH	469	259	55.2%
239	FL	319	108	33.9%
240/301	MD	1,325	1,022	77.1%
248/947	MI	335	209	62.4%
251	AL	166	87	52.4%
252	NC	263	165	62.7%
253	WA	216	100	46.3%
254	TX	209	104	49.8%
256/938	AL	359	197	54.9%
260	IN	198	93	47.0%
262	WI	240	139	57.9%
269	MI	242	139	57.4%
270	KY	313	164	52.4%
276	VA	215	115	53.5%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
281/713/832	TX	1,214	864	71.2%
302	DE	247	146	59.1%
303/720	CO	589	377	64.0%
304/681	WV	897	492	54.8%
305	FL	143	71	49.7%
305/786	FL	802	438	54.6%
307	WY	148	91	61.5%
308	NE	49	29	59.2%
309	IL	270	149	55.2%
310/424	CA	508	320	63.0%
312/872	IL	452	234	51.8%
313	MI	331	152	45.9%
314	MO	465	308	66.2%
315	NY	326	230	70.6%
316	KS	223	154	69.1%
317	IN	311	223	71.7%
318	LA	524	365	69.7%
319	IA	149	94	63.1%
320	MN	215	114	53.0%
321	FL	140	91	65.0%
321/407	FL	525	271	51.6%
323	CA	370	251	67.8%
325	TX	71	54	76.1%
331/630	IL	583	308	52.8%
334	AL	299	153	51.2%
336	NC	520	257	49.4%
337	LA	332	249	75.0%
339/781	MA	340	207	60.9%
347/718/917/	NY	3,202	1,210	37.8%
347/718/929	NY	472	137	29.0%
351/978	MA	407	236	58.0%
352	FL	457	168	36.8%
360	WA	343	161	46.9%
361	TX	324	145	44.8%
385/801	UT	591	372	62.9%
386	FL	267	96	36.0%
401	RI	243	208	85.6%
402	NE	427	299	70.0%
404/470/678	GA	783	436	55.7%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
405	OK	507	364	71.8%
406	MT	323	216	66.9%
408	CA	515	351	68.2%
409	TX	127	78	61.4%
410/443	MD	1,243	1,033	83.1%
412/878	PA	319	155	48.6%
413	MA	267	155	58.1%
414	WI	213	180	84.5%
415	CA	995	440	44.2%
417	MO	330	169	51.2%
419/567	OH	315	189	60.0%
423	TN	443	225	50.8%
425	WA	273	147	53.8%
430/903	TX	458	221	48.3%
432	TX	78	60	76.9%
434	VA	291	203	69.8%
435	UT	339	240	70.8%
440	OH	249	142	57.0%
442/760	CA	485	291	60.0%
458/541	OR	370	218	58.9%
470/678/770	GA	1,640	781	47.6%
478	GA	198	111	56.1%
479	AR	331	217	65.6%
480	AZ	359	246	68.5%
484/610	PA	580	306	52.8%
501	AR	590	351	59.5%
502	KY	259	178	68.7%
503/971	OR	476	326	68.5%
504	LA	539	388	72.0%
505	NM	278	175	62.9%
507	MN	290	127	43.8%
508/774	MA	552	373	67.6%
509	WA	311	159	51.1%
510	CA	276	210	76.1%
512	TX	452	320	70.8%
513	OH	502	364	72.5%
515	IA	216	162	75.0%
516	NY	253	166	65.6%
517	MI	241	121	50.2%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
518	NY	296	205	69.3%
520	AZ	174	107	61.5%
530	CA	398	266	66.8%
534/715	WI	340	148	43.5%
539/918	OK	581	367	63.2%
540	VA	410	237	57.8%
559	CA	257	188	73.2%
561	FL	358	201	56.1%
562	CA	177	130	73.4%
563	IA	99	74	74.7%
570	PA	316	205	64.9%
571/703	VA	616	396	64.3%
573	MO	388	246	63.4%
574	IN	223	92	41.3%
575	NM	175	116	66.3%
580	OK	246	170	69.1%
585	NY	266	181	68.0%
586	MI	148	88	59.5%
601/769	MS	449	186	41.4%
602	AZ	127	54	42.5%
603	NH	265	173	65.3%
605	SD	254	139	54.7%
606	KY	180	87	48.3%
607	NY	170	114	67.1%
608	WI	301	187	62.1%
609	NJ	434	232	53.5%
612	MN	209	142	67.9%
614	OH	402	272	67.7%
615	TN	423	232	54.8%
616	MI	218	135	61.9%
617/857	MA	556	404	72.7%
618	IL	279	140	50.2%
619	CA	290	161	55.5%
620	KS	147	79	53.7%
623	AZ	94	59	62.8%
626	CA	228	173	75.9%
631	NY	302	234	77.5%
636	MO	223	136	61.0%
641	IA	76	36	47.4%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
650	CA	281	212	75.4%
651	MN	225	133	59.1%
657/714	CA	333	187	56.2%
660	MO	91	43	47.3%
661	CA	229	166	72.5%
662	MS	572	231	40.4%
682/817	TX	515	326	63.3%
701	ND	313	170	54.3%
702	NV	456	257	56.4%
704/980	NC	614	403	65.6%
706/762	GA	753	357	47.4%
707	CA	279	201	72.0%
708	IL	682	336	49.3%
712	IA	79	42	53.2%
716	NY	276	212	76.8%
717	PA	376	226	60.1%
719	CO	199	118	59.3%
724/878	PA	300	147	49.0%
727	FL	192	111	57.8%
731	TN	190	96	50.5%
732/848	NJ	406	301	74.1%
734	MI	221	118	53.4%
740	OH	337	206	61.1%
747/818	CA	372	230	61.8%
754/954	FL	456	279	61.2%
757	VA	319	202	63.3%
763	MN	200	150	75.0%
765	IN	300	161	53.7%
772	FL	167	76	45.5%
773/872	IL	878	349	39.7%
775	NV	176	139	79.0%
779/815	IL	610	309	50.7%
785	KS	247	143	57.9%
787/939	PR	918	344	37.5%
802	VT	223	112	50.2%
803	SC	491	262	53.4%
804	VA	242	149	61.6%
805	CA	287	212	73.9%
806	TX	124	100	80.6%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
808	HI	160	110	68.8%
810	MI	185	90	48.6%
812	IN	447	220	49.2%
813	FL	792	160	20.2%
814	PA	263	114	43.3%
816	MO	462	318	68.8%
828	NC	284	150	52.8%
830	TX	281	147	52.3%
831	CA	144	110	76.4%
843	SC	396	209	52.8%
845	NY	356	237	66.6%
850	FL	342	155	45.3%
856	NJ	281	155	55.2%
858	CA	266	157	59.0%
859	KY	214	143	66.8%
860	CT	490	339	69.2%
862/973	NJ	513	360	70.2%
863	FL	271	127	46.9%
864	SC	300	168	56.0%
865	TN	203	106	52.2%
870	AR	439	292	66.5%
901	TN	250	146	58.4%
904	FL	255	141	55.3%
906	MI	26	14	53.8%
907	AK	54	42	77.8%
908	NJ	206	140	68.0%
909	CA	355	233	65.6%
910	NC	453	253	55.8%
912	GA	276	146	52.9%
913	KS	289	176	60.9%
914	NY	342	252	73.7%
915	TX	138	105	76.1%
916	CA	284	185	65.1%
919	NC	626	408	65.2%
920	WI	270	161	59.6%
925	CA	215	165	76.7%
928	AZ	135	81	60.0%
931	TN	325	136	41.8%
936	TX	213	130	61.0%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
937	OH	366	207	56.6%
940	TX	132	76	57.6%
941	FL	257	102	39.7%
949	CA	247	185	74.9%
951	CA	260	169	65.0%
952	MN	126	55	43.7%
956	TX	435	228	52.4%
970	CO	238	156	65.5%
979	TX	208	105	50.5%
985	LA	261	162	62.1%
989	MI	344	143	41.6%
Totals		90,421	51,978	57.5%

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

Table 5-2 below shows that there was only one NPA complex area where fewer than 25% of the blocks forecasted were assigned in 2011. Compared to the five in 2010 and 25 in 2009, this represents a continued downward trend 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
813	FL	792	160	20.2%

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

Table 5-3 below shows that there were 195 NPA complex areas where the ratio between blocks forecasted and blocks assigned was above 50% in 2011. Compared to the 127 from 2010 and 76 in 2009, there was a substantial increase in the number of NPA complex areas where the ratio between blocks forecasted and blocks assigned was above 50% in 2011. In 22 of those areas the percent assigned was over 75%, compared to nine in 2010 and only two in 2009.

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

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
401	RI	243	208	85.6%
414	WI	213	180	84.5%
410/443	MD	1,243	1,033	83.1%
806	TX	124	100	80.6%
775	NV	176	139	79.0%
907	AK	54	42	77.8%
631	NY	302	234	77.5%
202	DC	484	374	77.3%
240/301	MD	1,325	1,022	77.1%
432	TX	78	60	76.9%
716	NY	276	212	76.8%
925	CA	215	165	76.7%
831	CA	144	110	76.4%
510	CA	276	210	76.1%
915	TX	138	105	76.1%
325	TX	71	54	76.1%
626	CA	228	173	75.9%
650	CA	281	212	75.4%
337	LA	332	249	75.0%
515	IA	216	162	75.0%
763	MN	200	150	75.0%
203/475	CT	539	404	75.0%
949	CA	247	185	74.9%
563	IA	99	74	74.7%
231	MI	170	127	74.7%
732/848	NJ	406	301	74.1%
805	CA	287	212	73.9%
914	NY	342	252	73.7%
562	CA	177	130	73.4%
559	CA	257	188	73.2%
201/551	NJ	526	384	73.0%
617/857	MA	556	404	72.7%
513	OH	502	364	72.5%
661	CA	229	166	72.5%
707	CA	279	201	72.0%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
504	LA	539	388	72.0%
208	ID	292	210	71.9%
405	OK	507	364	71.8%
317	IN	311	223	71.7%
281/713/832	TX	1,214	864	71.2%
435	UT	339	240	70.8%
512	TX	452	320	70.8%
315	NY	326	230	70.6%
862/973	NJ	513	360	70.2%
402	NE	427	299	70.0%
434	VA	291	203	69.8%
318	LA	524	365	69.7%
518	NY	296	205	69.3%
860	CT	490	339	69.2%
580	OK	246	170	69.1%
316	KS	223	154	69.1%
816	MO	462	318	68.8%
808	HI	160	110	68.8%
502	KY	259	178	68.7%
480	AZ	359	246	68.5%
503/971	OR	476	326	68.5%
207	ME	439	300	68.3%
408	CA	515	351	68.2%
585	NY	266	181	68.0%
908	NJ	206	140	68.0%
612	MN	209	142	67.9%
323	CA	370	251	67.8%
614	OH	402	272	67.7%
508/774	MA	552	373	67.6%
607	NY	170	114	67.1%
406	MT	323	216	66.9%
530	CA	398	266	66.8%
859	KY	214	143	66.8%
845	NY	356	237	66.6%
870	AR	439	292	66.5%
575	NM	175	116	66.3%
314	MO	465	308	66.2%
704/980	NC	614	403	65.6%
909	CA	355	233	65.6%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
516	NY	253	166	65.6%
479	AR	331	217	65.6%
970	CO	238	156	65.5%
603	NH	265	173	65.3%
216	OH	216	141	65.3%
919	NC	626	408	65.2%
916	CA	284	185	65.1%
225	LA	360	234	65.0%
321	FL	140	91	65.0%
951	CA	260	169	65.0%
570	PA	316	205	64.9%
209	CA	424	275	64.9%
571/703	VA	616	396	64.3%
303/720	CO	589	377	64.0%
210	TX	417	265	63.5%
573	MO	388	246	63.4%
757	VA	319	202	63.3%
682/817	TX	515	326	63.3%
539/918	OK	581	367	63.2%
319	IA	149	94	63.1%
310/424	CA	508	320	63.0%
505	NM	278	175	62.9%
385/801	UT	591	372	62.9%
623	AZ	94	59	62.8%
252	NC	263	165	62.7%
248/947	MI	335	209	62.4%
608	WI	301	187	62.1%
212/646/917	NY	723	449	62.1%
985	LA	261	162	62.1%
616	MI	218	135	61.9%
747/818	CA	372	230	61.8%
804	VA	242	149	61.6%
520	AZ	174	107	61.5%
307	WY	148	91	61.5%
409	TX	127	78	61.4%
754/954	FL	456	279	61.2%
740	OH	337	206	61.1%
936	TX	213	130	61.0%
636	MO	223	136	61.0%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
913	KS	289	176	60.9%
339/781	MA	340	207	60.9%
717	PA	376	226	60.1%
419/567	OH	315	189	60.0%
442/760	CA	485	291	60.0%
928	AZ	135	81	60.0%
920	WI	270	161	59.6%
501	AR	590	351	59.5%
586	MI	148	88	59.5%
719	CO	199	118	59.3%
308	NE	49	29	59.2%
651	MN	225	133	59.1%
302	DE	247	146	59.1%
858	CA	266	157	59.0%
458/541	OR	370	218	58.9%
901	TN	250	146	58.4%
413	MA	267	155	58.1%
351/978	MA	407	236	58.0%
262	WI	240	139	57.9%
785	KS	247	143	57.9%
727	FL	192	111	57.8%
540	VA	410	237	57.8%
940	TX	132	76	57.6%
269	MI	242	139	57.4%
215/267	PA	616	353	57.3%
440	OH	249	142	57.0%
937	OH	366	207	56.6%
205	AL	384	217	56.5%
702	NV	456	257	56.4%
657/714	CA	333	187	56.2%
561	FL	358	201	56.1%
478	GA	198	111	56.1%
864	SC	300	168	56.0%
910	NC	453	253	55.8%
404/470/678	GA	783	436	55.7%
217	IL	327	182	55.7%
619	CA	290	161	55.5%
904	FL	255	141	55.3%
234/330	OH	469	259	55.2%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
309	IL	270	149	55.2%
856	NJ	281	155	55.2%
256/938	AL	359	197	54.9%
304/681	WV	897	492	54.8%
615	TN	423	232	54.8%
605	SD	254	139	54.7%
305/786	FL	802	438	54.6%
701	ND	313	170	54.3%
425	WA	273	147	53.8%
906	MI	26	14	53.8%
620	KS	147	79	53.7%
765	IN	300	161	53.7%
276	VA	215	115	53.5%
609	NJ	434	232	53.5%
734	MI	221	118	53.4%
803	SC	491	262	53.4%
712	IA	79	42	53.2%
320	MN	215	114	53.0%
912	GA	276	146	52.9%
206	WA	318	168	52.8%
331/630	IL	583	308	52.8%
828	NC	284	150	52.8%
843	SC	396	209	52.8%
484/610	PA	580	306	52.8%
956	TX	435	228	52.4%
251	AL	166	87	52.4%
270	KY	313	164	52.4%
830	TX	281	147	52.3%
865	TN	203	106	52.2%
219	IN	163	85	52.1%
312/872	IL	452	234	51.8%
321/407	FL	525	271	51.6%
218	MN	290	149	51.4%
417	MO	330	169	51.2%
334	AL	299	153	51.2%
509	WA	311	159	51.1%
423	TN	443	225	50.8%
779/815	IL	610	309	50.7%
731	TN	190	96	50.5%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
979	TX	208	105	50.5%
802	VT	223	112	50.2%
517	MI	241	121	50.2%
618	IL	279	140	50.2%

5.4. Analysis of forecasted-versus-actual-blocks-assigned percentage since 2007

For the five years since 2007, the forecasted-versus-actual-blocks-assigned percentage in 2011 ranks the highest. The volumes of assigned blocks is the highest of the previous five years 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 of 57.5%.

The following chart illustrates the ratio between forecasts and actual assigned blocks from 2007 through 2011 ranked from highest percentage to lowest.

Table 5-4
Summary of forecasts and actual assigned blocks from 2007 through 2011

Rank from Highest to Lowest	Year	Total Forecasted Blocks	Total Blocks Assigned	Percentage of Assigned/Forecasted Blocks
1	2011	90,421	51,978	57.5%
2	2010	95,387	46,360	48.6%
3	2008	116,843	47,898	41.0%
4	2009	88,920	34,364	38.6%
5	2007	144,197	46,796	32.4%

Section 6 - System and Performance Metrics

“PAS system is excellent and very user friendly. Help Desk is very responsive. PAS and pooling admins are the best part of pooling!”

2011 PA Survey Comment



6.1 Pooling Administration System Performance in 2011

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



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 2011, we continued to significantly exceed the PAS performance metric of 99.9% scheduled uptime. PAS was available for use **99.998%** of the time. Because PAS is available 24 hours a day, seven days a week, there were a possible 8,760 hours that PAS could be available in 2011. Exceptionally, PAS was accessible for 8,759 hours and 51 minutes. The PAS has exceeded the



performance metric for each year of this contract.

The PAS became briefly unavailable on Wednesday, September 28, during routine corporate data center maintenance when a switch was

disconnected causing the connection to PAS to be lost for 9 minutes until power was restored. We resolved the matter before it became customer-affecting and there were no customer complaints.

Table 6-1 summarizes PAS system performance in 2011.

**Table 6-1
Summary of PAS Performance in 2011**

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%
July	744	744	100%
August	744	744	100%
September	720	719 hours 51 minutes	99.998%
October	744	744	100%
November	720	720	100%
December	744	744	100%

6.2 PAS Performance Metrics

In 2011, as outlined in Table 6-2, 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%	SIGNIFICANTLY EXCEEDED THE REQUIREMENT WITH ACTUAL AVAILABILITY LEVEL OF 99.998%
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 9 MINUTES OF DOWNTIME AS A RESULT OF UNSCHEDULED UNAVAILABILITY OF PAS IN 2011
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 2011

6.3 PAS Performance from 2007 through 2011

Table 6-3 provides actual availability numbers for the PAS from 2007 through 2011. *In each year, the PAS availability far exceeded the requirement of 99.9%.*

**Table 6-3
PAS Performance from 2007 through 2011**

Year	Percent of Actual Availability
2007	99.998%
2008	99.998%
2009	100%
2010	99.996%

Year	Percent of Actual Availability
2011	99.998%

Figure 6 provides an illustration of the exceptional PAS reliability since 2007.

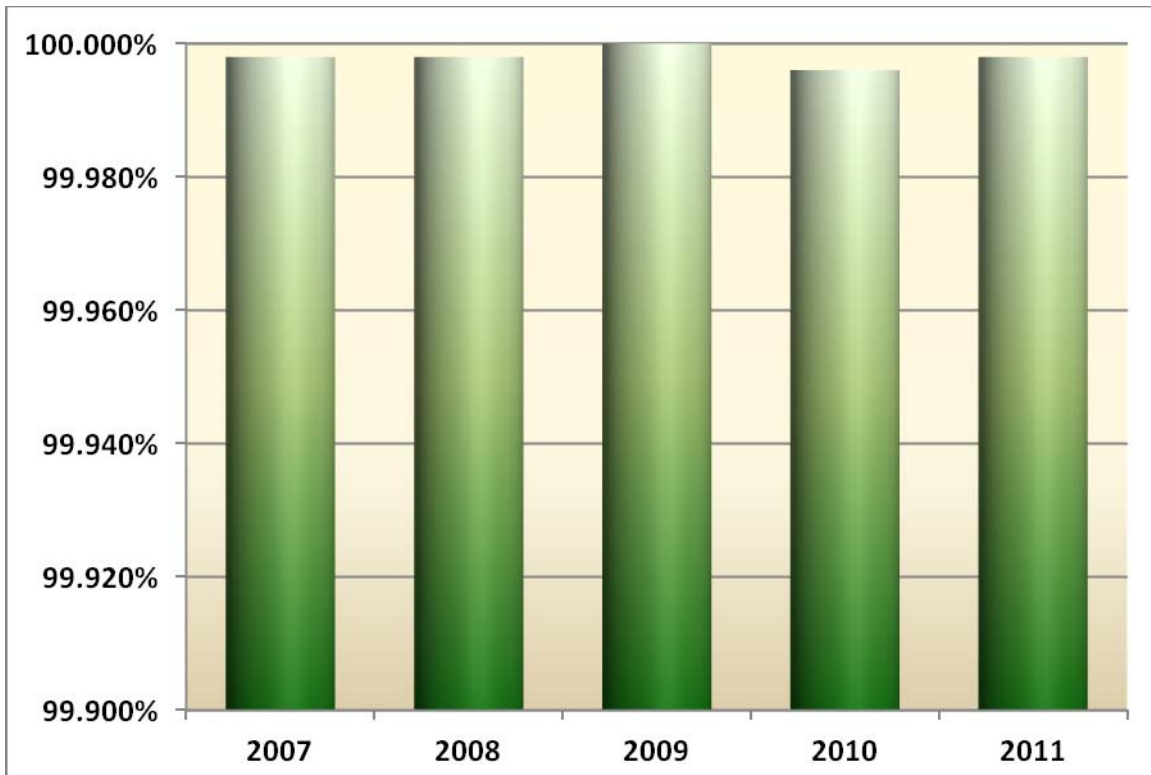


Figure 6: Percent Annual Uptime

6.4 PAS Updates in 2011

In 2011, there were three PAS builds, of which one was related to change orders and two were for system maintenance. Change Orders 16 and 18 were implemented in the PAS on February 11 and the maintenance builds were on May 31 and September 9. In addition, we completed routine system maintenance on October 14 and 21. Customers experienced no PAS unavailability as a result of these updates. For more 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 provided 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 a past annual NANC performance survey.

6.5 Disaster Recovery Testing



The PA successfully completed technical disaster recovery testing in two phases on October 21 and December 8, 2011, 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.

Section 7 - Status of Required Transferable Property

“The Pooling Staff is very helpful and I am very satisfied with their service.”

2011 Survey Comment

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.



Section 8 - Industry Issue Identification/Feedback

“I am continually pleased with the performance of Neustar personnel. I rely on the website and support materials regularly. Keep up the good work.”

2011 PA Survey Comment

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. It is through these many associations, along with our own annual survey, that the PA identifies issues and obtains feedback.



This section contains information on the industry forums in which the PA participated, including the issues that the PA submitted, as well as interaction with the NOWG, PA survey results, and customer service contacts for 2011.

8.1 North American Numbering Council (NANC)

In 2011, the PA attended the four meetings of the NANC on March 9, May 17, September 15, and December 15, and reported on the status of thousands-block pooling administration and events affecting the performance of the PA as well as both Interim and Permanent Routing Numbering Administration (p-ANI). In addition, the PA provided ad hoc monthly performance reports to the NANC members.

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 2011.

8.2 Industry Forums

In 2011, 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 2011:

- **Industry Numbering Committee (INC)** – the PA participated in five INC meetings and 11 conference calls. The PA submitted nine new issues and sixteen new contributions.
- **Local Number Portability Working Group (LNPA WG)** – the PA participated in nine LNPA WG meeting conference calls as a subject matter resource.

Seven issues (see Table 8-1) and eleven contributions (See Table 8-2) submitted in 2011 were pooling-related. Two issues (see Table 8-3) and five contributions (See Table 8-4) submitted in 2011 were p-ANI-related. In 2011, Tara Farquhar continued to serve as the NARP Subcommittee tri-chair. In 2011, Ms. Farquhar received the ATIS award for outstanding contribution to an ATIS forum or committee.

- **Common Interest Group on Rating and Routing (CIGRR)** – the PA participated in the four CIGRR meetings and at least 30 conference calls. The PA continued to work one issue in 2011. (see Table 8-5) We continued to review the *BCR no NXD* and *3E validation* reports prior to the reports being sent to the Administrative Operating Company Numbers (AOCNs). The *BCR no NXD* and *3E validation* report are monthly reports. When requested we also researched other data comparison requests sent by Telcordia TRA. We continue to address issues and concerns from participants (some resulting in INC issues).

- Emergency Services Interconnection Forum (ESIF)** – the PA, as p-ANI Administrator, participated in 16 ESIF meetings and conference calls in 2011. In addition, we attended one public safety-related webinar

and made a presentation to OPATSCO about p-ANI administration. (See Section 2.6) Amy Putnam remained as the co-chair of the ESIF-ECDR (Emergency Call & Data Routing) subcommittee.

**Table 8-1
2011 Pooling INC Issues**

INC Meeting Number	Issue Number	Supporting Contribution Number	Issue/Contribution Title
INC 116	705	DMM-206	Update CFR references and similar citations in the TBPAG and associated forms
INC 116	706	RAM-018	Update Section 8.7 to make the remarks optional on the Part 1A when an SP is submitting a request to become the block holder on an over-contaminated block
INC 117	712	RAM-023	Update TBPAG Section 4.4 subsections l) and m)
INC 118	715	NA	Update TBPAG for retrieving a block donated/returned in error
INC 119	718	RAM-032	Add language to the COCAG regarding the block available date on available blocks associated with a code transfer
INC 119	719	RAM-033 & 034	Available “red” blocks where PSTN Activation has not been confirmed
INC 121	727	RAM-046	Effective Date Changes Not Allowed More Than 6 Months After Application Date

**Table 8-2
2011 Pooling INC Contributions**

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 116	DMM-206	Update CFR references and similar citations in the TBPAG and associated forms	Issue 705: Update CFR references and similar citations in the TBPAG and associated forms

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 116	RAM-018	Update Section 8.7 to make the remarks optional on the Part 1A when an SP is submitting a request to become the block holder on an over-contaminated block	Issue 706: Update Section 8.7 to make the remarks optional on the Part 1A when an SP is submitting a request to become the block holder on an over- contaminated block
INC 116	NARP-003	Edits to Section 10.3 of the NPA Allocation Plan and Assignment Guidelines	Issue 701: Add information to guidelines regarding NPA implementation steps for new NANP entrant
INC 116	RAM-013	Re-name and update the Pre-planning checklist to Business Plan/Pre-planning Checklist	Issue 699: Review and update the acceptable forms of proof of facilities readiness
INC 117	RAM-023	Clarify TBPAG Section 4.4 blockholder responsibilities regarding NRUF and TBPAG forecast	Issue 712 : Update TBPAG Section 4.4 l) and m)
INC 116	NARP-003	Edits to Section 10.3 of the NPA Allocation Plan and Assignment Guidelines	Issue 701: Add information to guidelines regarding NPA implementation steps for new NANP entrant
INC 119	RAM-032	Add language to the COCAG regarding the block available date on available blocks associated with a code transfer	Issue 718: Add language to the COCAG regarding the block available date on available blocks associated with a code transfer
INC 119	RAM-033	Minimize "red" blocks in pool and streamline communication	Issue 719: Available "red" blocks where PSTN Activation has not been confirmed
INC 119	RAM-034	Add a timeframe for service providers to load a new NPA-NXX into the NPAC for pooled codes	Issue 719: Available "red" blocks where PSTN Activation has not been confirmed
INC 120	RAM-040	Proposed resolution	Issue 715: Update TBPAG for

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
		statement for Issue 715, adding radio button to retrieve over-contaminated blocks returned in error	retrieving a block donated/returned in error
INC 121	RAM-046	Edits to Section 6.1.2 of COCAG and 8.1 a) of TBPAG	Issue 727: Effective Date Changes Not Allowed More Than 6 Months After Application Date

**Table 8-3
2011 p-ANI INC Issues**

INC Meeting Number	Issue Number	Supporting Contribution Number	Issue/Contribution Title
INC 116	709	NARP-005, 006 & 007	Updates to the p-ANI Guidelines and Forms
INC 121	725	NA	Update the p-ANI Guidelines Appendix 1 and Appendix 2 forms

**Table 8-4
2011 p-ANI INC Contributions**

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 116	NARP-005	Updates to the p-ANI Part 1 Form	Issue 709: Updates to the p-ANI Guidelines and Forms
INC 116	NARP-006	Updates to the p-ANI Part 3 Form	Issue 709: Updates to the p-ANI Guidelines and Forms
INC 116	NARP-007	Updates to the p-ANI Guidelines	Issue 709: Updates to the p-ANI Guidelines and Forms

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 118	NARP-011	Updates to the p-ANI Part 1 Form	Issue 709: Updates to the p-ANI Guidelines and Forms
INC 118	NARP-012	Updates to the p-ANI Guidelines	Issue 709: Updates to the p-ANI Guidelines and Forms

**Table 8-5
2011 Pooling CIGRR Issues**

CIGRR Meeting Presented	Issue Number	Issue Title
Oct. 2010 ⁵	C182	Pooled NXXs where the COC-TYPE is changing to/from an oddball COC_TYPE

⁵ This issue was presented in 2010 but was continuing to be worked in 2011.

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

The Numbering Oversight Working Group (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 2011, the NOWG and PA met via conference call to discuss the PA's performance during the previous month. The PA updates the agenda prior to each monthly meeting and the information is reviewed with the NOWG members in attendance. The monthly 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
- Applications – 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
- 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 8-6, we had 54 of these customer focus items in 2011.

Table 8-6
2011 Number of Customer Focus Items by Month

Month	Number of Customer Focus Items
January	5
February	6
March	4
April	5
May	3
June	1
July	6
August	4
September	4
October	6
November	6
December	4
TOTAL	54

In addition to the reporting details of the agenda items above, the PA provided 58 reports for 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.
- PA Monthly NANC report – provides pooling activity information from the monthly Thousand’s Block Pooling, Ad Hoc Reports, and System Performance reports.

The PA and the NOWG meeting dates in 2011 were: January 27, February 15,

March 25, April 19, May 19, June 17, July 14, August 16, September 20, October 31, November 17, and December 20.

Also in 2011, the NOWG completed the annual review of 2010 PA performance and rated the PA performance as “More Than Met” by using the following inputs:

- 2010 Performance Feedback Survey
- Written comments and reports
- Annual Operational Review
- NOWG observations and monthly interactions with the PA

As a result of the 2010 PA annual operational review, which was held March 16-17, 2011 in our Concord, CA office, the NOWG made four suggestions for continuous improvement of pooling administration that the PA took under consideration (see table 8-7). The PA 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. The PA worked, and continues to work, cooperatively with the NOWG to make desired industry improvements while also meeting our contractual requirements.

**Table 8-7
NOWG Suggestions for PA improvements**

NOWG Suggestion	PA Improvement
Review internal training processes to ensure that consistency in understanding the processes and responding to service providers is communicated to the PA personnel.	The PA continually reviews process and procedures with the staff in weekly meetings or as needed. The PA staff goes over an M & P, process, or guideline during each weekly meeting.
Continue the proactive NPAC Scrub project to clean-up the over contaminated blocks in the PA inventory.	The PA finalized work on the over-contaminated blocks as part of the NPAC scrub. The PA worked with regulators and service providers and was able to successfully complete the project.
Ongoing review of the website to ensure accuracy and timeliness of data.	The PA continually reviews and updates the data on the website. In addition, we formally review the website once a year to make sure the information posted on the website is current and will make changes then or any time a change is needed.
Work with the NOWG on review and evaluation of current reports submitted to the NOWG for monthly standing agenda calls	The NOWG has formally reviewed the reports provided by the PA and sent correspondence to the PA in December to modify the PA/NOWG issues log and to incorporate multiple spreadsheets into one spreadsheet with multiple tabs.

The NOWG provides recommendations to the FCC on PA change orders. In 2011, the NOWG made recommendations for PA change orders

that were submitted, including Change Order 21, which required withdrawal and revision of the proposed change

order to address the NOWG's suggestions.

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 2011, the PA received no formal complaints.



8.5 Tips-of-the-Quarter (formerly Tips-of-the-Month)

The PA, on its own initiative, created the *Tip-of-the-Month* (Tip) in July 2003. The Tip provides users with helpful information regarding the PAS and thousands-block pooling processes, as well as serving as a useful reference for them. 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.

We continued sending tips on a monthly basis as long as feedback from recipients remained positive. However, after so many years of providing useful hints on a monthly basis, we increasingly struggled to find suitable topics that had not already been exhausted. Therefore, after discussion with the NOWG and beginning with the April, 2011 Tip, the interval was decreased from monthly to quarterly. The *Tip* is now sent via email to the PAS distribution list at the beginning of each quarter. Archive files for *Tips* from previous years can be found on our website at <http://www.nationalpooling.com>. Table 8-8 describes all of the *Tip* topics that were covered in 2011.

**Table 8-8
2011 Tips of the Month and Quarter**

Month	Topic	Description
January	Administrative and Test Numbers are not Considered Assigned When Completing a Part 4 form	Informed users that administrative numbers and test numbers are not considered <i>assigned</i> numbers for the purpose of determining the “in-service” status of a block.
February	Effective Date Changes are not an Option for Block Mass Modification Submissions	Informed users that effective date changes are <i>not</i> an option for block mass modification submissions.
March	Block Report by Region	Informed users about the Block Report By Region that includes blocks available, assigned and retained as well as a report that contains all blocks available, assigned and retained in one combined report for each region.
April	Training Videos	Described the different options available to users for training videos on PAS and website functions.
July	Block Modification Requests that Need Part 1B Modifications	Explained that when an Service Provider (SP) is submitting a Block Modification request to update the Switch, Intra OCN, and/or Effective Date, and the NPAC needs to be notified of your change, the SP or Service Provider Consultant (SPC) must select Part 1B in addition to switch, Intra OCN, and/or effective date on the preliminary Select Type of Block Change PAS screen.
October	Pooling in a NPA that is in Jeopardy	Reminded users about jeopardy procedures in a pooling environment, including lotteries and set-asides.

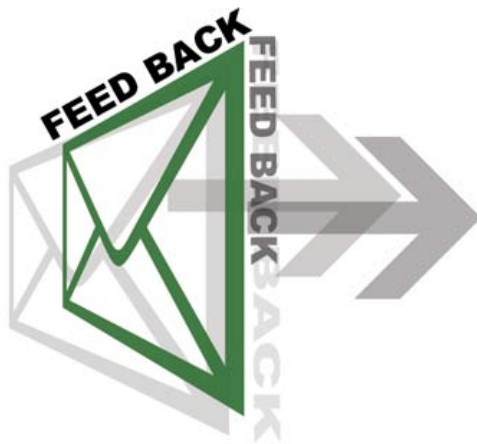
8.6 Annual PA Performance Survey

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 distributed the annual PA performance survey on October 3, 2011, with a deadline for responses of October 14. We received 107 survey responses, 24 of which were from state regulators, which is a slight decrease from 2010, when we received 110 survey responses, with 29 from state regulators.

The overall average score for the 24 statements was 4.6 out of a possible 5.0 and has been relatively consistent since the beginning of this contract. 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 8-9 lists the actual questions and average survey response scores for 2011.

**Table 8-9
2011 Annual PA Performance Survey Results**

Survey Question	Average Score
Pooling Staff is knowledgeable about the thousands-block application processes.	4.8
Pooling Staff is professional in its interactions with me.	4.8
Pooling Staff provides sufficient information regarding pooling at industry meetings.	4.7

Survey Question	Average Score
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
Pooling Staff assists me with resolution of issues that I bring to their attention either by resolving the issue or referring me to the appropriate resource to assist me.	4.8
Pooling Staff responds to my data requests in a timely manner.	4.8
Overall, I am satisfied with the level of service provided by the Pooling Staff.	4.8
The Help Desk personnel assist me with resolution of my PAS issues and process questions.	4.7
When necessary the Help Desk personnel refer me to the relevant guidelines, websites or other appropriate resources.	4.6
The Help Desk personnel assist me with managing my PAS account issues.	4.8
The email notifications from Pooling Support are helpful and informative.	4.5
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.	4.5
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 1/1A report, Part 3 report, Assignments Needing Part 4 report, Part 4 report, Forecast report and Donation reports are useful to me.	4.6
I am satisfied with the functionality that enables me to submit Part 1s, Part 1As, and Part 4s through PAS.	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.	4.5
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).	4.4
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	4.5

Survey Question	Average Score
Tracking Report on the website useful.	
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.	4.5
I find the addition of the “Comments or Concerns” form (located on the contacts page) to be useful to me.	4.3
I find the training videos on the website to be useful and informative.	4.2
Overall, I am satisfied with the pooling website.	4.5

The 2011 survey responses demonstrate significant satisfaction with PA performance. Comments from the survey are found throughout this document.

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 2011, the CSR handled approximately 2,537 calls from customers, which is an 18% decrease from 3,084 in 2010. We attribute the decrease in calls to our ongoing educational efforts, Tips-of-the-

Month, and the popular training videos. Table 8-10 shows the numbers of calls to the Help Desk by year since 2007.

**Table 8-10
Number of Help Desk Calls by Year from 2007 through 2011**

Year	Number of Help Desk Calls
2007	3,900
2008	4,897
2009	3,400
2010	3,084
2011	2,537

8.8 Trouble Tickets in 2011

8.8.1 Trouble Tickets Opened in 2011

In 2011, the PA opened four 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 four trouble tickets opened by the PA in 2011, all were due to a PAS error. 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 2011**

Ticket Number	Date Opened	Type
1483	1/26/2011	PAS Error
1484	6/17/2011	PAS Error
1485*	6/27/2011	PAS Error
1486	7/1/2011	PAS Error

*Opened in error. No issue to correct.

8.8.2 Trouble Tickets Closed in 2011

In 2011, the PA closed five trouble tickets. The overall average of total time that a trouble ticket was open until resolution was 47 days, 17 hours and 50 minutes. Information in the Table 8-12 below shows when each ticket was closed, and the amount of time each trouble ticket was opened.

**Table 8-12
Trouble Tickets Closed in 2011**

Ticket Number	Date Opened	Date Closed	Days/Hours/Minutes Opened
1482	2/6/2010	2/11/2011	67 days, 5 hours, 31 minutes
1483	1/26/2011	2/11/2011	16 days, 10 hours, 32 minutes
1484	6/17/2011	9/9/2011	84 days, 17 days, 19 minutes
1485	6/27/2011	6/27/2011	0 days

Ticket Number	Date Opened	Date Closed	Days/Hours/Minutes Opened
1486	7/1/2011	9/9/2011	70 days, 7 hours, 49 minutes

Table 8-13 shows the total number of trouble tickets opened, by year, since 2007.

Table 8-13
Number of Trouble Tickets from 2007 through 2011

YEAR	NUMBER OF TROUBLE TICKETS
2007	8
2008	28
2009	11
2010	15
2011	4

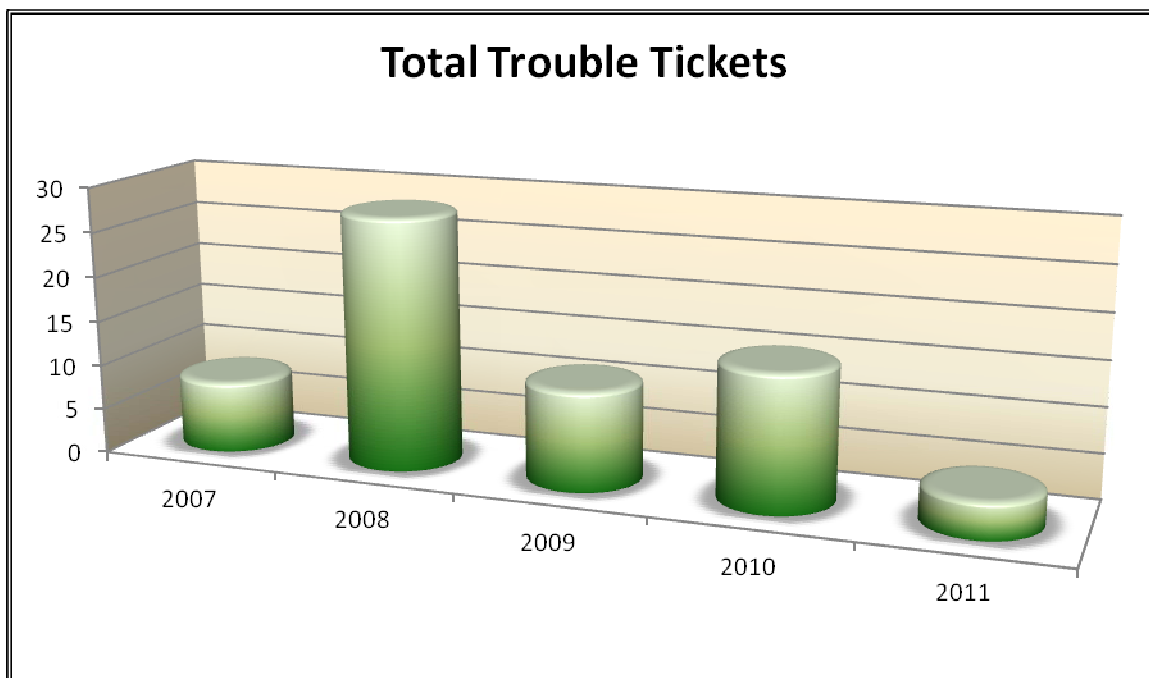


Figure 7: Summary of Total Trouble Tickets 2007 through 2011

Section 9 - Volume of Reports Produced in 2011 - Aggregated by Regulatory Agency, NANC, NANPA, and Service Providers

The people I work with at PAS are great!
2011 PA Survey Comment

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 2011. 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 posted only to the website.

9.1 Total number of non-standard reports produced for FCC and state regulatory agencies

Regulatory Type	Total number of reports
FCC	90
States	505
Total	595

The total number of reports above includes:

- FCC: Contract Data Requirements List (CDRL), *ad hoc*, and other reports required by the contract.

- 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	26
Service Providers	78
Total	120

The total number of reports above includes:

- NANC: Meeting reports for March, May, September, 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.

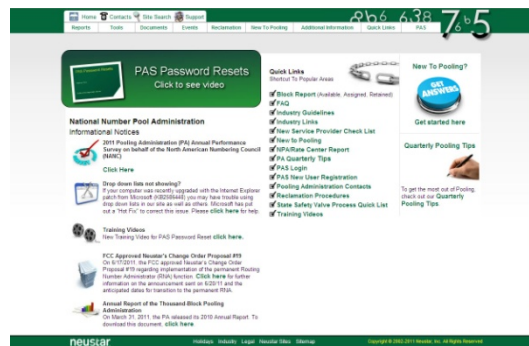


Table 9-1 summarizes the total number of ad hoc reports produced by the PA between January 1, 2011 and December 31, 2011:

**Table 9-1
Total Number of 2011 Ad Hoc Reports**

Group	Total Number of Ad Hoc Reports
FCC	4
States	5
Service Providers	5
Other	12
Total	26

Section 10 - Trends in Pooling Since 2007

“I’m so very thankful to ALL the PA Administrators because every time I call for their help they go out of their way to assist me with my issues. Thank you all!!! You are a great group!!!”

2011 PA Survey Comment

When Neustar began administering number pooling trials in 1998, nearly every NPA was experiencing acceleration of exhaust dates. Many required extraordinary jeopardy procedures⁶ to maintain enough resources until relief was implemented.



When state pooling trials began in 1999, there were 73 NPAs in jeopardy. There are currently 5 NPAs in a jeopardy status, compared to 17 in 2010, 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.

10.1 NXXs Saved

⁶ NANPA declares “jeopardy” in area codes for which the supply of NXXs could exhaust before relief can be provided.

The PA calculates that 51,405 NXXs have been saved by pooling, which is the equivalent of almost 65 NPAs. (See Section 10.1 below for further details)

Since Neustar 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 complex⁷ the 51,405 NXXs that have been saved in 50 states and the District of Columbia and Puerto Rico with number pooling. NXXs have been saved in all NPA areas.

⁷ An NPA complex is the combination of all NPAs tied to any specific geographic rate center, including overlay NPAs.

**Table 10-1
NXXs Saved by Pooling**

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
201/551	New Jersey	254
202	District of Columbia	18
203/475	Connecticut	239
205	Alabama	175
206	Washington	53
207	Maine	437
208	Idaho	217
209	California	318
210	Texas	20
212/646/917	New York	27
213	California	53
214/469/972	Texas	366
215/267	Pennsylvania	367
216	Ohio	47
217	Illinois	295
218	Minnesota	203
219	Indiana	216
224/847	Illinois	496
225	Louisiana	111
228	Mississippi	52
229	Georgia	94
231	Michigan	325
234/330	Ohio	413
239	Florida	85
240/301	Maryland	464
248/947	Michigan	281
251	Alabama	95
252	North Carolina	212
253	Washington	110
254	Texas	123
256/938	Alabama	247
260	Indiana	232
262	Wisconsin	244

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
269	Michigan	351
270	Kentucky	309
276	Virginia	128
281/713/832	Texas	362
302	Delaware	253
303/720	Colorado	85
304/681	West Virginia	459
305	Florida	20
305/786	Florida	70
307	Wyoming	108
308	Nebraska	47
309	Illinois	184
310/424	California	303
312/872	Illinois	21
313	Michigan	92
314	Missouri	60
315	New York	334
316	Kansas	57
317	Indiana	215
318	Louisiana	205
319	Iowa	137
320	Minnesota	218
321	Florida	41
321/407	Florida	146
323	California	182
325	Texas	56
331/630	Illinois	288
334	Alabama	212
336	North Carolina	197
337	Louisiana	168
339/781	Massachusetts	375
347/718/917/929	New York	181
347/718/929	New York	34
351/978	Massachusetts	479
352	Florida	213
360	Washington	298

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
361	Texas	227
385/801	Utah	137
386	Florida	134
401	Rhode Island	132
402	Nebraska	180
404/470/678	Georgia	25
405	Oklahoma	214
406	Montana	239
408	California	137
409	Texas	118
410/443	Maryland	691
412/878	Pennsylvania	193
413	Massachusetts	284
414	Wisconsin	34
415	California	169
417	Missouri	291
419/567	Ohio	420
423	Tennessee	232
425	Washington	127
430/903	Texas	255
432	Texas	65
434	Virginia	142
435	Utah	113
440	Ohio	245
442/760	California	499
458/541	Oregon	417
470/678/770	Georgia	308
478	Georgia	90
479	Arkansas	68
480	Arizona	20
484/610	Pennsylvania	666
501	Arkansas	129
502	Kentucky	160
503/971	Oregon	230
504	Louisiana	31
505	New Mexico	109
507	Minnesota	212

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
508/774	Massachusetts	766
509	Washington	269
510	California	167
512	Texas	203
513	Ohio	101
515	Iowa	179
516	New York	118
517	Michigan	286
518	New York	269
520	Arizona	75
530	California	453
534/715	Wisconsin	171
539/918	Oklahoma	221
540	Virginia	305
559	California	237
561	Florida	120
562	California	116
563	Iowa	90
570	Pennsylvania	426
571/703	Virginia	186
573	Missouri	373
574	Indiana	173
575	New Mexico	132
580	Oklahoma	187
585	New York	263
586	Michigan	137
601/769	Mississippi	272
602	Arizona	10
603	New Hampshire	637
605	South Dakota	88
606	Kentucky	143
607	New York	154
608	Wisconsin	160
609	New Jersey	406
612	Minnesota	19
614	Ohio	128
615	Tennessee	220

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
616	Michigan	293
617/857	Massachusetts	234
618	Illinois	359
619	California	116
620	Kansas	212
623	Arizona	14
626	California	142
631	New York	416
636	Missouri	227
641	Iowa	174
650	California	190
651	Minnesota	78
657/714	California	214
660	Missouri	149
661	California	212
662	Mississippi	497
682/817	Texas	226
701	North Dakota	74
702	Nevada	35
704/980	North Carolina	324
706/762	Georgia	258
707	California	490
708	Illinois	339
712	Iowa	134
716	New York	276
717	Pennsylvania	366
719	Colorado	124
724/878	Pennsylvania	559
727	Florida	67
731	Tennessee	194
732/848	New Jersey	433
734	Michigan	337
740	Ohio	406
747/818	California	254
754/954	Florida	78
757	Virginia	178
763	Minnesota	47

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
765	Indiana	304
772	Florida	107
773/872	Illinois	127
775	Nevada	148
779/815	Illinois	590
785	Kansas	218
787/939	Puerto Rico	79
802	Vermont	316
803	South Carolina	236
804	Virginia	250
805	California	368
806	Texas	90
808	Hawaii	31
810	Michigan	313
812	Indiana	288
813	Florida	112
814	Pennsylvania	389
816	Missouri	155
828	North Carolina	233
830	Texas	259
831	California	161
843	South Carolina	192
845	New York	454
850	Florida	202
856	New Jersey	329
858	California	103
859	Kentucky	153
860	Connecticut	315
862/973	New Jersey	483
863	Florida	142
864	South Carolina	269
865	Tennessee	155
870	Arkansas	185
901	Tennessee	52
904	Florida	126
906	Michigan	78
907	Alaska	4

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
908	New Jersey	268
909	California	250
910	North Carolina	283
912	Georgia	101
913	Kansas	65
914	New York	231
915	Texas	34
916	California	158
919	North Carolina	217
920	Wisconsin	329
925	California	217
928	Arizona	101
931	Tennessee	268
936	Texas	105
937	Ohio	351

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
940	Texas	110
941	Florida	113
949	California	104
951	California	264
952	Minnesota	35
956	Texas	181
970	Colorado	293
979	Texas	167
985	Louisiana	230
989	Michigan	408
Totals		51,405

10.2 Trends in Thousands-Block Number Pooling

The following sub-sections contain summaries of thousands-block number pooling statistics since 2007.

10.2.1 Pooling Charts

The following charts contain pooling statistics that illustrate the activity trends in the numbering environment between 2007 and 2011. 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 2007 through 2011 At-A-Glance

	2007 Statistics	2008 Statistics	2009 Statistics	2010 Statistics	2011 Statistics
NXXs Opened for LRNs	689	879	553	688	531

	2007 Statistics	2008 Statistics	2009 Statistics	2010 Statistics	2011 Statistics
NXXs Opened for Dedicated Customers	178	137	129	134	68
NXXs Opened for Pool Replenishment	1,802	1,555	1,273	1,845	2,175
Blocks Assigned by PA During Year	46,796	47,898	34,364	46,472	43,547
Total Assigned Blocks in PAS at Year End	190,721	229,336	253,087	291,010	334,557
Applications Processed	115,982	108,835	87,781	102,368	132,429

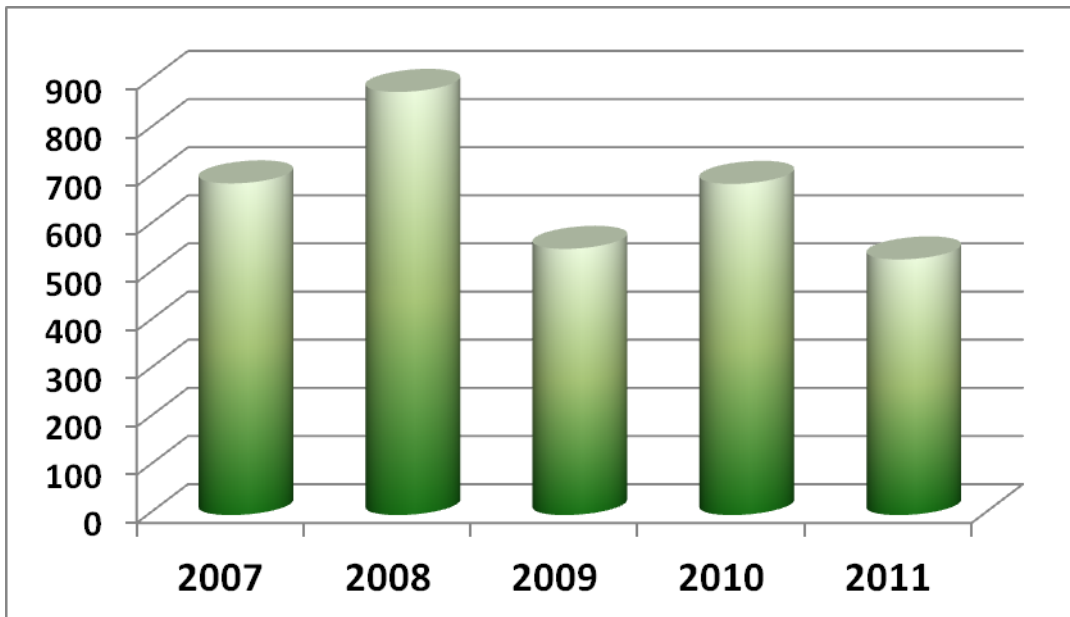


Figure 8: CO Codes Opened for LRNs from 2007 through 2011

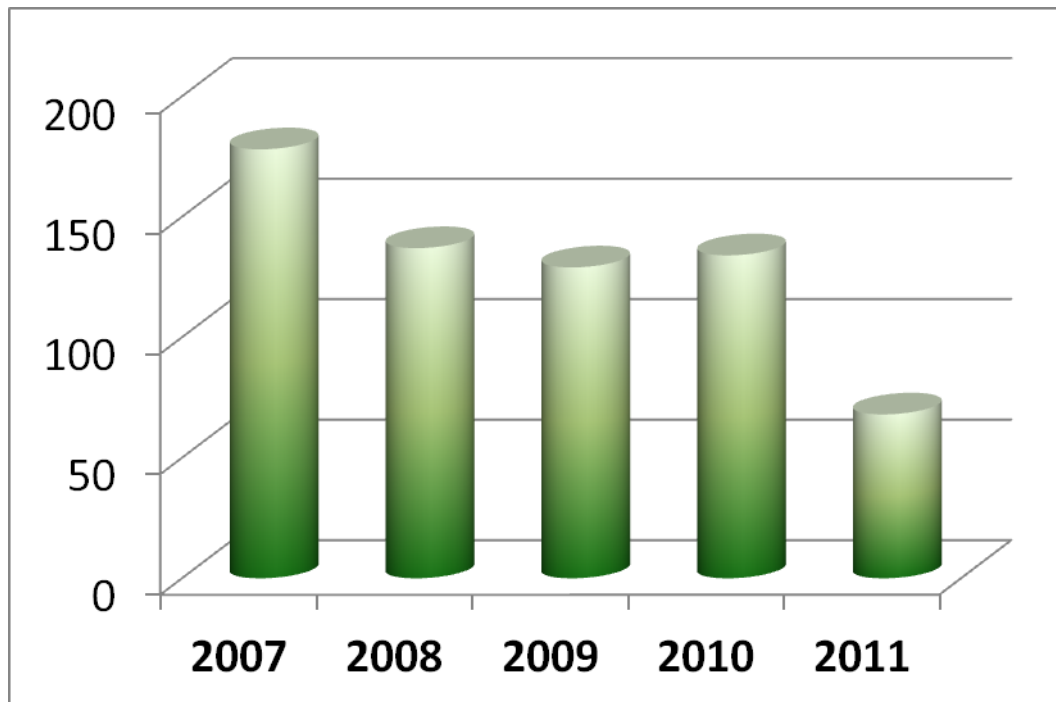


Figure 9: CO Codes Opened for Dedicated Customers from 2007 through 2011

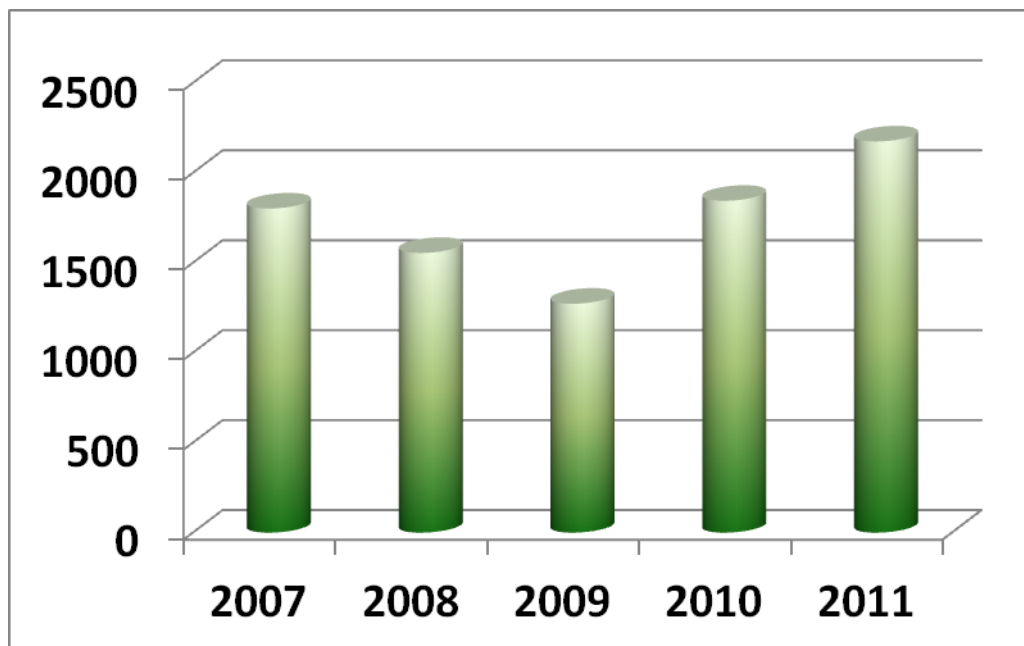


Figure 10: CO Codes Opened for Pool Replenishment from 2007 through 2011

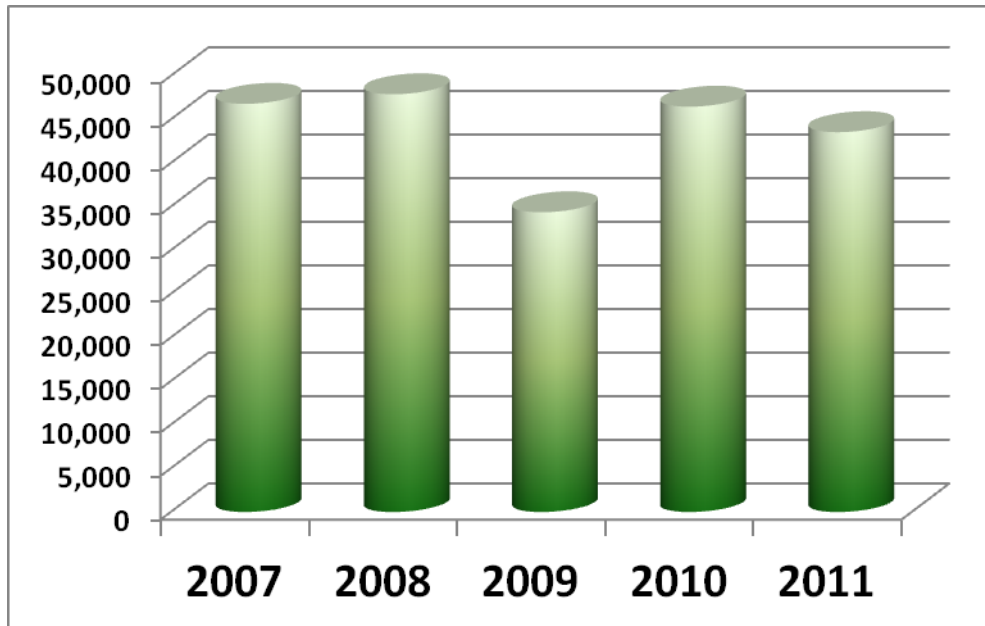


Figure 11: Blocks Assigned During Years 2007 through 2011

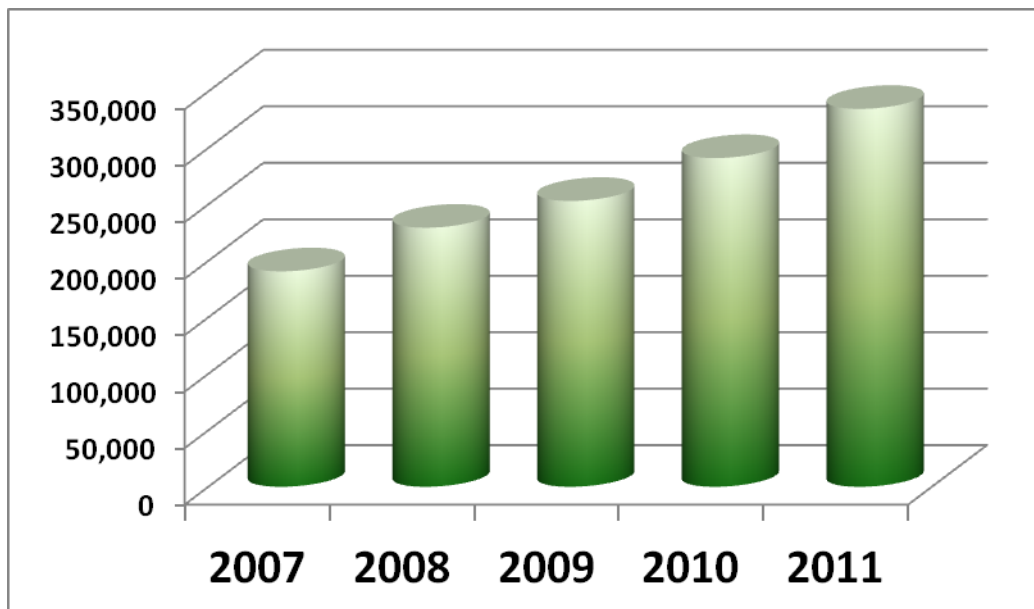


Figure 12: Assigned Blocks at End of Years 2007 through 2011

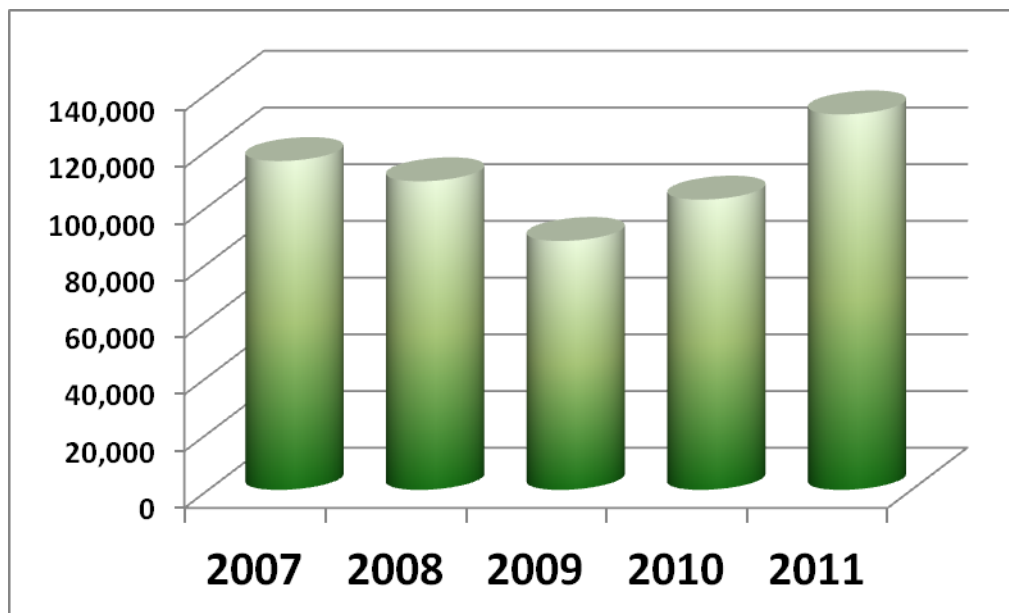


Figure 13: Applications (Part 3s) Processed From Years 2007 through 2011

10.2.2 Total Applications Processed (Part 3s) from 2007 through 2011

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 2007 through 2011.

Table 10-3
Total Applications Processed (Part 3s) Since 2007

	2007	2008	2009	2010	2011
Jan	7,732	7,365	7,095	7,402	7,725
Feb	9,472	10,356	6,761	8,626	11,572
Mar	11,112	13,868	7,700	7,717	13,250
Apr	11,801	7,631	8,841	6,659	10,960
May	12,044	8,506	7,986	9,124	12,422
Jun	10,110	5,965	7,856	13,687	10,061
Jul	10,171	6,071	6,499	7,865	10,512
Aug	12,468	13,968	9,853	8,677	14,633
Sep	9,228	7,267	6,319	7,648	12,600

	2007	2008	2009	2010	2011
Oct	9,488	8,819	6,708	8,061	9,057
Nov	5,967	12,524	6,390	8,269	11,296
Dec	6,389	6,495	5,773	8,633	8,341
TOTAL	115,982	108,835	87,781	102,368	132,429

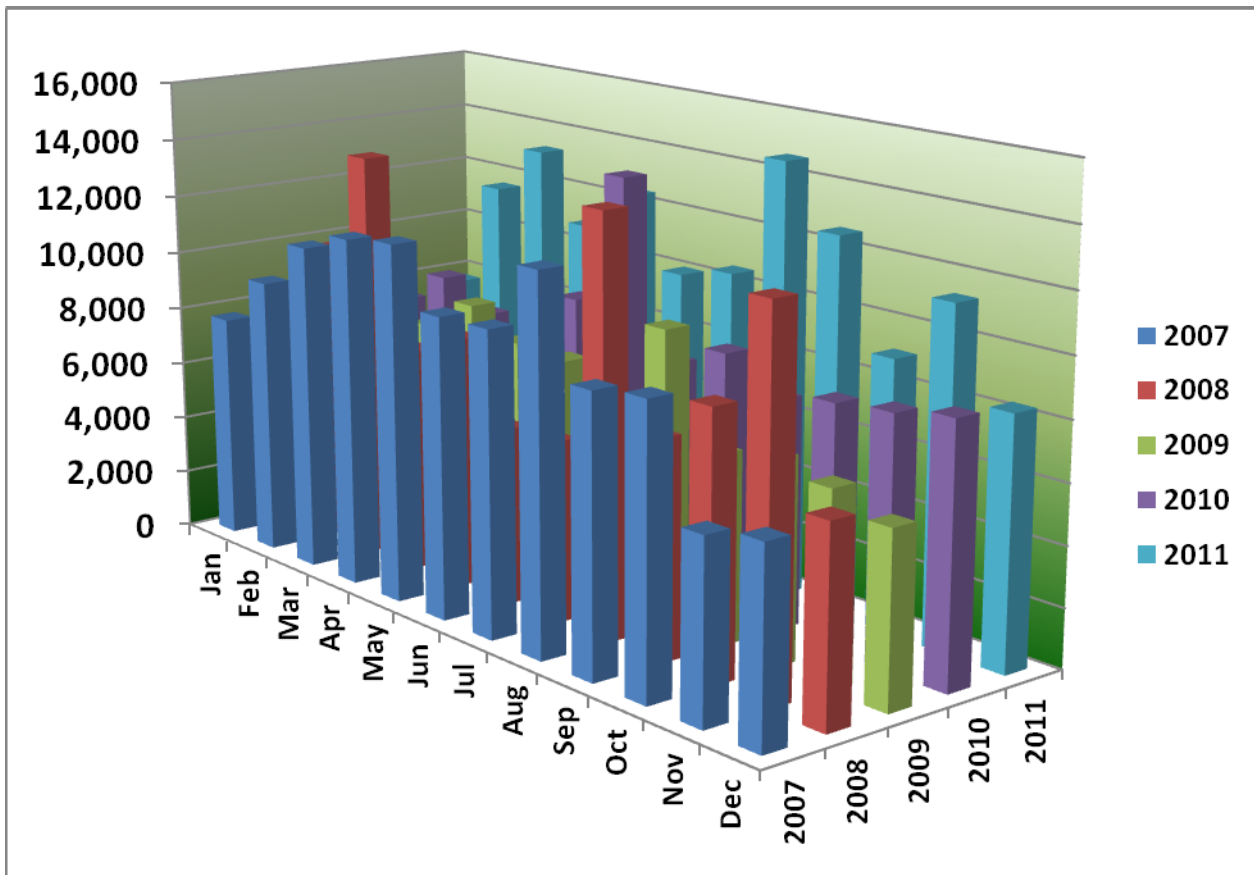


Figure 14: Total Applications Processed by Month from 2007 through 2011

10.2.3 Cumulative Thousands Blocks Assigned Since 2002

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

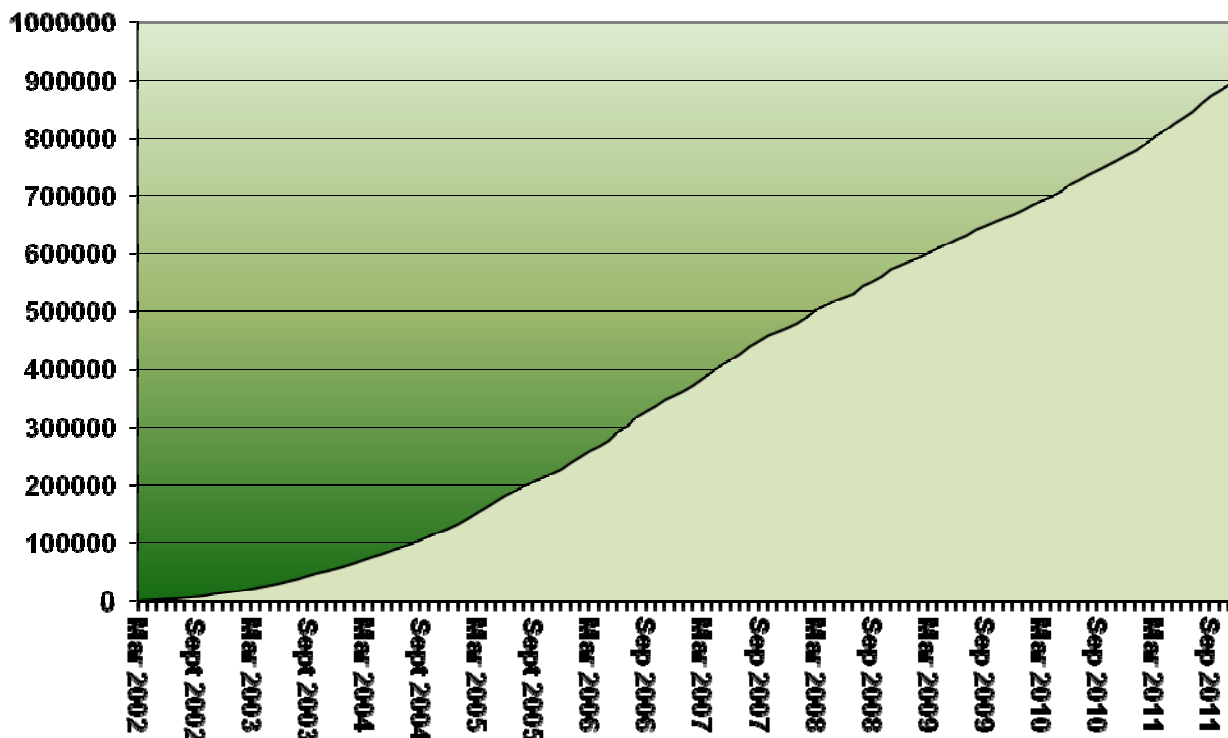


Figure 15: Cumulative Pooling Administration Applications (Part 3s) from March 2002 through December 2011

10.3 Trends in Thousands-Block Pooling By State and NPA from 2007 through 2011

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 2007 through 2011 (Part 3s) Sorted by State

State	2007	2008	2009	2010	2011	Total
AK	4	67	49	243	76	439
AL	1,556	1,610	1,567	2,090	1,685	8,508
AR	577	1,592	675	904	1,467	5,215
AZ	1,465	1,588	961	1,699	1,223	6,936
CA	12,799	10,089	13,215	13,388	11,263	60,754
CO	1,242	1,549	1,066	1,481	1,841	7,179
CT	1,050	1,526	611	1,324	2,051	6,562

State	2007	2008	2009	2010	2011	Total
DC	367	493	293	332	584	2,069
DE	424	336	300	573	463	2,096
FL	7,280	5,023	4,778	5,939	6,361	29,381
GA	2,491	2,409	2,485	3,207	3,952	14,544
HI	243	214	84	347	188	1,076
IA	910	710	612	1,451	1,261	4,944
ID	389	393	410	531	632	2,355
IL	5,236	5,208	3,612	4,600	5,335	23,991
IN	1,779	2,355	1,378	1,644	1,917	9,073
KS	832	1,198	1,175	1,278	2,108	6,591
KY	2,257	953	925	588	1,327	6,050
LA	2,178	1,229	1,040	1,670	4,604	10,721
MA	2,848	3,238	1,402	2,148	3,455	13,091
MD	2,231	2,180	1,509	1,535	3,187	10,642
ME	679	1,630	469	322	694	3,794
MI	3,946	3,480	3,203	3,875	3,666	18,170
MN	1,525	1,376	1,753	1,830	2,885	9,369
MO	2,035	3,219	1,838	1,412	2,893	11,397
MS	715	1,076	757	1,069	1,712	5,329
MT	159	177	154	428	654	1,572
NC	2,711	2,682	2,494	3,439	4,780	16,106
ND	98	90	59	201	386	834
NE	489	648	623	817	1,364	3,941
NH	588	1,434	297	271	324	2,914
NJ	4,437	3,886	1,652	2,524	4,144	16,643
NM	413	525	896	694	1,486	4,014
NV	946	838	386	930	857	3,957
NY	10,535	7,769	6,854	6,915	9,015	41,088
OH	3,647	4,169	3,656	4,136	4,137	19,745
OK	798	2,265	1,055	1,053	1,709	6,880
OR	1,256	1,328	1,156	1,080	1,430	6,250
PA	5,792	6,308	3,623	3,635	5,586	24,944
PR	457	392	592	852	542	2,835
RI	355	358	155	104	278	1,250
SC	1,148	1,542	1,473	1,820	1,538	7,521
SD	168	138	161	213	339	1,019
TN	2,438	1,454	1,941	2,402	2,311	10,546
TX	8,393	9,210	6,967	7,932	13,712	46,214
UT	1,372	441	722	860	1,303	4,698

State	2007	2008	2009	2010	2011	Total
VA	2,603	2,668	2,731	2,582	3,314	13,898
VT	158	952	373	262	130	1,875
WA	2,739	1,770	1,371	1,330	2,483	9,693
WI	1,446	1,810	1,403	1,728	2,497	8,884
WV	773	814	681	375	858	3,501
WY	74	99	111	171	366	821
Totals	111,051	108,508	87,753	102,234	132,373	541,919

Table 10-5
Number of Applications for all States from 2007 through 2011 (Part 3s) Sorted by Total

Rank	State	2007	2008	2009	2010	2011	Total
1	CA	12,799	10,089	13,215	13,388	11,263	60,754
2	TX	8,393	9,210	6,967	7,932	13,712	46,214
3	NY	10,535	7,769	6,854	6,915	9,015	41,088
4	FL	7,280	5,023	4,778	5,939	6,361	29,381
5	PA	5,792	6,308	3,623	3,635	5,586	24,944
6	IL	5,236	5,208	3,612	4,600	5,335	23,991
7	OH	3,647	4,169	3,656	4,136	4,137	19,745
8	MI	3,946	3,480	3,203	3,875	3,666	18,170
9	NJ	4,437	3,886	1,652	2,524	4,144	16,643
10	NC	2,711	2,682	2,494	3,439	4,780	16,106
11	GA	2,491	2,409	2,485	3,207	3,952	14,544
12	VA	2,603	2,668	2,731	2,582	3,314	13,898
13	MA	2,848	3,238	1,402	2,148	3,455	13,091
14	MO	2,035	3,219	1,838	1,412	2,893	11,397
15	LA	2,178	1,229	1,040	1,670	4,604	10,721
16	MD	2,231	2,180	1,509	1,535	3,187	10,642
17	TN	2,438	1,454	1,941	2,402	2,311	10,546
18	WA	2,739	1,770	1,371	1,330	2,483	9,693
19	MN	1,525	1,376	1,753	1,830	2,885	9,369
20	IN	1,779	2,355	1,378	1,644	1,917	9,073
21	WI	1,446	1,810	1,403	1,728	2,497	8,884
22	AL	1,556	1,610	1,567	2,090	1,685	8,508
23	SC	1,148	1,542	1,473	1,820	1,538	7,521
24	CO	1,242	1,549	1,066	1,481	1,841	7,179
25	AZ	1,465	1,588	961	1,699	1,223	6,936
26	OK	798	2,265	1,055	1,053	1,709	6,880
27	KS	832	1,198	1,175	1,278	2,108	6,591

Rank	State	2007	2008	2009	2010	2011	Total
28	CT	1,050	1,526	611	1,324	2,051	6,562
29	OR	1,256	1,328	1,156	1,080	1,430	6,250
30	KY	2,257	953	925	588	1,327	6,050
31	MS	715	1,076	757	1,069	1,712	5,329
32	AR	577	1,592	675	904	1,467	5,215
33	IA	910	710	612	1,451	1,261	4,944
34	UT	1,372	441	722	860	1,303	4,698
35	NM	413	525	896	694	1,486	4,014
36	NV	946	838	386	930	857	3,957
37	NE	489	648	623	817	1,364	3,941
38	ME	679	1,630	469	322	694	3,794
39	WV	773	814	681	375	858	3,501
40	NH	588	1,434	297	271	324	2,914
41	PR	457	392	592	852	542	2,835
42	ID	389	393	410	531	632	2,355
43	DE	424	336	300	573	463	2,096
44	DC	367	493	293	332	584	2,069
45	VT	158	952	373	262	130	1,875
46	MT	159	177	154	428	654	1,572
47	RI	355	358	155	104	278	1,250
48	HI	243	214	84	347	188	1,076
49	SD	168	138	161	213	339	1,019
50	ND	98	90	59	201	386	834
51	WY	74	99	111	171	366	821
52	AK	4	67	49	243	76	439
	Totals	111,051	108,508	87,753	102,234	132,373	541,919

Table 10-6
Total Number of Applications all NPAs for from 2007 through 2011 (Part 3s) Sorted by NPA

NPA	State	2007	2008	2009	2010	2011	Total
201	NJ	736	591	250	544	896	3,017
202	DC	367	493	293	332	584	2,069
203	CT	618	741	305	533	1,105	3,302
205	AL	604	494	444	327	459	2,328
206	WA	305	243	185	199	494	1,426
207	ME	679	1,630	469	322	694	3,794
208	ID	389	393	410	531	632	2,355

NPA	State	2007	2008	2009	2010	2011	Total
209	CA	303	422	335	582	390	2,032
210	TX	509	477	345	504	1479	3,314
212	NY	55	56	98	103	141	453
213	CA	278	268	293	303	371	1,513
214	TX	487	554	495	385	620	2,541
215	PA	503	645	208	219	535	2,110
216	OH	204	157	414	619	332	1,726
217	IL	357	505	305	279	277	1,723
218	MN	231	184	336	374	499	1,624
219	IN	243	228	223	161	150	1,005
224	IL	553	632	383	415	474	2,457
225	LA	397	211	220	349	714	1,891
228	MS	88	135	74	117	93	507
229	GA	127	247	320	183	330	1,207
231	MI	243	122	220	479	553	1,617
234	OH	27	145	82	209	187	650
239	FL	296	270	237	352	179	1,334
240	MD	665	681	442	516	1,051	3,355
248	MI	604	509	370	412	476	2,371
251	AL	198	222	228	469	358	1,475
252	NC	230	237	283	476	623	1,849
253	WA	415	191	166	144	272	1,188
254	TX	313	387	281	343	262	1,586
256	AL	440	434	459	548	381	2,262
260	IN	226	255	281	285	171	1,218
262	WI	340	397	163	303	365	1,568
267	PA	853	764	761	623	1,058	4,059
269	MI	289	368	309	433	268	1,667
270	KY	461	346	343	283	423	1,856
276	VA	105	258	441	399	317	1,520
281	TX	755	571	369	424	541	2,660
301	MD	406	365	132	276	460	1,639
302	DE	424	336	300	573	463	2,096
303	CO	200	249	148	108	271	976
304	WV	773	814	650	317	603	3,157
305	FL	239	272	214	295	221	1,241
307	WY	74	99	111	171	366	821
308	NE	46	51	174	45	271	587

NPA	State	2007	2008	2009	2010	2011	Total
309	IL	331	236	221	408	234	1,430
310	CA	299	203	533	173	200	1,408
312	IL	331	322	137	421	503	1,714
313	MI	487	449	330	402	344	2,012
314	MO	345	476	128	194	527	1,670
315	NY	744	654	230	713	895	3,236
316	KS	130	165	221	133	364	1,013
317	IN	326	518	282	413	554	2,093
318	LA	634	372	262	441	1,493	3,202
319	IA	198	105	104	393	269	1,069
320	MN	218	158	136	250	423	1,185
321	FL	434	181	226	306	435	1,582
323	CA	985	914	878	565	434	3,776
325	TX	154	250	146	155	238	943
330	OH	445	679	541	657	540	2,862
331	IL	59	181	265	164	187	856
334	AL	314	460	436	746	482	2,438
336	NC	491	417	558	545	778	2,789
337	LA	511	184	149	274	1037	2,155
339	MA	86	81	28	43	112	350
347	NY	2,335	1,694	2,491	1,704	2,114	10,338
352	FL	579	291	561	363	581	2,375
360	WA	803	391	385	374	797	2,750
361	TX	288	353	235	183	634	1,693
385	UT		4	77	80	195	356
386	FL	398	201	188	158	342	1,287
401	RI	355	358	155	104	278	1,250
402	NE	443	597	449	772	1,092	3,353
404	GA	252	400	369	560	642	2,223
405	OK	349	785	344	403	588	2,469
406	MT	159	177	154	428	654	1,572
407	FL	719	357	259	445	386	2,166
408	CA	281	400	824	541	510	2,556
409	TX	230	253	139	261	389	1,272
410	MD	300	260	82	109	330	1,081
412	PA	377	452	213	230	441	1,713
413	MA	246	402	172	337	290	1,447
414	WI	166	307	136	191	311	1,111

NPA	State	2007	2008	2009	2010	2011	Total
415	CA	317	231	664	528	775	2,515
417	MO	322	752	522	240	761	2,597
419	OH	429	475	353	487	138	1,882
423	TN	398	391	696	771	539	2,795
424	CA	694	514	342	519	458	2,527
425	WA	607	235	211	240	487	1,780
430	TX	12	13	13	31	25	94
432	TX	135	171	215	150	327	998
434	VA	144	230	279	299	455	1,407
435	UT	621	106	152	428	504	1,811
440	OH	446	439	438	503	524	2,350
442	CA			1	37	76	114
443	MD	860	874	853	634	1,346	4,567
458	OR					17	17
469	TX	277	354	427	291	755	2,104
470	GA	7		12	84	254	357
475	CT			8	44	110	162
478	GA	131	171	164	139	216	821
479	AR	203	503	164	223	345	1,438
480	AZ	342	515	260	350	338	1,805
484	PA	804	851	437	596	1,002	3,690
501	AR	191	591	253	440	534	2,009
502	KY	801	230	153	142	504	1,830
503	OR	568	545	484	309	450	2,356
504	LA	316	206	245	403	614	1,784
505	NM	268	363	697	389	919	2,636
507	MN	384	189	208	450	866	2,097
508	MA	552	531	213	297	444	2,037
509	WA	609	710	424	373	433	2,549
510	CA	253	274	674	413	284	1,898
512	TX	666	653	399	596	775	3,089
513	OH	380	309	352	272	535	1,848
515	IA	235	240	225	282	261	1,243
516	NY	687	416	217	296	311	1,927
517	MI	354	301	214	353	346	1,568
518	NY	545	632	232	537	876	2,822
520	AZ	352	251	226	432	329	1,590
530	CA	285	295	324	799	543	2,246

NPA	State	2007	2008	2009	2010	2011	Total
531	NE					1	1
534	WI					2	2
539	OK					49	49
540	VA	467	591	473	401	407	2,339
541	OR	542	692	463	603	532	2,832
551	NJ	99	120	24	27	62	332
559	CA	292	420	384	558	371	2,025
561	FL	389	232	273	422	491	1,807
562	CA	466	387	563	270	316	2,002
563	IA	101	46	62	212	135	556
567	OH	129	195	189	376	206	1,095
570	PA	657	720	590	591	471	3,029
571	VA	497	514	583	500	638	2,732
573	MO	499	938	408	196	543	2,584
574	IN	228	294	162	221	150	1,055
575	NM	145	162	199	305	567	1,378
580	OK	149	622	283	262	507	1,823
585	NY	622	393	358	518	495	2,386
586	MI	373	361	481	152	200	1,567
601	MS	306	407	209	478	745	2,145
602	AZ	154	384	238	172	125	1,073
603	NH	588	1,434	297	271	324	2,914
605	SD	168	138	161	213	339	1,019
606	KY	526	157	215	56	174	1,128
607	NY	381	266	137	301	437	1,522
608	WI	304	362	263	401	543	1,873
609	NJ	484	582	330	353	609	2,358
610	PA	428	419	164	185	247	1,443
612	MN	120	202	136	239	270	967
614	OH	445	426	356	317	701	2,245
615	TN	660	367	421	570	476	2,494
616	MI	319	305	314	379	434	1,751
617	MA	347	406	174	282	438	1,647
618	IL	358	355	234	240	665	1,852
619	CA	453	293	428	484	399	2,057
620	KS	218	258	337	273	571	1,657
623	AZ	236	255	134	192	139	956
626	CA	426	334	573	331	405	2,069

NPA	State	2007	2008	2009	2010	2011	Total
630	IL	727	491	194	385	643	2,440
631	NY	998	524	510	541	561	3,134
636	MO	298	374	108	225	393	1,398
641	IA	208	140	103	239	413	1,103
646	NY	1,445	890	1,120	531	757	4,743
650	CA	289	268	475	430	526	1,988
651	MN	246	302	313	206	352	1,419
657	CA		50	82	224	175	531
660	MO	155	324	274	210	119	1,082
661	CA	487	393	379	496	281	2,036
662	MS	269	393	387	359	754	2,162
678	GA	986	685	641	837	923	4,072
681	WV			31	58	255	344
682	TX	184	156	206	168	225	939
701	ND	98	90	59	201	386	834
702	NV	787	673	229	629	597	2,915
703	VA	280	243	131	172	242	1,068
704	NC	849	559	518	443	781	3,150
706	GA	585	381	529	570	809	2,874
707	CA	434	372	536	792	393	2,527
708	IL	511	615	416	468	665	2,675
712	IA	168	179	118	325	183	973
713	TX	316	370	95	265	212	1,258
714	CA	1,315	520	798	423	204	3,260
715	WI	227	245	448	320	704	1,944
716	NY	594	452	334	483	315	2,178
717	PA	823	906	380	344	717	3,170
718	NY	607	399	322	84	279	1,691
719	CO	285	285	164	333	307	1,374
720	CO	223	727	489	571	667	2,677
724	PA	785	977	385	392	755	3,294
727	FL	389	156	285	313	296	1,439
731	TN	271	90	76	117	463	1,017
732	NJ	810	684	198	413	537	2,642
734	MI	586	288	246	380	317	1,817
740	OH	714	765	411	435	667	2,992
747	CA			4	68	72	144
754	FL	28	33	37	72	244	414

NPA	State	2007	2008	2009	2010	2011	Total
757	VA	577	388	423	408	777	2,573
760	CA	679	516	453	1007	630	3,285
762	GA		33	67	198	189	487
763	MN	161	178	362	211	294	1,206
765	IN	365	653	238	292	376	1,924
769	MS	52	141	87	115	120	515
770	GA	307	245	178	282	213	1,225
772	FL	183	109	162	245	151	850
773	IL	990	853	756	831	460	3,890
774	MA	457	452	134	329	587	1,959
775	NV	159	165	157	301	260	1,042
779	IL	47	133	69	97	191	537
781	MA	343	463	192	249	430	1,677
785	KS	162	451	449	596	769	2,427
786	FL	414	772	410	627	646	2,869
787	PR	303	252	364	441	196	1,556
801	UT	751	331	493	352	604	2,531
802	VT	158	952	373	262	130	1,875
803	SC	460	565	654	771	627	3,077
804	VA	533	444	401	403	478	2,259
805	CA	434	462	438	502	425	2,261
806	TX	212	268	360	341	561	1,742
808	HI	243	214	84	347	188	1,076
810	MI	336	340	194	247	204	1,321
812	IN	391	407	192	272	516	1,778
813	FL	708	377	378	347	345	2,155
814	PA	562	574	485	455	360	2,436
815	IL	669	439	378	508	431	2,425
816	MO	416	355	398	347	550	2,066
817	TX	401	564	253	337	548	2,103
818	CA	747	604	654	521	392	2,918
828	NC	218	281	149	283	218	1,149
830	TX	330	363	156	394	507	1,750
831	CA	134	254	290	271	197	1,146
832	TX	770	784	634	961	844	3,993
843	SC	346	510	459	462	517	2,294
845	NY	682	858	290	551	591	2,972
847	IL	303	446	224	270	335	1,578

NPA	State	2007	2008	2009	2010	2011	Total
848	NJ	48	106	23	94	106	377
850	FL	610	343	481	520	652	2,606
856	NJ	518	492	297	282	458	2,047
857	MA	202	279	199	163	412	1,255
858	CA	231	139	196	247	478	1,291
859	KY	469	220	214	107	226	1,236
860	CT	432	785	298	747	836	3,098
862	NJ	352	358	152	250	524	1,636
863	FL	442	241	299	283	245	1,510
864	SC	342	467	360	587	394	2,150
865	TN	236	257	228	331	186	1,238
870	AR	183	498	258	241	588	1,768
872	IL			30	114	270	414
901	TN	343	160	202	291	341	1,337
903	TX	463	740	811	572	1099	3,685
904	FL	534	509	325	364	580	2,312
906	MI	57	104	183	87	119	550
907	AK	4	67	49	243	76	439
908	NJ	583	490	150	266	484	1,973
909	CA	941	439	640	501	553	3,074
910	NC	262	338	351	901	683	2,535
912	GA	96	247	205	354	376	1,278
913	KS	322	324	168	276	404	1,494
914	NY	553	294	255	345	627	2,074
915	TX	206	193	107	255	508	1,269
916	CA	366	319	374	599	467	2,125
917	NY	287	241	260	208	549	1,545
918	OK	300	858	428	388	565	2,539
919	NC	599	659	468	553	1,324	3,603
920	WI	409	499	393	513	572	2,386
925	CA	214	178	357	397	229	1,375
928	AZ	381	183	103	553	292	1,512
929	NY					67	67
931	TN	530	189	318	322	306	1,665
936	TX	161	227	201	180	216	985
937	OH	428	579	520	261	307	2,095
938	AL					5	5
939	PR	154	140	228	411	346	1,279

NPA	State	2007	2008	2009	2010	2011	Total
940	TX	121	212	218	222	281	1,054
941	FL	395	255	162	227	207	1,246
947	MI	24	20	11	7	8	70
949	CA	569	293	285	371	265	1,783
951	CA	627	327	438	436	444	2,272
952	MN	165	163	262	100	181	871
954	FL	523	424	281	600	360	2,188
956	TX	932	514	338	435	1783	4,002
970	CO	534	288	265	469	596	2,152
971	OR	146	91	209	168	431	1,045
972	TX	290	474	298	338	613	2,013
973	NJ	807	463	228	295	468	2,261
978	MA	615	624	290	448	742	2,719
979	TX	181	309	226	141	270	1,127
980	NC	62	191	167	238	373	1,031
985	LA	320	256	164	203	746	1,689
989	MI	274	313	331	544	397	1,859
Totals		111,051	108,508	87,753	102,234	132,373	541,919

Table 10-7
Total Number of Applications for all NPAs from 2007 through 2011 (Part 3s) Sorted by NPA/Total

Rank	NPA	State	2007	2008	2009	2010	2011	Total
1	347	NY	2,335	1,694	2,491	1,704	2,114	10,338
2	646	NY	1,445	890	1,120	531	757	4,743
3	443	MD	860	874	853	634	1,346	4,567
4	678	GA	986	685	641	837	923	4,072
5	267	PA	853	764	761	623	1,058	4,059
6	956	TX	932	514	338	435	1783	4,002
7	832	TX	770	784	634	961	844	3,993
8	773	IL	990	853	756	831	460	3,890
9	207	ME	679	1,630	469	322	694	3,794
10	323	CA	985	914	878	565	434	3,776
11	484	PA	804	851	437	596	1,002	3,690
12	903	TX	463	740	811	572	1,099	3,685
13	919	NC	599	659	468	553	1,324	3,603

Rank	NPA	State	2007	2008	2009	2010	2011	Total
14	240	MD	665	681	442	516	1,051	3,355
15	402	NE	443	597	449	772	1,092	3,353
16	210	TX	509	477	345	504	1,479	3,314
17	203	CT	618	741	305	533	1,105	3,302
18	724	PA	785	977	385	392	755	3,294
19	760	CA	679	516	453	1,007	630	3,285
20	714	CA	1,315	520	798	423	204	3,260
21	315	NY	744	654	230	713	895	3,236
22	318	LA	634	372	262	441	1,493	3,202
23	717	PA	823	906	380	344	717	3,170
24	304	WV	773	814	650	317	603	3,157
25	704	NC	849	559	518	443	781	3,150
26	631	NY	998	524	510	541	561	3,134
27	860	CT	432	785	298	747	836	3,098
28	512	TX	666	653	399	596	775	3,089
29	803	SC	460	565	654	771	627	3,077
30	909	CA	941	439	640	501	553	3,074
31	570	PA	657	720	590	591	471	3,029
32	201	NJ	736	591	250	544	896	3,017
33	740	OH	714	765	411	435	667	2,992
34	845	NY	682	858	290	551	591	2,972
35	818	CA	747	604	654	521	392	2,918
36	702	NV	787	673	229	629	597	2,915
37	603	NH	588	1,434	297	271	324	2,914
38	706	GA	585	381	529	570	809	2,874
39	786	FL	414	772	410	627	646	2,869
40	330	OH	445	679	541	657	540	2,862
41	541	OR	542	692	463	603	532	2,832
42	518	NY	545	632	232	537	876	2,822
43	423	TN	398	391	696	771	539	2,795
44	336	NC	491	417	558	545	778	2,789
45	360	WA	803	391	385	374	797	2,750
46	571	VA	497	514	583	500	638	2,732
47	978	MA	615	624	290	448	742	2,719
48	720	CO	223	727	489	571	667	2,677
49	708	IL	511	615	416	468	665	2,675
50	281	TX	755	571	369	424	541	2,660
51	732	NJ	810	684	198	413	537	2,642

Rank	NPA	State	2007	2008	2009	2010	2011	Total
52	505	NM	268	363	697	389	919	2,636
53	850	FL	610	343	481	520	652	2,606
54	417	MO	322	752	522	240	761	2,597
55	573	MO	499	938	408	196	543	2,584
56	757	VA	577	388	423	408	777	2,573
57	408	CA	281	400	824	541	510	2,556
58	509	WA	609	710	424	373	433	2,549
59	214	TX	487	554	495	385	620	2,541
60	918	OK	300	858	428	388	565	2,539
61	910	NC	262	338	351	901	683	2,535
62	801	UT	751	331	493	352	604	2,531
63	707	CA	434	372	536	792	393	2,527
64	424	CA	694	514	342	519	458	2,527
65	415	CA	317	231	664	528	775	2,515
66	615	TN	660	367	421	570	476	2,494
67	405	OK	349	785	344	403	588	2,469
68	224	IL	553	632	383	415	474	2,457
69	630	IL	727	491	194	385	643	2,440
70	334	AL	314	460	436	746	482	2,438
71	814	PA	562	574	485	455	360	2,436
72	785	KS	162	451	449	596	769	2,427
73	815	IL	669	439	378	508	431	2,425
74	920	WI	409	499	393	513	572	2,386
75	585	NY	622	393	358	518	495	2,386
76	352	FL	579	291	561	363	581	2,375
77	248	MI	604	509	370	412	476	2,371
78	609	NJ	484	582	330	353	609	2,358
79	503	OR	568	545	484	309	450	2,356
80	208	ID	389	393	410	531	632	2,355
81	440	OH	446	439	438	503	524	2,350
82	540	VA	467	591	473	401	407	2,339
83	205	AL	604	494	444	327	459	2,328
84	904	FL	534	509	325	364	580	2,312
85	843	SC	346	510	459	462	517	2,294
86	951	CA	627	327	438	436	444	2,272
87	256	AL	440	434	459	548	381	2,262
88	973	NJ	807	463	228	295	468	2,261
89	805	CA	434	462	438	502	425	2,261

Rank	NPA	State	2007	2008	2009	2010	2011	Total
90	804	VA	533	444	401	403	478	2,259
91	530	CA	285	295	324	799	543	2,246
92	614	OH	445	426	356	317	701	2,245
93	404	GA	252	400	369	560	642	2,223
94	954	FL	523	424	281	600	360	2,188
95	716	NY	594	452	334	483	315	2,178
96	407	FL	719	357	259	445	386	2,166
97	662	MS	269	393	387	359	754	2,162
98	813	FL	708	377	378	347	345	2,155
99	337	LA	511	184	149	274	1037	2,155
100	970	CO	534	288	265	469	596	2,152
101	864	SC	342	467	360	587	394	2,150
102	601	MS	306	407	209	478	745	2,145
103	916	CA	366	319	374	599	467	2,125
104	215	PA	503	645	208	219	535	2,110
105	469	TX	277	354	427	291	755	2,104
106	817	TX	401	564	253	337	548	2,103
107	507	MN	384	189	208	450	866	2,097
108	302	DE	424	336	300	573	463	2,096
109	937	OH	428	579	520	261	307	2,095
110	317	IN	326	518	282	413	554	2,093
111	914	NY	553	294	255	345	627	2,074
112	626	CA	426	334	573	331	405	2,069
113	202	DC	367	493	293	332	584	2,069
114	816	MO	416	355	398	347	550	2,066
115	619	CA	453	293	428	484	399	2,057
116	856	NJ	518	492	297	282	458	2,047
117	508	MA	552	531	213	297	444	2,037
118	661	CA	487	393	379	496	281	2,036
119	209	CA	303	422	335	582	390	2,032
120	559	CA	292	420	384	558	371	2,025
121	972	TX	290	474	298	338	613	2,013
122	313	MI	487	449	330	402	344	2,012
123	501	AR	191	591	253	440	534	2,009
124	562	CA	466	387	563	270	316	2,002
125	650	CA	289	268	475	430	526	1,988
126	908	NJ	583	490	150	266	484	1,973
127	774	MA	457	452	134	329	587	1,959

Rank	NPA	State	2007	2008	2009	2010	2011	Total
128	715	WI	227	245	448	320	704	1,944
129	516	NY	687	416	217	296	311	1,927
130	765	IN	365	653	238	292	376	1,924
131	510	CA	253	274	674	413	284	1,898
132	225	LA	397	211	220	349	714	1,891
133	419	OH	429	475	353	487	138	1,882
134	802	VT	158	952	373	262	130	1,875
135	608	WI	304	362	263	401	543	1,873
136	989	MI	274	313	331	544	397	1,859
137	270	KY	461	346	343	283	423	1,856
138	618	IL	358	355	234	240	665	1,852
139	252	NC	230	237	283	476	623	1,849
140	513	OH	380	309	352	272	535	1,848
141	502	KY	801	230	153	142	504	1,830
142	580	OK	149	622	283	262	507	1,823
143	734	MI	586	288	246	380	317	1,817
144	435	UT	621	106	152	428	504	1,811
145	561	FL	389	232	273	422	491	1,807
146	480	AZ	342	515	260	350	338	1,805
147	504	LA	316	206	245	403	614	1,784
148	949	CA	569	293	285	371	265	1,783
149	425	WA	607	235	211	240	487	1,780
150	812	IN	391	407	192	272	516	1,778
151	870	AR	183	498	258	241	588	1,768
152	616	MI	319	305	314	379	434	1,751
153	830	TX	330	363	156	394	507	1,750
154	806	TX	212	268	360	341	561	1,742
155	216	OH	204	157	414	619	332	1,726
156	217	IL	357	505	305	279	277	1,723
157	312	IL	331	322	137	421	503	1,714
158	412	PA	377	452	213	230	441	1,713
159	361	TX	288	353	235	183	634	1,693
160	718	NY	607	399	322	84	279	1,691
161	985	LA	320	256	164	203	746	1,689
162	781	MA	343	463	192	249	430	1,677
163	314	MO	345	476	128	194	527	1,670
164	269	MI	289	368	309	433	268	1,667
165	931	TN	530	189	318	322	306	1,665

Rank	NPA	State	2007	2008	2009	2010	2011	Total
166	620	KS	218	258	337	273	571	1,657
167	617	MA	347	406	174	282	438	1,647
168	301	MD	406	365	132	276	460	1,639
169	862	NJ	352	358	152	250	524	1,636
170	218	MN	231	184	336	374	499	1,624
171	231	MI	243	122	220	479	553	1,617
172	520	AZ	352	251	226	432	329	1,590
173	254	TX	313	387	281	343	262	1,586
174	321	FL	434	181	226	306	435	1,582
175	847	IL	303	446	224	270	335	1,578
176	406	MT	159	177	154	428	654	1,572
177	517	MI	354	301	214	353	346	1,568
178	262	WI	340	397	163	303	365	1,568
179	586	MI	373	361	481	152	200	1,567
180	787	PR	303	252	364	441	196	1,556
181	917	NY	287	241	260	208	549	1,545
182	607	NY	381	266	137	301	437	1,522
183	276	VA	105	258	441	399	317	1,520
184	213	CA	278	268	293	303	371	1,513
185	928	AZ	381	183	103	553	292	1,512
186	863	FL	442	241	299	283	245	1,510
187	913	KS	322	324	168	276	404	1,494
188	251	AL	198	222	228	469	358	1,475
189	413	MA	246	402	172	337	290	1,447
190	610	PA	428	419	164	185	247	1,443
191	727	FL	389	156	285	313	296	1,439
192	479	AR	203	503	164	223	345	1,438
193	309	IL	331	236	221	408	234	1,430
194	206	WA	305	243	185	199	494	1,426
195	651	MN	246	302	313	206	352	1,419
196	310	CA	299	203	533	173	200	1,408
197	434	VA	144	230	279	299	455	1,407
198	636	MO	298	374	108	225	393	1,398
199	575	NM	145	162	199	305	567	1,378
200	925	CA	214	178	357	397	229	1,375
201	719	CO	285	285	164	333	307	1,374
202	901	TN	343	160	202	291	341	1,337
203	239	FL	296	270	237	352	179	1,334

Rank	NPA	State	2007	2008	2009	2010	2011	Total
204	810	MI	336	340	194	247	204	1,321
205	858	CA	231	139	196	247	478	1,291
206	386	FL	398	201	188	158	342	1,287
207	939	PR	154	140	228	411	346	1,279
208	912	GA	96	247	205	354	376	1,278
209	409	TX	230	253	139	261	389	1,272
210	915	TX	206	193	107	255	508	1,269
211	713	TX	316	370	95	265	212	1,258
212	857	MA	202	279	199	163	412	1,255
213	401	RI	355	358	155	104	278	1,250
214	941	FL	395	255	162	227	207	1,246
215	515	IA	235	240	225	282	261	1,243
216	305	FL	239	272	214	295	221	1,241
217	865	TN	236	257	228	331	186	1,238
218	859	KY	469	220	214	107	226	1,236
219	770	GA	307	245	178	282	213	1,225
220	260	IN	226	255	281	285	171	1,218
221	229	GA	127	247	320	183	330	1,207
222	763	MN	161	178	362	211	294	1,206
223	253	WA	415	191	166	144	272	1,188
224	320	MN	218	158	136	250	423	1,185
225	828	NC	218	281	149	283	218	1,149
226	831	CA	134	254	290	271	197	1,146
227	606	KY	526	157	215	56	174	1,128
228	979	TX	181	309	226	141	270	1,127
229	414	WI	166	307	136	191	311	1,111
230	641	IA	208	140	103	239	413	1,103
231	567	OH	129	195	189	376	206	1,095
232	660	MO	155	324	274	210	119	1,082
233	410	MD	300	260	82	109	330	1,081
234	808	HI	243	214	84	347	188	1,076
235	602	AZ	154	384	238	172	125	1,073
236	319	IA	198	105	104	393	269	1,069
237	703	VA	280	243	131	172	242	1,068
238	574	IN	228	294	162	221	150	1,055
239	940	TX	121	212	218	222	281	1,054
240	971	OR	146	91	209	168	431	1,045
241	775	NV	159	165	157	301	260	1,042

Rank	NPA	State	2007	2008	2009	2010	2011	Total
242	980	NC	62	191	167	238	373	1,031
243	605	SD	168	138	161	213	339	1,019
244	731	TN	271	90	76	117	463	1,017
245	316	KS	130	165	221	133	364	1,013
246	219	IN	243	228	223	161	150	1,005
247	432	TX	135	171	215	150	327	998
248	936	TX	161	227	201	180	216	985
249	303	CO	200	249	148	108	271	976
250	712	IA	168	179	118	325	183	973
251	612	MN	120	202	136	239	270	967
252	623	AZ	236	255	134	192	139	956
253	325	TX	154	250	146	155	238	943
254	682	TX	184	156	206	168	225	939
255	952	MN	165	163	262	100	181	871
256	331	IL	59	181	265	164	187	856
257	772	FL	183	109	162	245	151	850
258	701	ND	98	90	59	201	386	834
259	478	GA	131	171	164	139	216	821
260	307	WY	74	99	111	171	366	821
261	234	OH	27	145	82	209	187	650
262	308	NE	46	51	174	45	271	587
263	563	IA	101	46	62	212	135	556
264	906	MI	57	104	183	87	119	550
265	779	IL	47	133	69	97	191	537
266	657	CA		50	82	224	175	531
267	769	MS	52	141	87	115	120	515
268	228	MS	88	135	74	117	93	507
269	762	GA		33	67	198	189	487
270	212	NY	55	56	98	103	141	453
271	907	AK	4	67	49	243	76	439
272	872	IL			30	114	270	414
273	754	FL	28	33	37	72	244	414
274	848	NJ	48	106	23	94	106	377
275	470	GA	7		12	84	254	357
276	385	UT		4	77	80	195	356
277	339	MA	86	81	28	43	112	350
278	681	WV			31	58	255	344
279	551	NJ	99	120	24	27	62	332

Rank	NPA	State	2007	2008	2009	2010	2011	Total
280	475	CT			8	44	110	162
281	747	CA			4	68	72	144
282	442	CA			1	37	76	114
283	430	TX	12	13	13	31	25	94
284	947	MI	24	20	11	7	8	70
285	929	NY					67	67
286	539	OK					49	49
287	458	OR					17	17
288	938	AL					5	5
289	534	WI					2	2
290	531	NE					1	1

Table 10-8

Total Number of Blocks Assigned for all States from 2007 through 2011 Sorted by State

	State	2007	2008	2009	2010	2011	Total
1	AK	3	32	13	33	42	123
2	AL	591	916	677	600	652	3,436
3	AR	277	303	245	296	861	1,982
4	AZ	761	687	542	622	548	3,160
5	CA	6,830	5,383	3,433	5,563	5,652	26,861
6	CO	640	796	576	825	651	3,488
7	CT	427	636	224	463	744	2,494
8	DC	143	184	179	248	374	1,128
9	DE	141	172	221	369	147	1,050
10	FL	2,649	2,547	1,979	2,849	2,597	12,621
11	GA	1,115	1,316	1,263	1,486	1,955	7,135
12	HI	126	94	37	82	110	449
13	IA	269	363	208	582	408	1,830
14	ID	227	229	112	149	210	927
15	IL	1,790	2,320	1,526	2,175	2,386	10,197
16	IN	653	960	525	876	874	3,888
17	KS	409	509	320	363	552	2,153
18	KY	483	461	351	288	575	2,158
19	LA	566	740	504	664	1,401	3,875
20	MA	1,061	1,570	892	1,153	1,378	6,054
21	MD	936	894	657	1,017	2,059	5,563
22	ME	187	181	135	124	300	927
23	MI	1,959	1,342	1,429	1,512	1,336	7,578

	State	2007	2008	2009	2010	2011	Total
24	MN	744	703	429	881	871	3,628
25	MO	750	873	454	751	1,221	4,049
26	MS	299	614	227	335	461	1,936
27	MT	107	95	97	194	216	709
28	NC	1,205	1,469	1,232	1,426	1,640	6,972
29	ND	53	55	32	93	170	403
30	NE	170	289	176	157	328	1,120
31	NH	153	167	81	121	173	695
32	NJ	1,504	1,751	905	1,716	1,577	7,453
33	NM	266	311	171	246	291	1,285
34	NV	486	428	183	516	396	2,009
35	NY	3,843	3,123	2,527	4,053	3,578	17,124
36	OH	1,935	1,802	1,477	1,637	1,781	8,632
37	OK	459	604	315	325	860	2,563
38	OR	509	598	309	575	545	2,536
39	PA	2,235	2,365	2,117	1,511	1,513	9,741
40	PR	268	281	248	344	344	1,485
41	RI	96	159	72	91	208	626
42	SC	622	898	609	541	641	3,311
43	SD	73	78	87	113	139	490
44	TN	963	998	1,077	994	945	4,977
45	TX	4,428	3,592	2,770	3,852	4,082	18,724
46	UT	343	329	248	469	613	2,002
47	VA	1,188	1,398	1,168	1,389	1,304	6,447
48	VT	78	172	106	149	112	617
49	WA	905	788	550	575	736	3,554
50	WI	635	944	408	763	818	3,568
51	WV	197	303	192	238	496	1,426
52	WY	39	76	49	78	91	333
	Totals	46,796	47,898	34,364	46,472	51,962	227,492

Table 10-9

Total Number of Blocks Assigned for all States from 2007 through 2011 Sorted by Total

Rank	State	2007	2008	2009	2010	2011	Total
1	CA	6,830	5,383	3,433	5,563	5,652	26,861
2	TX	4,428	3,592	2,770	3,852	4,082	18,724
3	NY	3,843	3,123	2,527	4,053	3,578	17,124
4	FL	2,649	2,547	1,979	2,849	2,597	12,621

Rank	State	2007	2008	2009	2010	2011	Total
5	IL	1,790	2,320	1,526	2,175	2,386	10,197
6	PA	2,235	2,365	2,117	1,511	1,513	9,741
7	OH	1,935	1,802	1,477	1,637	1,781	8,632
8	MI	1,959	1,342	1,429	1,512	1,336	7,578
9	NJ	1,504	1,751	905	1,716	1,577	7,453
10	GA	1,115	1,316	1,263	1,486	1,955	7,135
11	NC	1,205	1,469	1,232	1,426	1,640	6,972
12	VA	1,188	1,398	1,168	1,389	1,304	6,447
13	MA	1,061	1,570	892	1,153	1,378	6,054
14	MD	936	894	657	1,017	2,059	5,563
15	TN	963	998	1,077	994	945	4,977
16	MO	750	873	454	751	1,221	4,049
17	IN	653	960	525	876	874	3,888
18	LA	566	740	504	664	1,401	3,875
19	MN	744	703	429	881	871	3,628
20	WI	635	944	408	763	818	3,568
21	WA	905	788	550	575	736	3,554
22	CO	640	796	576	825	651	3,488
23	AL	591	916	677	600	652	3,436
24	SC	622	898	609	541	641	3,311
25	AZ	761	687	542	622	548	3,160
26	OK	459	604	315	325	860	2,563
27	OR	509	598	309	575	545	2,536
28	CT	427	636	224	463	744	2,494
29	KY	483	461	351	288	575	2,158
30	KS	409	509	320	363	552	2,153
31	NV	486	428	183	516	396	2,009
32	UT	343	329	248	469	613	2,002
33	AR	277	303	245	296	861	1,982
34	MS	299	614	227	335	461	1,936
35	IA	269	363	208	582	408	1,830
36	PR	268	281	248	344	344	1,485
37	WV	197	303	192	238	496	1,426
38	NM	266	311	171	246	291	1,285
39	DC	143	184	179	248	374	1,128
40	NE	170	289	176	157	328	1,120
41	DE	141	172	221	369	147	1,050
42	ID	227	229	112	149	210	927
43	ME	187	181	135	124	300	927

Rank	State	2007	2008	2009	2010	2011	Total
44	MT	107	95	97	194	216	709
45	NH	153	167	81	121	173	695
46	RI	96	159	72	91	208	626
47	VT	78	172	106	149	112	617
48	SD	73	78	87	113	139	490
49	HI	126	94	37	82	110	449
50	ND	53	55	32	93	170	403
51	WY	39	76	49	78	91	333
52	AK	3	32	13	33	42	123
	Totals	46,796	47,898	34,364	46,472	51,962	227,492

Table 10-10
Total Number of Blocks Assigned for all NPAs from 2007 through 2011 Sorted by NPA

NPA	State	2007	2008	2009	2010	2011	Total
201	NJ	219	262	138	344	378	1,341
202	DC	143	184	179	248	374	1,128
203	CT	217	330	129	229	345	1,250
205	AL	255	323	256	161	217	1,212
206	WA	139	124	90	102	168	623
207	ME	187	181	135	124	300	927
208	ID	227	229	112	149	210	927
209	CA	226	193	134	147	276	976
210	TX	366	200	175	281	265	1,287
212	NY	2	3	3	27	67	102
213	CA	202	128	53	148	178	709
214	TX	336	239	189	257	128	1,149
215	PA	123	204	109	82	75	593
216	OH	139	55	169	120	141	624
217	IL	127	166	62	166	182	703
218	MN	147	92	54	113	150	556
219	IN	94	153	57	95	85	484
224	IL	217	318	204	244	252	1,235
225	LA	124	142	115	119	235	735
228	MS	27	71	14	39	41	192
229	GA	57	97	96	50	122	422
231	MI	117	71	94	79	127	488
234	OH	13	50	50	149	88	350

NPA	State	2007	2008	2009	2010	2011	Total
239	FL	130	94	70	78	108	480
240	MD	291	268	227	332	769	1,887
248	MI	322	207	141	192	203	1,065
251	AL	76	144	89	95	87	491
252	NC	112	123	129	177	165	706
253	WA	142	97	87	83	100	509
254	TX	85	93	78	101	104	461
256	AL	151	252	201	214	195	1,013
260	IN	71	144	68	138	93	514
262	WI	118	203	68	207	139	735
267	PA	385	370	455	334	278	1,822
269	MI	146	122	164	155	139	726
270	KY	99	141	108	96	166	610
276	VA	51	102	83	83	115	434
281	TX	358	285	184	220	217	1,264
301	MD	165	138	93	148	254	798
302	DE	141	172	221	369	147	1,050
303	CO	128	56	41	20	15	260
304	WV	197	303	173	212	294	1,179
305	FL	151	83	92	131	100	557
307	WY	39	76	49	78	91	333
308	NE	23	31	26	11	29	120
309	IL	98	106	62	179	149	594
310	CA	39	32	58	39	81	249
312	IL	91	201	71	255	224	842
313	MI	248	194	151	268	152	1,013
314	MO	172	222	73	148	308	923
315	NY	323	261	144	348	231	1,307
316	KS	95	77	71	77	154	474
317	IN	189	224	158	283	223	1,077
318	LA	148	208	96	171	365	988
319	IA	47	79	46	136	94	402
320	MN	83	100	28	106	114	431
321	FL	159	121	127	200	176	783
323	CA	639	438	162	258	251	1,748
325	TX	66	66	30	38	54	254
330	OH	220	323	166	223	172	1,104
331	IL	56	129	102	110	119	516
334	AL	109	197	131	130	153	720

NPA	State	2007	2008	2009	2010	2011	Total
336	NC	158	207	243	283	257	1,148
337	LA	82	123	89	105	250	649
339	MA	12	49	24	30	43	158
347	NY	1,035	904	757	1,264	1,004	4,964
352	FL	184	210	151	174	168	887
360	WA	217	175	164	151	162	869
361	TX	165	142	140	100	145	692
385	UT			52	62	167	281
386	FL	139	147	71	89	96	542
401	RI	96	159	72	91	208	626
402	NE	147	258	150	146	299	1,000
404	GA	105	211	245	304	422	1,287
405	OK	230	252	115	123	364	1,084
406	MT	107	95	97	194	216	709
407	FL	274	214	152	228	186	1,054
408	CA	179	252	140	293	352	1,216
409	TX	95	102	68	80	78	423
410	MD	75	98	43	72	154	442
412	PA	192	195	161	117	155	820
413	MA	101	224	117	118	156	716
414	WI	92	229	72	114	181	688
415	CA	152	155	176	242	440	1,165
417	MO	155	136	92	162	169	714
419	OH	268	179	111	85	85	728
423	TN	214	223	211	199	225	1,072
424	CA	454	281	138	301	239	1,413
425	WA	170	127	88	138	147	670
430	TX	10	1	5	19	9	44
432	TX	64	72	37	55	60	288
434	VA	60	116	86	130	203	595
435	UT	72	76	49	169	241	607
440	OH	220	194	212	239	142	1,007
442	CA				29	37	66
443	MD	405	390	294	465	882	2,436
458	OR					7	7
469	TX	170	207	101	132	427	1,037
470	GA			12	74	234	320
475	CT			1	20	59	80
478	GA	53	76	74	50	111	364

NPA	State	2007	2008	2009	2010	2011	Total
479	AR	97	92	74	60	217	540
480	AZ	223	220	152	253	246	1,094
484	PA	373	381	212	281	244	1,491
501	AR	93	123	104	152	352	824
502	KY	162	146	100	82	178	668
503	OR	245	254	139	195	112	945
504	LA	135	126	132	171	388	952
505	NM	169	204	117	156	175	821
507	MN	96	93	55	182	127	553
508	MA	187	239	121	139	90	776
509	WA	237	265	121	101	159	883
510	CA	146	173	152	164	211	846
512	TX	309	286	210	311	321	1,437
513	OH	209	151	168	160	364	1,052
515	IA	85	154	75	166	162	642
516	NY	161	163	109	165	166	764
517	MI	201	141	148	141	121	752
518	NY	246	250	119	262	205	1,082
520	AZ	166	179	142	123	107	717
530	CA	204	165	143	182	266	960
534	WI					1	1
540	VA	138	319	242	235	239	1,173
541	OR	222	309	100	246	211	1,088
551	NJ	39	29	10	20	6	104
559	CA	217	180	135	190	187	909
561	FL	190	122	135	220	201	868
562	CA	297	197	107	137	131	869
563	IA	34	36	22	87	74	253
567	OH	83	138	119	116	104	560
570	PA	256	277	355	162	208	1,258
571	VA	268	286	286	412	328	1,580
573	MO	124	201	87	94	246	752
574	IN	69	134	45	100	92	440
575	NM	97	107	54	90	116	464
580	OK	94	126	60	44	170	494
585	NY	267	167	217	251	181	1,083
586	MI	130	84	113	84	88	499
601	MS	93	152	75	126	122	568
602	AZ	98	106	111	63	54	432

NPA	State	2007	2008	2009	2010	2011	Total
603	NH	153	167	81	121	173	695
605	SD	73	78	87	113	139	490
606	KY	114	62	64	34	88	362
607	NY	182	76	95	182	115	650
608	WI	143	160	61	151	189	704
609	NJ	182	328	201	216	233	1,160
610	PA	158	139	91	72	63	523
612	MN	64	84	28	170	142	488
614	OH	281	220	177	224	272	1,174
615	TN	276	270	293	262	232	1,333
616	MI	156	136	173	142	135	742
617	MA	111	185	106	155	153	710
618	IL	159	136	141	113	140	689
619	CA	267	187	120	246	161	981
620	KS	89	112	80	49	79	409
623	AZ	125	92	76	110	59	462
626	CA	294	181	96	195	173	939
630	IL	233	180	86	155	190	844
631	NY	260	215	233	309	234	1,251
636	MO	129	111	68	154	137	599
641	IA	52	27	17	101	36	233
646	NY	498	365	237	362	252	1,714
650	CA	176	172	120	201	212	881
651	MN	166	144	58	139	133	640
657	CA		43	46	164	92	345
660	MO	40	73	29	30	48	220
661	CA	259	208	96	155	167	885
662	MS	130	279	84	137	234	864
678	GA	422	438	322	520	421	2,123
681	WV			19	26	202	247
682	TX	120	96	50	130	155	551
701	ND	53	55	32	93	170	403
702	NV	409	305	135	442	257	1,548
703	VA	156	96	53	62	68	435
704	NC	273	268	195	191	140	1,067
706	GA	255	201	265	154	256	1,131
707	CA	233	175	193	209	201	1,011
708	IL	143	214	160	208	336	1,061
712	IA	51	67	48	92	42	300

NPA	State	2007	2008	2009	2010	2011	Total
713	TX	162	115	70	129	89	565
714	CA	467	307	139	179	95	1,187
715	WI	111	111	100	107	147	576
716	NY	263	200	245	229	212	1,149
717	PA	280	276	214	187	228	1,185
718	NY	82	57	17	28	76	260
719	CO	117	157	99	194	118	685
720	CO	192	388	324	457	362	1,723
724	PA	224	285	220	144	147	1,020
727	FL	127	125	109	187	111	659
731	TN	58	57	45	68	97	325
732	NJ	277	266	104	329	225	1,201
734	MI	248	101	131	150	118	748
740	OH	264	271	156	176	206	1,073
747	CA			2	56	41	99
754	FL	8	22	24	48	134	236
757	VA	302	233	212	258	202	1207
760	CA	370	332	154	299	254	1409
762	GA		27	56	75	102	260
763	MN	98	109	148	117	150	622
765	IN	126	140	106	135	161	668
769	MS	49	112	54	33	64	312
770	GA	151	123	84	143	140	641
772	FL	58	81	56	85	76	356
773	IL	417	495	362	220	164	1,658
774	MA	190	252	89	214	284	1,029
775	NV	77	123	48	74	139	461
779	IL	45	78	23	55	141	342
781	MA	133	186	114	151	164	748
785	KS	88	199	79	90	143	599
786	FL	188	233	214	351	409	13,95
787	PR	188	155	94	70	81	588
801	UT	271	253	147	238	205	1,114
802	VT	78	172	106	149	112	617
803	SC	202	325	244	205	264	1,240
804	VA	213	246	206	209	149	1,023
805	CA	244	217	130	176	212	979
806	TX	100	110	61	83	100	454
808	HI	126	94	37	82	110	449

NPA	State	2007	2008	2009	2010	2011	Total
810	MI	176	126	118	146	90	656
812	IN	104	165	91	125	220	705
813	FL	276	266	146	224	160	1,072
814	PA	244	238	300	132	115	1,029
815	IL	160	209	150	268	168	955
816	MO	130	130	105	163	313	841
817	TX	218	183	146	198	171	916
818	CA	404	280	143	243	189	1,259
828	NC	93	167	91	117	150	618
830	TX	96	93	87	176	147	599
831	CA	91	79	69	87	111	437
832	TX	452	398	357	530	559	2,296
843	SC	197	267	194	180	209	1,047
845	NY	294	222	153	279	238	1,186
847	IL	44	88	75	133	125	465
848	NJ	16	23	19	67	77	202
850	FL	159	179	141	209	157	845
856	NJ	200	282	164	154	156	956
857	MA	114	121	129	110	252	726
858	CA	102	114	67	107	157	547
859	KY	108	112	79	76	143	518
860	CT	210	306	94	214	340	1,164
862	NJ	119	144	83	199	229	774
863	FL	112	140	95	92	127	566
864	SC	223	306	171	156	168	1,024
865	TN	159	185	161	125	108	738
870	AR	87	88	67	84	292	618
872	IL			28	69	196	293
901	TN	165	118	164	165	146	758
903	TX	165	219	259	212	212	1,067
904	FL	213	221	120	229	141	924
906	MI	34	13	26	36	14	123
907	AK	3	32	13	33	42	123
908	NJ	169	183	74	196	141	763
909	CA	394	258	166	250	233	1,301
910	NC	180	217	232	226	253	1,108
912	GA	72	143	109	116	147	587
913	KS	137	121	90	147	176	671
914	NY	155	121	101	205	254	836

NPA	State	2007	2008	2009	2010	2011	Total
915	TX	127	101	69	125	105	527
916	CA	194	191	148	256	185	974
917	NY	75	119	97	142	343	776
918	OK	135	226	140	158	326	985
919	NC	336	352	245	305	412	1,650
920	WI	171	241	107	184	161	864
925	CA	115	96	86	190	165	652
928	AZ	149	90	61	73	82	455
931	TN	91	145	203	175	137	751
936	TX	69	52	59	68	130	378
937	OH	238	221	149	145	207	960
939	PR	80	126	154	274	263	897
940	TX	64	62	51	72	76	325
941	FL	111	107	92	95	102	507
947	MI	18	4	5	1	6	34
949	CA	139	176	116	197	185	813
951	CA	326	173	144	223	170	1,036
952	MN	90	81	58	54	55	338
954	FL	170	182	184	209	145	890
956	TX	612	239	180	239	233	1,503
970	CO	203	195	112	154	156	820
971	OR	42	35	70	134	215	496
972	TX	149	148	95	221	192	805
973	NJ	283	234	112	191	132	952
978	MA	213	314	192	236	236	1,191
979	TX	70	83	69	75	105	402
980	NC	53	135	97	127	263	675
985	LA	77	141	72	98	163	551
989	MI	163	143	165	118	143	732
	Total	46,796	47,898	34,364	46,472	51,962	227,492

Table 10-11
Total Number of Blocks Assigned for all NPAs from 2007 through 2011 Sorted by NPA/total

NPA	State	2007	2008	2009	2010	2011	Total
347	NY	1,035	904	757	1,264	1,004	4,964
443	MD	405	390	294	465	882	2,436
832	TX	452	398	357	530	559	2,296

NPA	State	2007	2008	2009	2010	2011	Total
678	GA	422	438	322	520	421	2,123
240	MD	291	268	227	332	769	1,887
267	PA	385	370	455	334	278	1,822
323	CA	639	438	162	258	251	1,748
720	CO	192	388	324	457	362	1,723
646	NY	498	365	237	362	252	1,714
773	IL	417	495	362	220	164	1,658
919	NC	336	352	245	305	412	1,650
571	VA	268	286	286	412	328	1,580
702	NV	409	305	135	442	257	1,548
956	TX	612	239	180	239	233	1,503
484	PA	373	381	212	281	244	1,491
512	TX	309	286	210	311	321	1,437
424	CA	454	281	138	301	239	1,413
760	CA	370	332	154	299	254	1,409
786	FL	188	233	214	351	409	1,395
201	NJ	219	262	138	344	378	1,341
615	TN	276	270	293	262	232	1,333
315	NY	323	261	144	348	231	1,307
909	CA	394	258	166	250	233	1,301
210	TX	366	200	175	281	265	1,287
404	GA	105	211	245	304	422	1,287
281	TX	358	285	184	220	217	1,264
818	CA	404	280	143	243	189	1,259
570	PA	256	277	355	162	208	1,258
631	NY	260	215	233	309	234	1,251
203	CT	217	330	129	229	345	1,250
803	SC	202	325	244	205	264	1,240
224	IL	217	318	204	244	252	1,235
408	CA	179	252	140	293	352	1,216
205	AL	255	323	256	161	217	1,212
757	VA	302	233	212	258	202	1,207
732	NJ	277	266	104	329	225	1,201
978	MA	213	314	192	236	236	1,191
714	CA	467	307	139	179	95	1,187
845	NY	294	222	153	279	238	1,186
717	PA	280	276	214	187	228	1,185
304	WV	197	303	173	212	294	1,179
614	OH	281	220	177	224	272	1,174

NPA	State	2007	2008	2009	2010	2011	Total
540	VA	138	319	242	235	239	1,173
415	CA	152	155	176	242	440	1,165
860	CT	210	306	94	214	340	1,164
609	NJ	182	328	201	216	233	1,160
214	TX	336	239	189	257	128	1,149
716	NY	263	200	245	229	212	1,149
336	NC	158	207	243	283	257	1,148
706	GA	255	201	265	154	256	1,131
202	DC	143	184	179	248	374	1,128
801	UT	271	253	147	238	205	1,114
910	NC	180	217	232	226	253	1,108
330	OH	220	323	166	223	172	1,104
480	AZ	223	220	152	253	246	1,094
541	OR	222	309	100	246	211	1,088
405	OK	230	252	115	123	364	1,084
585	NY	267	167	217	251	181	1,083
518	NY	246	250	119	262	205	1,082
317	IN	189	224	158	283	223	1,077
740	OH	264	271	156	176	206	1,073
423	TN	214	223	211	199	225	1,072
813	FL	276	266	146	224	160	1,072
704	NC	273	268	195	191	140	1,067
903	TX	165	219	259	212	212	1,067
248	MI	322	207	141	192	203	1,065
708	IL	143	214	160	208	336	1,061
407	FL	274	214	152	228	186	1,054
513	OH	209	151	168	160	364	1,052
302	DE	141	172	221	369	147	1,050
843	SC	197	267	194	180	209	1,047
469	TX	170	207	101	132	427	1,037
951	CA	326	173	144	223	170	1,036
774	MA	190	252	89	214	284	1,029
814	PA	244	238	300	132	115	1,029
864	SC	223	306	171	156	168	1,024
804	VA	213	246	206	209	149	1,023
724	PA	224	285	220	144	147	1,020
256	AL	151	252	201	214	195	1,013
313	MI	248	194	151	268	152	1,013
707	CA	233	175	193	209	201	1,011

NPA	State	2007	2008	2009	2010	2011	Total
440	OH	220	194	212	239	142	1,007
402	NE	147	258	150	146	299	1,000
318	LA	148	208	96	171	365	988
918	OK	135	226	140	158	326	985
619	CA	267	187	120	246	161	981
805	CA	244	217	130	176	212	979
209	CA	226	193	134	147	276	976
916	CA	194	191	148	256	185	974
530	CA	204	165	143	182	266	960
937	OH	238	221	149	145	207	960
856	NJ	200	282	164	154	156	956
815	IL	160	209	150	268	168	955
504	LA	135	126	132	171	388	952
973	NJ	283	234	112	191	132	952
503	OR	245	254	139	195	112	945
626	CA	294	181	96	195	173	939
207	ME	187	181	135	124	300	927
208	ID	227	229	112	149	210	927
904	FL	213	221	120	229	141	924
314	MO	172	222	73	148	308	923
817	TX	218	183	146	198	171	916
559	CA	217	180	135	190	187	909
939	PR	80	126	154	274	263	897
954	FL	170	182	184	209	145	890
352	FL	184	210	151	174	168	887
661	CA	259	208	96	155	167	885
509	WA	237	265	121	101	159	883
650	CA	176	172	120	201	212	881
360	WA	217	175	164	151	162	869
562	CA	297	197	107	137	131	869
561	FL	190	122	135	220	201	868
662	MS	130	279	84	137	234	864
920	WI	171	241	107	184	161	864
510	CA	146	173	152	164	211	846
850	FL	159	179	141	209	157	845
630	IL	233	180	86	155	190	844
312	IL	91	201	71	255	224	842
816	MO	130	130	105	163	313	841
914	NY	155	121	101	205	254	836

NPA	State	2007	2008	2009	2010	2011	Total
501	AR	93	123	104	152	352	824
505	NM	169	204	117	156	175	821
412	PA	192	195	161	117	155	820
970	CO	203	195	112	154	156	820
949	CA	139	176	116	197	185	813
972	TX	149	148	95	221	192	805
301	MD	165	138	93	148	254	798
321	FL	159	121	127	200	176	783
508	MA	187	239	121	139	90	776
917	NY	75	119	97	142	343	776
862	NJ	119	144	83	199	229	774
516	NY	161	163	109	165	166	764
908	NJ	169	183	74	196	141	763
901	TN	165	118	164	165	146	758
517	MI	201	141	148	141	121	752
573	MO	124	201	87	94	246	752
931	TN	91	145	203	175	137	751
734	MI	248	101	131	150	118	748
781	MA	133	186	114	151	164	748
616	MI	156	136	173	142	135	742
865	TN	159	185	161	125	108	738
225	LA	124	142	115	119	235	735
262	WI	118	203	68	207	139	735
989	MI	163	143	165	118	143	732
419	OH	268	179	111	85	85	728
269	MI	146	122	164	155	139	726
857	MA	114	121	129	110	252	726
334	AL	109	197	131	130	153	720
520	AZ	166	179	142	123	107	717
413	MA	101	224	117	118	156	716
417	MO	155	136	92	162	169	714
617	MA	111	185	106	155	153	710
213	CA	202	128	53	148	178	709
406	MT	107	95	97	194	216	709
252	NC	112	123	129	177	165	706
812	IN	104	165	91	125	220	705
608	WI	143	160	61	151	189	704
217	IL	127	166	62	166	182	703
603	NH	153	167	81	121	173	695

NPA	State	2007	2008	2009	2010	2011	Total
361	TX	165	142	140	100	145	692
618	IL	159	136	141	113	140	689
414	WI	92	229	72	114	181	688
719	CO	117	157	99	194	118	685
980	NC	53	135	97	127	263	675
913	KS	137	121	90	147	176	671
425	WA	170	127	88	138	147	670
502	KY	162	146	100	82	178	668
765	IN	126	140	106	135	161	668
727	FL	127	125	109	187	111	659
810	MI	176	126	118	146	90	656
925	CA	115	96	86	190	165	652
607	NY	182	76	95	182	115	650
337	LA	82	123	89	105	250	649
515	IA	85	154	75	166	162	642
770	GA	151	123	84	143	140	641
651	MN	166	144	58	139	133	640
401	RI	96	159	72	91	208	626
216	OH	139	55	169	120	141	624
206	WA	139	124	90	102	168	623
763	MN	98	109	148	117	150	622
828	NC	93	167	91	117	150	618
870	AR	87	88	67	84	292	618
802	VT	78	172	106	149	112	617
270	KY	99	141	108	96	166	610
435	UT	72	76	49	169	241	607
636	MO	129	111	68	154	137	599
785	KS	88	199	79	90	143	599
830	TX	96	93	87	176	147	599
434	VA	60	116	86	130	203	595
309	IL	98	106	62	179	149	594
215	PA	123	204	109	82	75	593
787	PR	188	155	94	70	81	588
912	GA	72	143	109	116	147	587
715	WI	111	111	100	107	147	576
601	MS	93	152	75	126	122	568
863	FL	112	140	95	92	127	566
713	TX	162	115	70	129	89	565
567	OH	83	138	119	116	104	560

NPA	State	2007	2008	2009	2010	2011	Total
305	FL	151	83	92	131	100	557
218	MN	147	92	54	113	150	556
507	MN	96	93	55	182	127	553
682	TX	120	96	50	130	155	551
985	LA	77	141	72	98	163	551
858	CA	102	114	67	107	157	547
386	FL	139	147	71	89	96	542
479	AR	97	92	74	60	217	540
915	TX	127	101	69	125	105	527
610	PA	158	139	91	72	63	523
859	KY	108	112	79	76	143	518
331	IL	56	129	102	110	119	516
260	IN	71	144	68	138	93	514
253	WA	142	97	87	83	100	509
941	FL	111	107	92	95	102	507
586	MI	130	84	113	84	88	499
971	OR	42	35	70	134	215	496
580	OK	94	126	60	44	170	494
251	AL	76	144	89	95	87	491
605	SD	73	78	87	113	139	490
231	MI	117	71	94	79	127	488
612	MN	64	84	28	170	142	488
219	IN	94	153	57	95	85	484
239	FL	130	94	70	78	108	480
316	KS	95	77	71	77	154	474
847	IL	44	88	75	133	125	465
575	NM	97	107	54	90	116	464
623	AZ	125	92	76	110	59	462
254	TX	85	93	78	101	104	461
775	NV	77	123	48	74	139	461
928	AZ	149	90	61	73	82	455
806	TX	100	110	61	83	100	454
808	HI	126	94	37	82	110	449
410	MD	75	98	43	72	154	442
574	IN	69	134	45	100	92	440
831	CA	91	79	69	87	111	437
703	VA	156	96	53	62	68	435
276	VA	51	102	83	83	115	434
602	AZ	98	106	111	63	54	432

NPA	State	2007	2008	2009	2010	2011	Total
320	MN	83	100	28	106	114	431
409	TX	95	102	68	80	78	423
229	GA	57	97	96	50	122	422
620	KS	89	112	80	49	79	409
701	ND	53	55	32	93	170	403
319	IA	47	79	46	136	94	402
979	TX	70	83	69	75	105	402
936	TX	69	52	59	68	130	378
478	GA	53	76	74	50	111	364
606	KY	114	62	64	34	88	362
772	FL	58	81	56	85	76	356
234	OH	13	50	50	149	88	350
657	CA		43	46	164	92	345
779	IL	45	78	23	55	141	342
952	MN	90	81	58	54	55	338
307	WY	39	76	49	78	91	333
731	TN	58	57	45	68	97	325
940	TX	64	62	51	72	76	325
470	GA			12	74	234	320
769	MS	49	112	54	33	64	312
712	IA	51	67	48	92	42	300
872	IL			28	69	196	293
432	TX	64	72	37	55	60	288
385	UT			52	62	167	281
303	CO	128	56	41	20	15	260
718	NY	82	57	17	28	76	260
762	GA		27	56	75	102	260
325	TX	66	66	30	38	54	254
563	IA	34	36	22	87	74	253
310	CA	39	32	58	39	81	249
681	WV			19	26	202	247
754	FL	8	22	24	48	134	236
641	IA	52	27	17	101	36	233
660	MO	40	73	29	30	48	220
848	NJ	16	23	19	67	77	202
228	MS	27	71	14	39	41	192
339	MA	12	49	24	30	43	158
906	MI	34	13	26	36	14	123
907	AK	3	32	13	33	42	123

NPA	State	2007	2008	2009	2010	2011	Total
308	NE	23	31	26	11	29	120
551	NJ	39	29	10	20	6	104
212	NY	2	3	3	27	67	102
747	CA			2	56	41	99
475	CT			1	20	59	80
442	CA				29	37	66
430	TX	10	1	5	19	9	44
947	MI	18	4	5	1	6	34
458	OR					7	7
534	WI					1	1
	Total	46,796	47,898	34,364	46,472	51,962	227,492

10.4 – Reclamation 2007 through 2011

The PA has been authorized to reclaim 325 blocks since 2007. Table 10-12 shows the total number of blocks reclaimed by state since 2007, ranked from highest to lowest.

Table 10-12.
Total Number of Blocks Reclaimed by State from 2007 through 2011

State	Total Number of Blocks Reclaimed
INDIANA	68
MICHIGAN	67
TEXAS	30
VIRGINIA	27
NEW HAMPSHIRE	21
MARYLAND	17
VERMONT	15
WASHINGTON	14
ILLINOIS	8
NEW JERSEY	8
ARKANSAS	7
WEST VIRGINIA	7
ALABAMA	6
NEW YORK	6
WISCONSIN	5
COLORADO	4

State	Total Number of Blocks Reclaimed
GEORGIA	4
KANSAS	4
PENNSYLVANIA	2
UTAH	2
CALIFORNIA	1
CONNECTICUT	1
IOWA	1
TOTAL	325

Table 10-13 shows the number of blocks on the reclamation lists each month, the total number of those blocks that were new each month since 2009, and the percent of new blocks to cumulative blocks, as well as how many blocks have been reclaimed by year since 2007. Interestingly, the percent of new blocks to cumulative blocks is the highest since we began keeping track in 2009, but the number of blocks reclaimed is the lowest for the reporting period. This would indicate that, while Part 4s were delinquent, the blocks were ultimately put into service and not reclaimed.

**Table 10-13
Summary of Reclamation from 2007 through 2011**

Year	Number of Cumulative Blocks on the List	Number of New Blocks to the List ⁸	Percent New Blocks to Cumulative Blocks on the List	Number of Blocks Reclaimed
2007	32,343			69
2008	22,013			117
2009	9,839 ⁹	1,962	20%	49
2010	6,156	2,026	33%	82
2011	10,070	3,655	36%	10

⁸ We added new overdue Part 4s to the cumulative list in 2009.

⁹ 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.

Blocks Reclaimed from 2007 through 2011

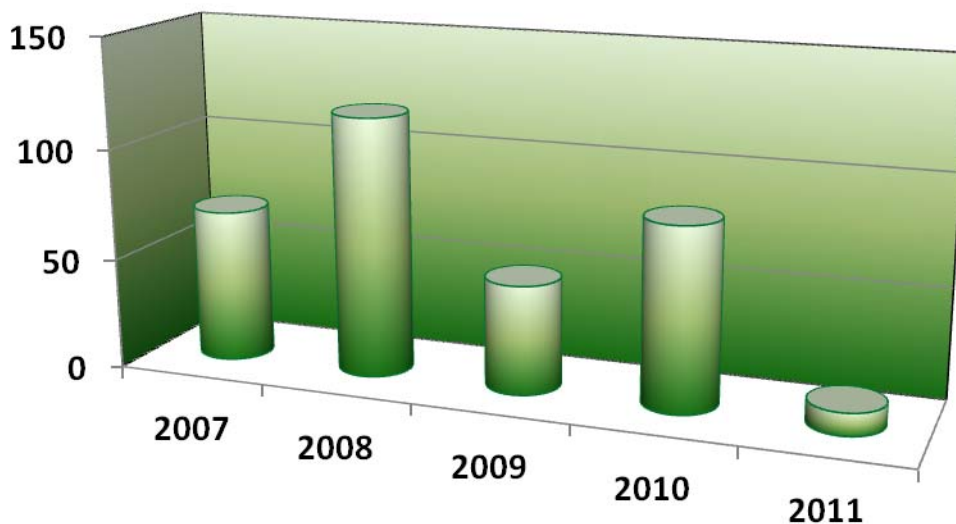


Figure 16: Blocks Reclaimed by Year from 2007 through 2011

10.5. Summary of Pooled Areas since 2007

The following sub-sections contain summary pooled area data since 2007.

10.5.1 Aggregated Pooled Areas – 2007 through 2011

The following chart represents 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 2007. In the past five years of pooling, the total number of rate centers in pooling has increased approximately 9%, from 14,015 at the end of 2007 to 15,329 at the end of 2011. The number of service providers has increased approximately 13%, from 2,200 at the end of 2007 to 2,489 at the end of 2011. 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.
Aggregated Total Number of Service Providers and Pooling Areas from 2007 through 2011**

Year	Total Number of Distinct Pooling Service Providers	Pooled Areas
2007	2,200	14,015
2008	2,350	14,285
2009	2,406	14,574
2010	2,467	15,148
2011	2,489	15,329

10.5.2 Pooling versus Excluded Rate Centers – 2007 through 2011

The number of pooling rate centers continued to increase in 2011. This is partially the result of the implementation of additional mandatory pooling as a result of delegated authority petitions granted by the FCC for Alaska, Indiana, and Mississippi which resulted in a status designation change in 598 rate centers.

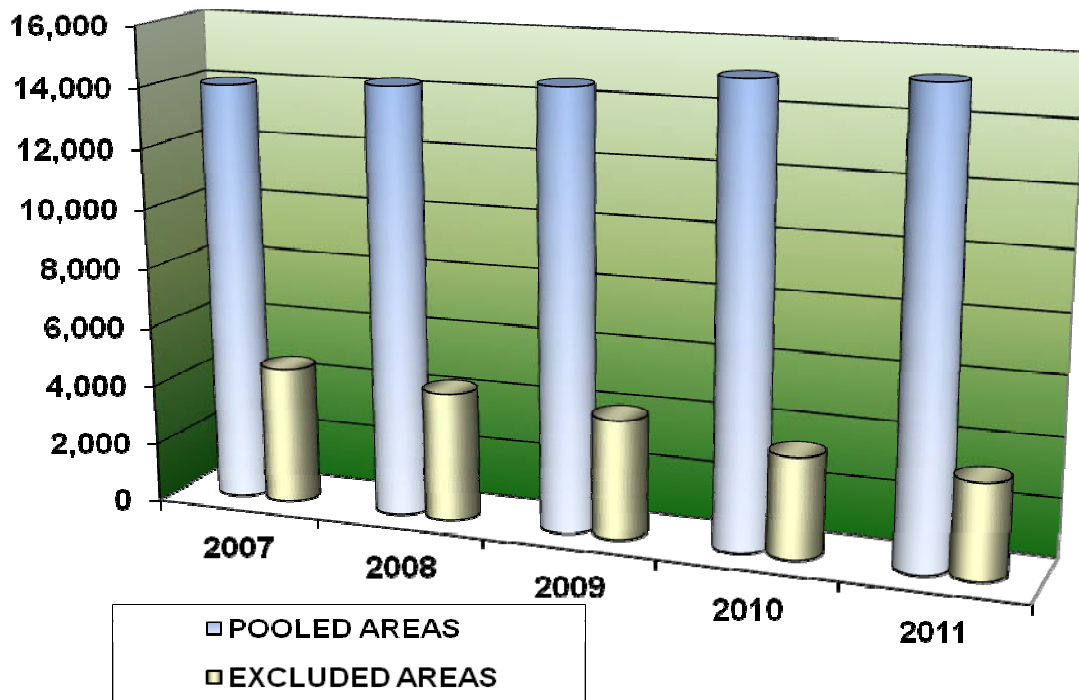


Figure 17: Pooling versus Excluded Rate Centers – 2007 through 2011

10.5.3 Total Number of Distinct Pooling Service Providers – 2007 through 2011

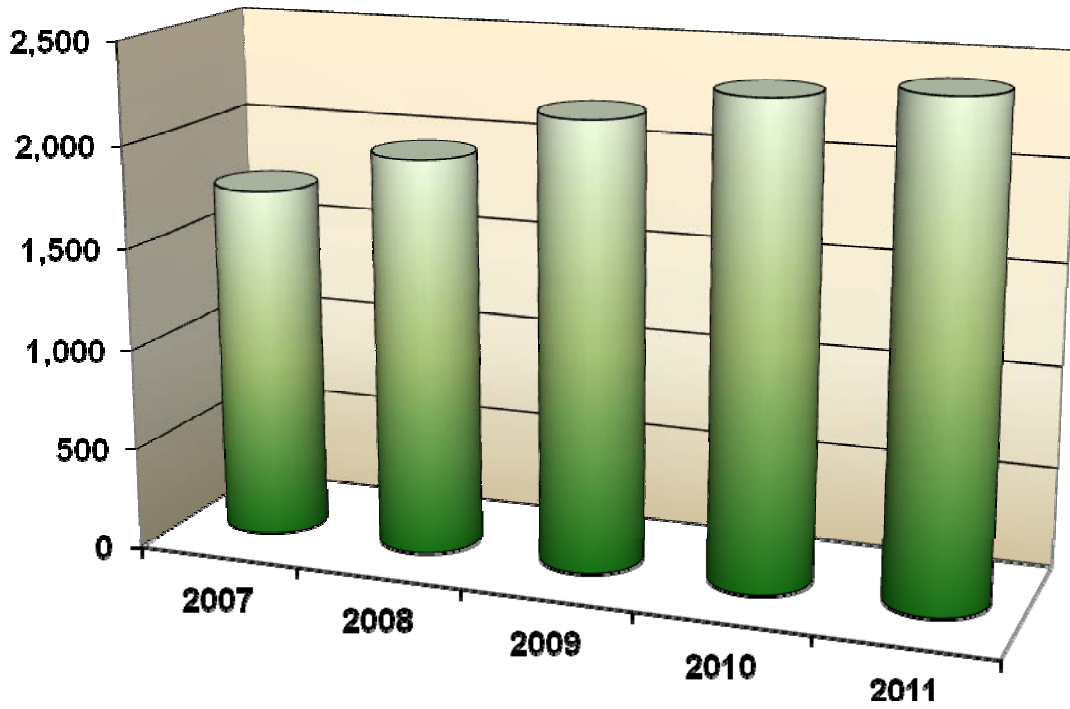


Figure 18: Total Number of Distinct Pooling Service Providers

“Thanks for all your help and support this year.”
2011 PA Survey Comment