



March 29, 2013

Mr. Gary Klaff  
Contracting Officer  
FCC Contracts and Purchasing Center  
445 12th Street S.W.  
Washington, D.C. 20554  
RE: Contract Number CON07000005

Dear Mr. Klaff:

Attached please find the *Thousands-Block Pooling Administration 2012 Annual Report*, submitted pursuant to Contract Data Requirements List referenced in Section 4.6.1 of the *Contract for Pooling Administration Services for the Federal Communications Commission*, FCC Contract No. CON07000005 (Contract). This report covers Pooling Administration (PA) activities from January 1, 2012 through December 31, 2012, and is required by Clause C.1 of the Contract. Section 4, *Contract Data Requirements List*, specifically Section 4.6.1, *Annual*, directs that this report contain:

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

Our principal accomplishment in 2012 was the seamless implementation of the permanent Routing Number Administration System (RNAS) on March 19, including the final transition from interim to permanent p-ANI administration responsibilities. However, we also continued our extraordinary level of contract compliance and customer service. We processed all but two of the near-record total of 130,407 applications within 7 calendar days, with 49% of those application processed between August and December. In addition, we had nearly perfect performance from our aging Pooling Administration System (PAS), strict reporting compliance, and no formal complaints. All of this combined with our consummate focus on customer support adds up to another extraordinary year.

The PA met or exceeded all of its performance goals and objectives in 2012. The goals, most of which are expressed in the contract, include:

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

We are proud of our accomplishments in 2012, which included an upgrade of the PAS to Oracle 11 g, and replacement of the firewalls to ensure continued data integrity and security. We continued to accurately and efficiently manage thousands-block number pooling services in a neutral manner that not only meets our contractual obligations, but continues to justify the confidence that the FCC and industry have placed in us. As we have since 2001, we will continue to work cooperatively and productively with you, service providers, industry groups, and regulatory staff throughout our contract extension.

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

Respectfully submitted,

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

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

# Taking Excellence to a New Level

National Pooling  
Administration

2012

Annual Report

neustar™

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## Section 1 - Description of Neustar Pooling Administration

“I have never had a single issue with the PA or PAS. I think it's a smooth running operation and I can't imagine you'd need to improve anything.

2012 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. Since then, the FCC has issued the following contract modifications in accordance with FAR 52.217-9 to continue the contract:

- Contract Modification #8 on August 10, 2009, exercising Option Period I from August 15, 2009 through August 14, 2010.
- Contract Modification #13 on August 23, 2010, exercising Option Period II from August 15, 2010 through August 14, 2011.
- Contract Modification #18 on July 18, 2011, exercising Option III from August 15, 2011 through August 14, 2012.
- Contract Modification #22 on August 14, 2012, extending the contract for six months from August 15, 2012 through February 14, 2013.



## 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.

The PA also participates in the quarterly neutrality audits conducted by Ernst & Young, as more fully discussed in Section 1.5.

### **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

- Plans for and maintains 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.

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)**

In addition to pooling administration, the PA was also the Interim Routing Number Administrator (IRNA) from 2006 to March 18, 2012 and assumed the permanent Routing Number Administrator (RNA) function as of March 19, 2012.

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 would act as the permanent Pseudo-Automatic Number Identification (p-ANI) Administrator (a/k/a Routing Number Administrator or RNA) once the FCC directed the permanent process.

On June 17, 2011, the FCC approved Neustar's Change Order Proposal #19 addressing implementation of the permanent RNA function. Neustar Pooling Administration assumed the responsibility as the permanent p-ANI Administrator on March 19, 2012. As the p-ANI Administrator, 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, as well as in Puerto Rico and the Virgin Islands.

Upon approval of the Change Order in 2011, the p-ANI Administrator established a nine-month transition period, during which the new Routing Number Administration System (RNAS) and website [www.nationalpani.com](http://www.nationalpani.com) were developed, tested, and implemented. During the transition period, the RNAS inventory was 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 transitioned to Neustar as the permanent p-ANI Administrator with no other entity administering or self-assigning non-dialable p-ANIs. The

Virgin Islands was added to the RNAS on September 24, 2012.

In compliance with the Change Order as approved by the FCC, the p-ANI Administrator:

- Provides processes for a standardized application of all administrative p-ANI guidelines;
- Developed tools and implemented a system containing both hardware and software to facilitate the assignment, tracking, and data reporting requirements; and,
- Maintains and plans for adequate p-ANI inventory.

For further information on the RNA requirements, see Change Order 19 on our website, [www.nationalpooling.com](http://www.nationalpooling.com), under *Documents*. More details about the Change Order 19 implementation in 2012 can be found in Section 2.6.



## 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, Months-to-Exhaust (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 2<sup>nd</sup> overdue notice if applicable.
- In addition, we provide the Part 1A and Part 3 if the block was returned.



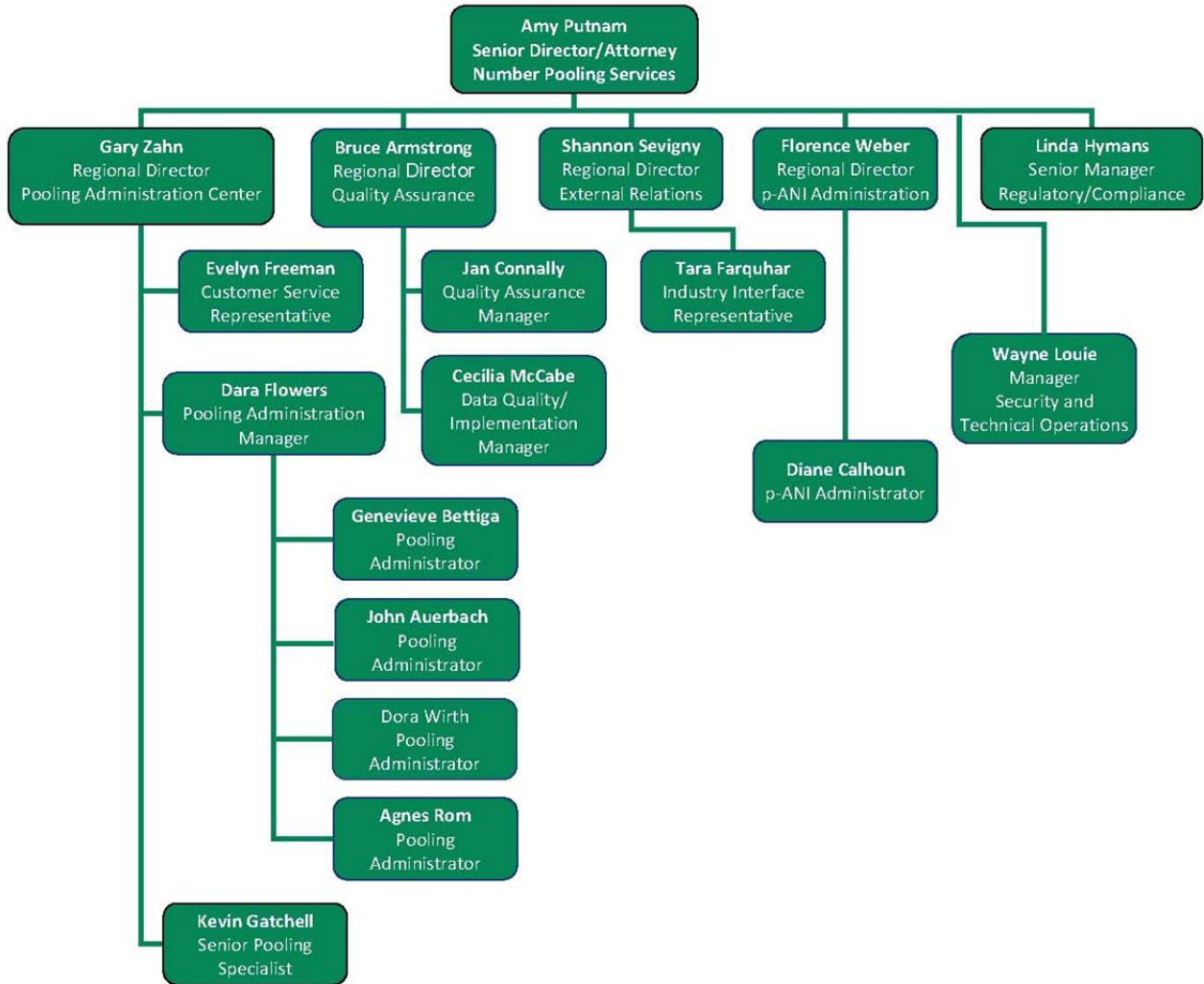
E&Y then examines the documentation to ensure that the PA:

- 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 2012, auditors found no issues with PA processing of block or code applications or reclamation activities.

## 1.6 Neustar Pooling Administration Organization Chart

Figure 1: Pooling Administration Organization Chart



## Section 2 - 2012 Neustar Pooling Administration Highlights and Significant Milestones

Good communications provided by staff, excellent service.  
The website is a valuable resource.  
2012 PA Survey Comment

The following are Neustar Pooling Administration (PA) 2012 highlights and significant milestones:

### ◆ Pooling Contract:

- ★ Option Period III for the Pooling Administration (PA) contract ended on August 14, 2012. The FCC issued Contract Modification #22 on August 14, 2012, exercising a six month extension Option Period beginning August 15, 2012, 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)



### ◆ Pooling Administration Services Center (PASC) Productivity for 2012 (See Section 2.2):

In 2012, the PASC staff:

- ★ Processed:
  - 130,407 Part 3s, which is the second highest annual total of applications.

- This total represents only 1.5% less than the 2011 record total of 132,429.
- 5,001 donations.
- 130,405 (99.998%) of those applications on time.
- 29,792 requests for new resources (contains both multiple block and code requests).
  - Assigned 47,074 blocks.
  - Opened 2,588 NXX codes.
- 47,480 change requests.
- 28,414 disconnects.
- ★ Number of Part 3s processed by response type:
  - 103,857 approvals.
  - 20,946 suspensions.
  - 1,401 withdrawals.
  - 4,203 block or code request denials.
    - 1,241 were Red Light Rule denials.
- ★ Authorized to reclaim 214 blocks.
  - 77 overdue Part 4s were resolved after authorization but before reclamation was begun.
  - Reclamation work items were submitted for 137 blocks.
  - 15 blocks were reclaimed.

### ◆ 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 8,784 hours that PAS could be available in 2012, there were only 12 minutes and 3 seconds of unscheduled down time. (See Section 6)
- ★ We submitted two change order proposals to the FCC (23 and 24). (See Section 2.3.2.1)
- ★ We implemented four change orders (19, 20, 21, and 22) with no down time. (See Section 2.3.2.1)
- ★ We performed two PAS builds for change orders, three maintenance PAS builds, and eight routine PAS maintenance windows. Our users experienced only two hours and 52 minutes of approved PAS unavailability as a result of these builds. In addition, we completed disaster recovery testing on October 26 and 28 with no down time. (See Section 2.3.1)

#### ◆ P-ANI Administration

- ★ We continued to work with the industry as the Interim Routing Number Administration (IRNA) until March 18, 2012, processing new user registrations and ESQK applications, assisting providers with p-ANI related issues, and responding to general inquiries regarding p-ANIs from both states and industry. (See Section 2.6.2)
- ★ The first national Routing Number Administration System (RNAS) went live on March 19, 2012 at which time we assumed the permanent p-

ANI administration functions.(See Section 2.6)

- ★ The new system had been thoroughly tested and loaded with scrubbed data that had been received from assignors and assignees of all p-ANI assignments already in existence. The data had been cross-referenced and reviewed for consistency. Inconsistent data was reserved for further analysis and explanation.
- ★ RNAS is accessible from the website we created for that purpose. ([www.nationalpani.com](http://www.nationalpani.com))
- ★ Since going live we have continued to work with the stakeholders to resolve hundreds of conflicting data issues including double assignments and retrieval of unused p-ANIs that were activated but never used.
- ★ We train users to understand the types of documentation that is required to assure that applicants are eligible to offer service in the areas in which they are requesting p-ANIs.
- ★ We participated in the Emergency Services Interconnection Forum (ESIF) and INC meetings, to offer assistance and expertise. (See Section 8.2)
- ★ We processed 9,551 applications. (For details, see Section 2.6.4)
- ★ We created the p-ANI *Tip of the Month*.
- ★ RNAS had no unscheduled unavailability in 2012.

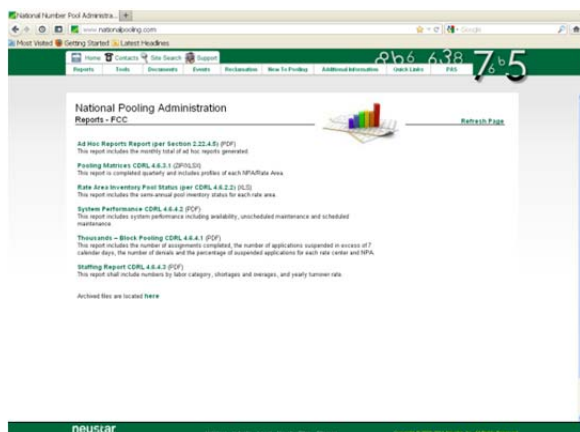
#### ◆ Reporting:

- ★ 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 658 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 105 required Contract Data Requirements List (CDRL) reports on time and posted them to the website. (See Section 2.5.6.1)
- ★ We submitted all 59 additional contract-required reports on time and posted them to the website. (See Section 2.5.6.2)



## ◆ Industry Support:

- ★ We participated in 55 industry meetings either in-person or by conference call. (See Section 8.2)
- ★ We answered 100% of the 4,164 received calls within 1 business day.
- ★ The Help Desk handled approximately 1,895 calls. (See Section 2.3.4)
- ★ We submitted eight new issues and 11 new contributions at the Industry

Numbering Committee (INC). (See Section 8.2)

- ★ We provided 25 pooling status reports to the NANPA for its meetings. (See Section 2.4)
- ★ We attended 18 NANPA meetings relating to NPA relief and jeopardy, providing an up-to-date pooling status for the affected NPAs. (See Section 2.4)
- ★ We made 170 changes to rate center information, of which 58% changed the pooling status designation from Excluded to Optional. (See Section 2.4.2.2.)
- ★ The PA staff met monthly with the Numbering Oversight Working Group (NOWG) in 2012, providing updates on various pooling administration activities and providing responses to questions. We also participated in the annual performance review and worked cooperatively with the NOWG to make desired industry improvements while also meeting our contractual requirements. (See Section 8.3)

## ◆ Customer Focus:

- ★ We continued sending Tips-of-the-Quarter. (See Section 8.5.1)
- ★ We noted 72 significant customer focus items. (See Section 2.9)
- ★ We received an average score of 4.7 out of 5 on our annual performance survey, which is an increase from the previous surveys during this contract. (See Section 8.6)
- ★ We had no formal complaints. (See Section 8.4)



## ◆ Training:

- ★ We facilitated five state regulatory commission educational sessions on pooling issues. (See Section 2.5.2)

## ◆ Special Projects:

- ★ We continued developing training videos to enable 24/7 access to training for our customers. In 2012, we posted four new training videos. (See Section 2.8.1)
- ★ We continued the *Seeking Donations Project* that was initiated in May 2010. In 2012, we secured block donations for 58 of the requested 66 rate centers being changed from Excluded to Optional, thereby saving the opening of 58 whole NXX codes. (See Section 2.8.2)

Following is a synopsis of the major pooling accomplishments of Neustar, as the national Pooling Administrator (PA), during the 2012 reporting period. Details for these activities are found throughout the report.

“Always happy with the service!! PAs are always helpful and knowledgeable!!”

2012 PA Survey

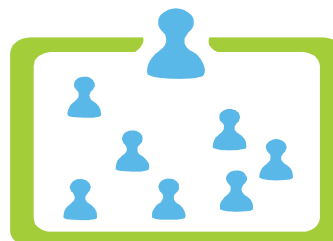
## 2.1 Pooling Administration

### 2.1.1 Contract

The combined base and three option periods for the Pooling Administration contract expired on August 14, 2012. On that date the FCC issued Contract Modification #22 extending the contract for six months from August 15, 2012 through February 14, 2013. For more detailed information on the pooling contract, see Section 1.1.

### 2.1.2. Personnel

There were two changes in Pooling Administrator (PA) personnel in 2012. One vacant PA position was filled in June, 2012 by Dora Wirth, who returned after retiring as a Pooling Administrator (PA) in 2011.



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

This section describes PASC activity in 2012, 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, *Trends in Pooling Since 2007*.

### 2.2.1 Pooling Administration Productivity for 2012

In 2012, the PA continued its exceptional level of performance. In fact, we processed only 2,022 fewer applications (Part 3s) than 2011's record number of 132,429. Table 2-1 identifies areas of activity:

**Table 2-1  
PA Productivity at a Glance**

ACTIVITY	2012 TOTAL
Applications processed (Part 3s):	130,407
Applications not processed in 7 calendar days:	2
Blocks assigned:	47,074
Change requests to existing blocks or codes:	47,480
Disconnects processed:	28,414
Withdrawals:	1,401
Block or code requests denied:	4,203
Donations processed:	5,001
Central office codes opened:	2,588
Red Light Rule denials:	1,241
Total blocks reclaimed:	15

As shown in Table 2-2, the PA processed 130,407 applications (Part 3s). This total is the second highest of all years since 2002 and represents only 1.5% less than the record high 2011 total.

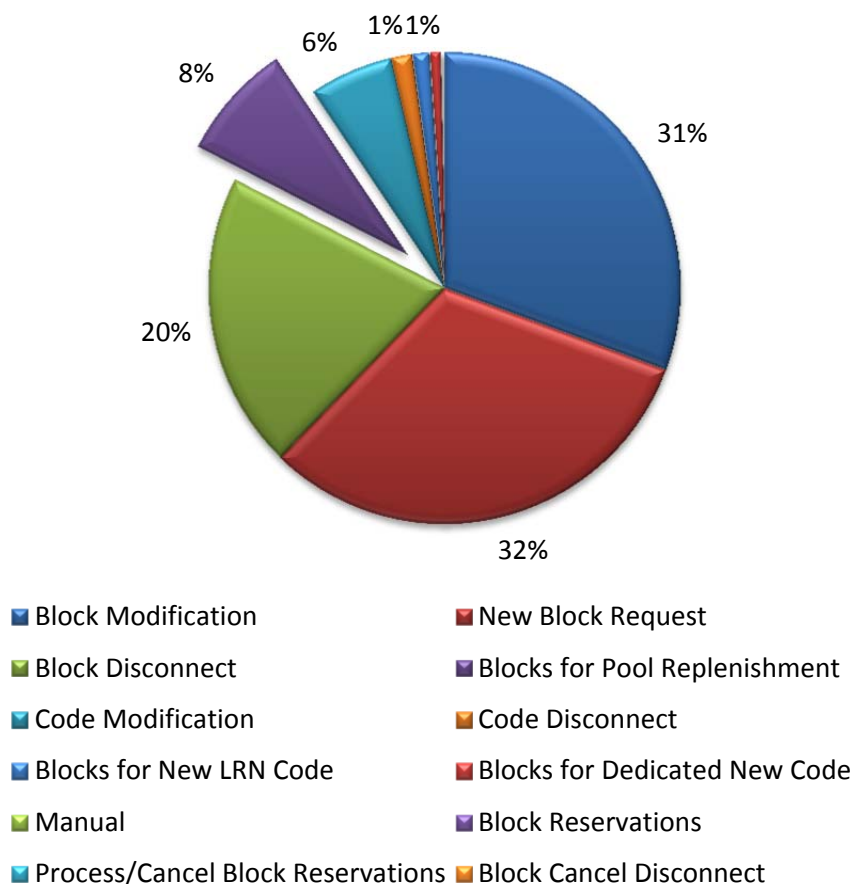
**Table 2-2  
Applications (Part 3s) Processed**

Approvals	103,857
Denials	4,203
Suspensions	20,946
Withdrawals	1,401
<b>TOTAL</b>	<b>130,407</b>

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

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

	<b>Approved</b>	<b>Denied</b>	<b>Suspended</b>	<b>Withdrawn</b>	<b>Total</b>
<b>Block Modification</b>	39,559	98	-	310	39,967
<b>New Block Request</b>	37,915	2,722	-	569	41,206
<b>Block Disconnect</b>	12,951	191	13,319	75	26,536
<b>Blocks for Pool Replenishment</b>	7,716	409	2,169	159	10,453
<b>Code Modification</b>	3,611	94	3,658	150	7,513
<b>Code Disconnect</b>	239	389	1,229	21	1,878
<b>Blocks for New LRN Code</b>	693	207	493	71	1,464
<b>Blocks for Dedicated New Code</b>	750	65	78	25	918
<b>Manual</b>	155	3	-	-	158
<b>Block Reservations</b>	121	20	-	13	154
<b>Process/Cancel Block Reservations</b>	112	3	-	8	123
<b>Block Cancel Disconnect</b>	35	2	-	-	37
<b>Totals</b>	<b>103,857</b>	<b>4,203</b>	<b>20,946</b>	<b>1,401</b>	<b>130,407</b>



**Figure 2: 2012 Pooling Applications by Type**

Table 2-4 shows the number of NXX codes opened by the PA in 2012 and for what purpose.

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

PURPOSE	TOTAL	PERCENT OF TOTAL
LRN	442	17%
Dedicated Customer	75	3%
Pool Replenishment	2,071	80%
<b>TOTAL</b>	<b>2,588</b>	<b>100%</b>

The PA also issued 13,317 Part 5s for block disconnects, reclamations, and exchanges during 2012, of which 8,170 were actual block disconnects.

The PA processed 130,405 (99.998%) of the 130,407 applications (Part 3s) within seven

calendar days, which far exceeds the performance metric of 97%.

There were 368,661 assigned blocks in PAS at the end of 2012 as compared with 334,557 at the end of 2011, an increase of

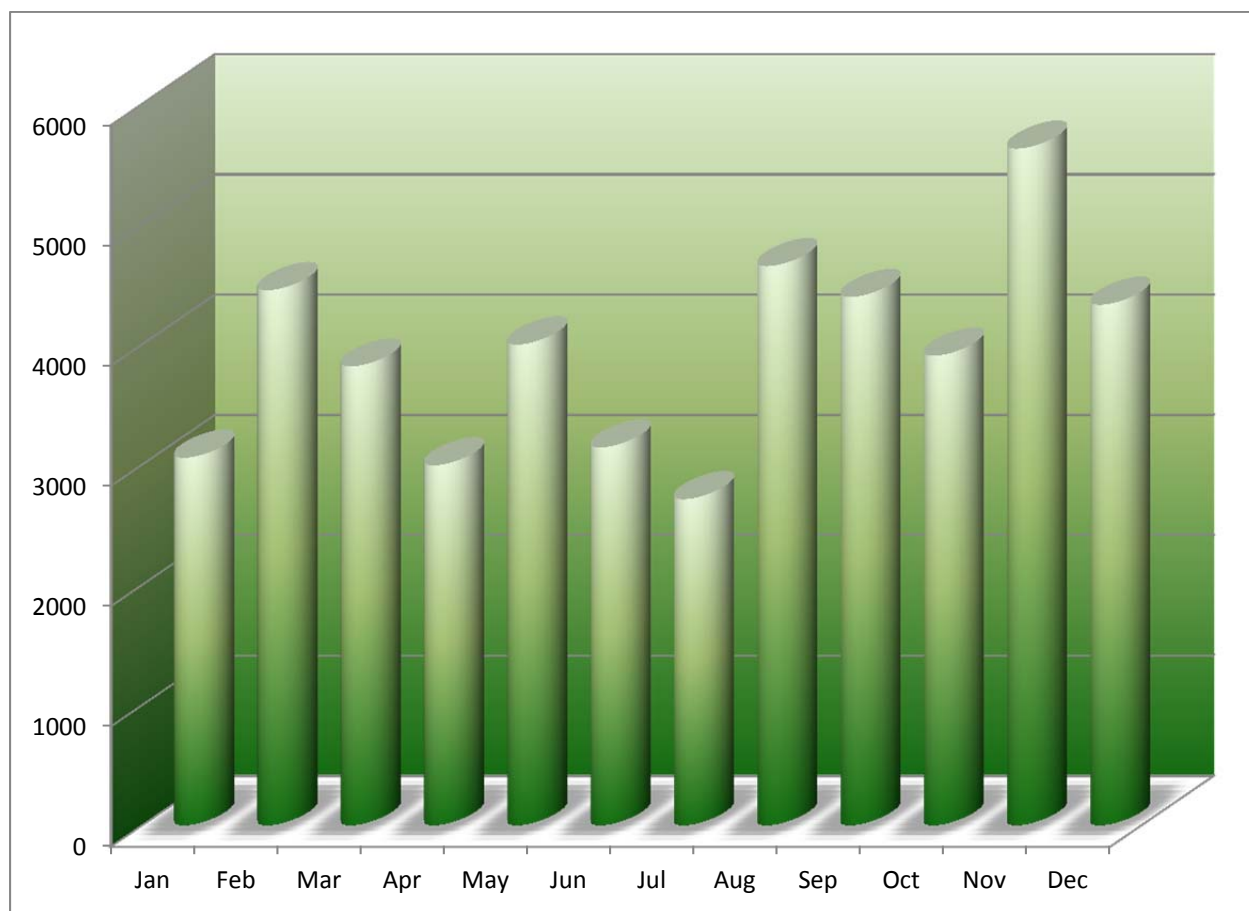
34,104 assigned blocks. This equates to a 9.3% increase in the number of assigned blocks in PAS at the end of 2012 as compared to the 2011 total.

Figure 3 below shows the monthly cumulative number of assigned thousand-blocks in PAS for 2012.



**Figure 3: Monthly Cumulative Blocks Assigned in PAS in 2012**

Figure 4 below depicts the monthly block assignments made by the PA during each month in 2012.



**Figure 4: Blocks Assigned by the PA in Each Month in 2012**

The total number of applications (Part 3s) 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, as a routine part of their job performance, the PAs also:

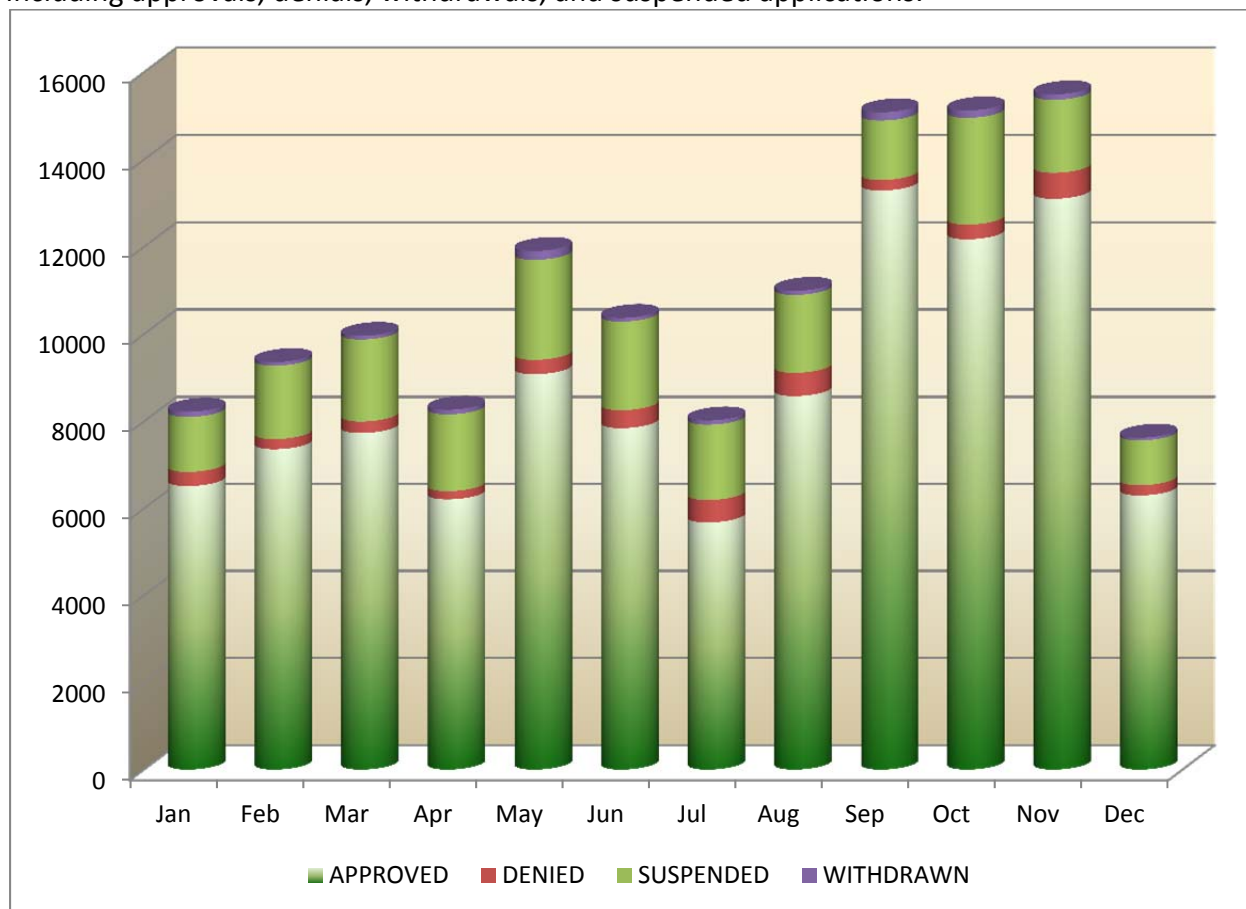
- Respond to questions and requests for assistance from service providers,
- Review documentation to assure entitlement to initial requests,
- Interact with state commission staff about certification issues and answer questions about the pooling process,
- Assist service providers with questions relating to PAS,

- Walk new users through the pooling processes,
- Search for new block holders for blocks being returned with greater than 10% contamination,
- Search for new code holders for pooled codes being returned with blocks assigned,
- Assist with answering Help Desk calls,
- Work closely with the NPAC Pooling Coordinators to ensure that block requests are handled in accordance with industry guidelines, 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 PAS for 2012, including approvals, denials, withdrawals, and suspended applications.



**Figure 5: Overview of All 2012 Applications Processed by Status**



Tables 2-5 and 2-6 list the ten states and Numbering Plan Areas (NPAs) for which the highest number of applications (Part 3s) occurred in 2012:

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

State	Total Part 3s
CA	14,087
NY	10,246
TX	10,203
FL	5,824
IL	5,168
PA	4,984
OH	4,912
GA	4,748
MI	4,715
NC	4,010

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

NPA	State	Total Part 3s
443	MD	2,051
240	MD	1,455
631	NY	1,381
315	NY	1,284
832	TX	1,225
707	CA	1,008
207	ME	972
918	OK	967
518	NY	935
541	OR	916

### 2.2.2 Pool Replenishment

During 2012, the PA continued to make pool replenishment available to service providers when required to keep inventories adequate to meet forecasted demand.

While the PA has no authority to actually replenish the inventory pools 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.

There was a 4% increase in the number of applications for pool replenishment in 2012 as compared to 2011, but the number of codes opened for pool replenishments dropped 9.5%.

Table 2-7 is an overview of pool replenishment statistics in 2012.

**Table 2-7  
2012 Pool Replenishment Overview**

<b>Average number of rate centers per month that had less than a six-month inventory</b>	560
<b>Percentage of total number of rate centers per month that had less than a six-month inventory</b>	3.02%
<b>Average number of rate centers per month that had no blocks available</b>	174
<b>Number of CO Code requests for pool replenishment</b>	2,644
<b>Number of CO Codes opened for pool replenishment</b>	2,071

Tables 2-8 and 2-9 show the ten states and NPAs which had the most pool replenishment activity in 2012.

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

<b>State</b>	<b>Codes Opened</b>
<b>CA</b>	267
<b>NY</b>	266
<b>TX</b>	194
<b>FL</b>	153
<b>OH</b>	124
<b>GA</b>	120
<b>PA</b>	102
<b>IL</b>	85
<b>OK</b>	84
<b>AZ</b>	72

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

<b>NPA</b>	<b>State</b>	<b>Codes Opened</b>
<b>405</b>	OK	44
<b>347</b>	NY	41
<b>918</b>	OK	38
<b>404</b>	GA	35
<b>631</b>	NY	27
<b>667</b>	MD	27
<b>281</b>	TX	27
<b>518</b>	NY	25
<b>832</b>	TX	25
<b>502</b>	KY	25

## 2.2.3 Reclamation in 2012

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

If the Part 4 is not received within six months of the original Part 3 effective date, the Part 4 is considered delinquent and the thousands-block is eligible to be reclaimed. By the 10<sup>th</sup> calendar day of each month, the PA sends a list of delinquent Part 4s for the thousands-blocks from the previous month to the appropriate state commission or FCC.<sup>1</sup> There were a cumulative total of

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<sup>1</sup> The FCC Report and Order and Further Notice of Proposed Rulemaking released March 31, 2000 (1<sup>st</sup> NRO Order) delegated authority to the state commissions to

7,631 blocks that the PA had to address on the overdue Part 4 reports in 2012. This represents a decrease of 24% of the 2011 total of 10,070. Of those, a cumulative total of 2,508 blocks were new to the lists in 2012, which is a 31% decrease from the 2011 total of 3,655.

The PA website provides detailed information about the reclamation process, as well as contact information for the participating state commissions and FCC.

In 2012, regulators authorized the PA to initiate reclamation for 214 thousands-blocks. Of those, 77 overdue Part 4s were resolved after authorization but before reclamation was begun. Reclamation work items were submitted in PAS for 137 of the authorized blocks. Of those, only 15 were actually reclaimed, because the regulatory authority halted the reclamation of 122 of the 137 blocks just prior to the actual reclamation taking place. A state may authorize the PA to initiate block reclamation, but then may halt the reclamation process if, for example, it is determined that numbers in the blocks are actually in service.



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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.

Table 2-10 identifies the state where blocks were authorized to be reclaimed and the number authorized in each state in 2012.

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

State	Blocks for which Reclamation was Initiated	Blocks Actually Reclaimed
California	124	2
Wisconsin	5	5
Texas	3	3
Hawaii	2	2
Washington	2	2
Michigan	1	1
<b>TOTAL</b>	<b>137</b>	<b>15</b>

## 2.3 Pooling Administration System (PAS)

### 2.3.1 PAS Performance

As set forth in more detail in *Section 6*, PAS was available 99.998% of the time in 2012, which means the PA once again significantly exceeded the contract requirement of 99.9% availability despite the advanced age system. Exceptionally, the only *unscheduled* down time for the year totaled 12 minutes and 3 seconds. PAS has exceeded the performance metric for each year of this contract.

The PA also used only two hours and 52 minutes of approved downtime related to 11 approved scheduled maintenance events in 2012. There was no downtime associated with the builds to implement Change Orders 19, 20, 21, and 22. We also upgraded the PAS database to the latest major release of Oracle and upgraded the PAS firewalls. In addition, we completed

disaster recovery testing during the weekend of October 26-28 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 2012. For more detailed information about PAS performance see Section 6.

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

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

calendar days of any changes to the INC Guidelines that have such an impact.<sup>2</sup>

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



### **2.3.2.1 Change Orders Submitted by the PA in 2012**

The PA submitted two change order proposals to the FCC in 2012, covering system or process changes that are not addressed in the current contract.

Table 2-11 provides a description of each 2012 change order and its status as of December 31, 2012.

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

**Table 2-11  
Change Orders Submitted by the PA in 2012**

<b>Number</b>	<b>Type</b>	<b>Description</b>	<b>NOWG Recommendation</b>	<b>FCC Status</b>
<b>23</b>	Industry	INC Issue #715– Update TBPAG for retrieving a block donated/returned in error	Approved	Approved
<b>24</b>	SP and Internal	Enhancement of the FTP Interface with the Pooling Administration System	Approved	Approved

The FCC acted on both change order proposals in 2012, accepting the NOWG’s recommendations. Table 2-12 provides details on each change order for which there was an FCC decision in 2012.

**Table 2-12  
Change Orders Approved by the FCC in 2012**

<b>Number</b>	<b>Type</b>	<b>Description</b>	<b>NOWG Recommendation</b>	<b>FCC Status</b>
<b>23</b>	Industry	INC Issue #715– Update TBPAG for retrieving a block donated/returned in error	Approved	Accepted- Contract Modification #22 on August 14
<b>24</b>	SP and Internal	Enhancement of the FTP Interface with the Pooling Administration System	Approved	Accepted – Contract Modification #23 on December 5

Table 2-13 shows the four change orders that we implemented during 2012, with descriptions of the changes that were incorporated into PAS in 2012.

**Table 2-13**  
**Change Orders Implemented in 2012**

Number	Description of Changes	Implemented
19	Neustar assumes the responsibility as the permanent p-ANI Administrator. The Routing Number Administration System (RNAS) was also made available on time at <a href="http://www.nationalpani.com">www.nationalpani.com</a> .	March 19, 2012
20	<p>This change order implemented the following changes:</p> <ul style="list-style-type: none"> <li>• Modifications to the <b>PA Activity Report</b> that is sent to regulators. On any reports where there has been no activity, PAS notes “<b>No Activity</b>” in both the subject line and the body of the email.</li> <li>• <b>Addition of the rate center name, switch CLLI, and state</b> to the <b>Confirmation of Block Activation (Part 4) Reminder</b> and <b>Overdue Part 4</b> email notifications sent to service provider and service provider consultant users.</li> <li>• Addition of a new column titled “<b>Pending Disconnect</b>” to the existing <b>Assignment Needing Part 4 Report</b> to identify instances where the block holder has submitted a block disconnect request that has not yet been processed by the PA at the time the report is generated.</li> <li>• Addition of <b>_masks that will automatically enter dashes or slashes</b> that are part of the field in PAS for blocks, codes, telephone numbers, fax numbers, and dates. This enhancement was requested by users, and will mean that users will no longer enter dashes or slashes in the affected fields because PAS will do it</li> </ul>	June 29, 2012

Number	Description of Changes	Implemented
	automatically. A new training video was posted on the website for this change order.	
21	This change order approved changes to the Part 3 form and Part 1A and Part 3 reports. A <i>Parent Company OCN</i> field was added to the TBPAAG Part 3 Form and a <i>Parent Company OCN</i> column and <i>Parent Company Name</i> column were added to the Part 1/1A and Part 3 reports.	November 1, 2012
22	This change order created a new <b>Total Numbering Resources</b> report which is available to all PAS registered users. The new report displays a list of a service provider's assigned and retained pooled blocks and assigned non-pooled codes for a selected state, NPA, rate center and OCN.	November 1, 2012

### 2.3.2.2 PAS Updates in 2012

In 2012, there were two PAS builds for change orders, three maintenance PAS builds and eight routine PAS maintenance windows. Our users experienced less than three hours of PAS unavailability during non-core hours as a result of these activities. In addition, we completed disaster recovery testing on October 26 and 28 with no down time. For more detail, see Section 6.2.3.

**Table 2-14  
PAS Updates in 2012**

Date	Changes
April 27	Maintenance build - upgraded the PAS database to the latest major release of Oracle
May 27	Maintenance

Date	Changes
June 7	Maintenance build
June 26	Maintenance
June 29	Change Order 20
August 6	Maintenance
August 8	Maintenance
August 17	Maintenance
September 6	Maintenance build
October 2	Maintenance
November 1	Change Orders 21 & 22
November 15	Maintenance - Firewall upgrade
November 27	Maintenance - Firewall upgrade

### 2.3.3 PAS and Website Overview Sessions

In an effort to reach all of our customers and allow them to experience training on their own schedules, in 2010 we proactively began developing training videos which are available on the website 24/7. In 2012, we



added four more training videos as described in Section 2.8.1. This permits our customers to access training from our website on their schedule with simply a click of a mouse.

Table 2-15 contains the 2012 training video descriptions and the dates they were released.

**Table 2-15  
2012 PAS Training Videos**

Description	Date Released
<b>New to Pooling – Quick Start</b>	May 8
<b>Mass Modifications</b>	June 7
<b>Change Order 20</b>	June 29
<b>How to Complete the Months To Exhaust and Utilization Certification Worksheet - TN Level(MTE)</b>	August 6

In addition, we assisted the North American Numbering Plan Administrator (NANPA) with developing its own training videos. Subsequently, we posted the first NANPA training video, *How to Request an Initial Central Office Code in a Pooling Area*, to our website.

### 2.3.4 Pooling 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 2012, the Customer Support Desk handled 1,895 calls from customers. For more details on Help Desk calls please see Section 8.7.1.

## 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 2012, the DQIM also attended 18 NANPA meetings, and provided 25 pooling status reports to the NANPA for its meetings.

NPA	Abandoned State	State Center Full Name	Rate	NPA Complex	FCC Top 99 MSA Name	Pooling Status
993	ALLIANCE	ALLIANCE/ALLOTT	993	303729	AK	SI
993	ALUMNA	ALUMNA	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	BEHRETT	BEHRETT	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	BRIGHTON	BRIGHTON	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	BERG	BERG	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	DECKERS	DECKERS	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	DEER HILL	DEER HILL	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	DECKER	DECKER	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	DEVERBORN	DEVERBORN	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	FORUM/PRISM	FORUM/PRISM	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	GEORGETOWN	GEORGETOWN	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	HARBOR	HARBOR	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	HEENBURG	HEENBURG	993	303729	Denar-Aurora-Broomfield, CO Metropolitan Statistical Area	SI
993	LONGVIEW	LONGVIEW	993	303729	SI	SI

### 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	2008	2009	2010	2011	2012
M*	460	441	427	420	397
M	4,861	4,891	4,885	4,891	4,914
O	5,460	5,747	6,074	5,679	5,774
M	2,827	2,848	3,116	3,498	3,525
M*	677	647	646	841	808
X	4,315	4,023	3,401	3,217	3,122
<b>Total</b>	<b>18,600</b>	<b>18,597</b>	<b>18,549</b>	<b>18,546</b>	<b>18,540</b>
<b>Total Pooling Rate Centers</b>	<b>14,285</b>	<b>14,574</b>	<b>15,148</b>	<b>15,329</b>	<b>15,418</b>
<b>Total Mandatory Pooling Rate Centers</b>	<b>7,688</b>	<b>7,739</b>	<b>8,001</b>	<b>8,389</b>	<b>8,439</b>

### 2.4.2 Rate Center Information Changes

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

Changes to rate center file information have been available in real-time through the website since September 2008. In 2012, the PA made 170 rate center file changes. Of those 170 rate center file changes, 166 were rate center status designation changes, of which 58% were changing rate centers from Excluded to Optional. Of the remaining four, two were the result of rate center name changes and two were new rate centers. There were no Supplemental Implementation Meetings (SIMs) in 2012.

#### 2.4.2.1 Changes to Rate Center Information

Table 2-17 shows the type of information change and how many rate centers were changed during each month in 2012.

**Table 2-17  
Summary of Rate Center File Changes for 2012**

RATE CENTER CHANGES													
2012													
REASON	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
<i>Changes in Status:</i>													
M* to M	3	1		1	2	1	2	3	10	3	1		27
M* to M	9	3	3	3	1	2	2	5	6	2	4		40
M to M*													0
M to M*													0
M to M													0
O to M													0
O to M													0
O to M*													0
X to M													0
X to M*													0
X to O	6	12	9	6	14	1	7	2	9	4	9	20	99
<b>New Rate Centers</b>			2										2
<b>Rate Center Name Change</b>						1		1					2
<b>MSA/LATA Changes</b>													0
<b>TOTALS</b>	<b>18</b>	<b>16</b>	<b>14</b>	<b>10</b>	<b>17</b>	<b>5</b>	<b>11</b>	<b>11</b>	<b>25</b>	<b>9</b>	<b>14</b>	<b>20</b>	<b>170</b>

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

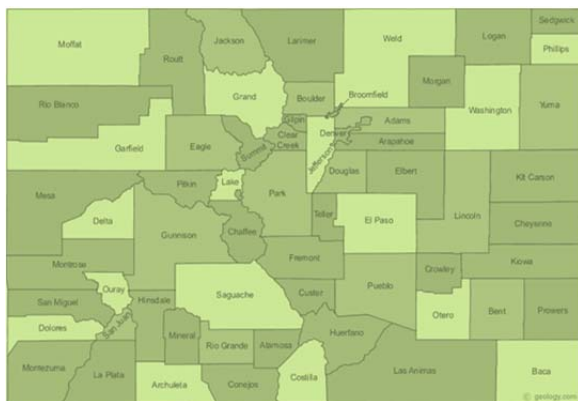
If there are changes to Metropolitan Statistical Area (MSA) information, the OMB generally releases a bulletin about it early in the year. The PA monitors the website so that we know when bulletins are issued, and then investigates the impact on the

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

- Addition, removal, or rearrangement of the composition of a specific MSA

- Creation of new MSAs
- Deletion of an MSA where a political division has been reassigned to another or newly-created MSA
- 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.

There were no bulletins issued by the federal Office of Management and Budget in 2012. Hence there were no changes in the names or any MSAs during 2012. However, the updated 2011 Census was issued and thus allowed the calculation of the top 100 MSAs based on these new census figures. 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.



### 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 2012, 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 level 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, well before the required February 21 and August 21 dates. Table 2-20 contains the PA NRUF/forecast results for both semi-annual reporting periods in 2012.

**Table 2-20  
NRUF/Forecast Results for 2012**

Date	NPAs	Jurisdictions	Blocks Forecasted	Blocks Available	Codes Forecasted
February	291	52	47,501	165,002	2,811
August	293	52	30,672	174,792	1,489

## 2.5 Regulatory and Compliance

### 2.5.1 Regulatory Update Conference Calls

In 2012, the PA participated in six regulatory update conference calls: on January 12, March 15, May 24, August 9, October 4, and December 6. Topics included updates on pooling administration activities, delegated authority petitions, p-

ANI administration, the PA Survey, and relevant INC issues.

### 2.5.2 Regulatory Educational Sessions

In 2012, the PA conducted four educational sessions about pooling 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 summarizes the regulatory educational sessions facilitated by the PA in 2012.

**Table 2-21  
Regulatory Training Sessions in 2012**

<b>Date</b>	<b>State</b>	<b>Type</b>	<b>Description</b>
<b>August 21</b>	Ohio	In-person	Pooling status update and education
<b>August 22</b>	Michigan	In-person	Pooling status update and education
<b>November 14</b>	Oregon	Conference call	Pooling overview
<b>December 17</b>	South Dakota	Conference call	Pooling overview

In addition, the PA participated in the March 21 regulatory overview of p-ANI administration and RNAS.

### 2.5.3 Regulatory Support

During 2012 the PA provided support for state regulators as they addressed number conservation and NPA relief planning issues. We also attended 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 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 1,241 denials as a result of the Red Light Rule in 2012, up from 40 in 2011.

### 2.5.5 Reporting Compliance

Contract Data Requirements List (CDRL) reports are required by the PA contract and submitted during the 2012 calendar year.



#### 2.5.5.1 Contract Data Requirements List (CDRL) – Recurring Reports

The following CDRL reports must respectively be submitted annually, semi-annually, quarterly, or monthly. Table 2-23 contains the CDRL recurring reports that were submitted by the PA during the 2012 calendar year according to the established deadlines. In 2012, the PA submitted 105 CDRL reports. These reports are available on the PA website.

**Table 2-23  
Recurring CDRL Reports Submitted in 2012**

Report Name	Section Reference	Required Interval	Dates Submitted
Staffing Report	CDRL 4.6.4.3 per Section 2.3	1 <sup>st</sup> working day of the month	Jan 3, Feb 1, Feb 28, Apr 2, May 1, Jun 1, Jul 1, Aug 1, Sep 4, Oct 1, Nov 1, Dec 3

Report Name	Section Reference	Required Interval	Dates Submitted
<b>Thousands –Block Pooling Report</b>	CDRL 4.6.4.1 per Section 2.21 Also see 2.22.4.5	Monthly	Jan 13, Feb 15, Mar 15, Apr13, May 14, Jun 15, Jul 16, Aug 13, Sep 14, Oct 15, Nov 15, Dec 12
<b>System Performance Report</b>	CDRL 4.6.4.2 per Section 2.22 Also see 2.22.4.5	Monthly	Jan 13, Feb 15, Mar 15, Apr13, May 14, Jun 15, Jul 16, Aug 13, Sep 14, Oct 15, Nov 15, Dec 12
<b>Ad Hoc Reports</b>	CDRL 4.6.5 per Section 2.22.4.5, as modified by Contract Mod #3	Monthly	Jan 13, Feb 15, Mar 15, Apr13, May 14, Jun 15, Jul 16, Aug 13, Sep 14, Oct 15, Nov 15, Dec 12
<b>Pooling Matrices Report</b>	CDRL 4.6.3.1 Per Section 2.21.2 Also see 2.22.4.5	Quarterly	Jan 13, Apr 13, Jul 16, Oct 15
<b>Forecasted Demand</b>	CDRL 4.6.2.1 Per Section 2.17.1	Semi-Annual	Feb 14 and Aug 15
<b>Rate Area Inventory Pool Status</b>	CDRL 4.6.2.2 and Section 2.16.5	Semi-Annual	Feb 14 and Aug 15
<b>Annual</b>	CDRL 4.6.1 Per Section 2.21.1	Annual	Mar 30
<b>By Request (<i>Ad Hoc</i>)</b>	CDRL 4.6.5 Per Section 2.21.3	Within three business days	January (2 reports) February (1 report) March (2 reports) April (1 report) May (4 reports) June (5 reports) July (5 reports) August (6 reports) September (6report) October (5 reports) November (7 reports) December (4 reports)
<b>Transition Plan</b>	CDRL 4.9 Per Section 3.20.5	Within 180 days of contract termination	Feb 16



### 2.5.5.2 Other Required Reports

Table 2-24 lists the 59 other reports required by the contract that the PA submitted in 2012. We added two new reports beginning in April, 2012, after the implementation of p-ANI Administration -- the monthly p-ANI report and the Routing Number Administration System (RNAS) Performance report.

**Table 2-24  
Other Required Reports Submitted in 2012**

Report Name	Section Reference	Required Interval	Where	Dates Submitted
<b>Staffing Report</b>	Section H.3.3	Monthly	To FCC only	Jan 3, Feb 1, Feb 28, Apr 2, May 1, Jun 1, Jul 1, Aug 1, Sep 4, Oct 1, Nov 1, Dec 3
<b>Progress Report</b>	Section G.5	Monthly by the 15 <sup>th</sup> of the month	To FCC only	Jan 13, Feb 15, Mar 15, Apr 13, May 14, Jun 15, Jul 14, Aug 13, Sep 14, Oct 15, Nov 15, Dec 12
<b>Monthly Pooling Metrics</b>	Section 2.22.4.5	Monthly	To PA Website only	Jan 13, Feb 15, Mar 15, Apr 13, May 14, Jun 15, Jul 16, Aug 13, Sep 14, Oct 15, Nov 15, Dec 12
<b>p-ANI Monthly Report</b>	Change Order 19 Section 4	Monthly	To FCC	Apr 13, May 14, Jun 15, Jul 16, Aug 13, Sep 14, Oct 15, Nov 15, Dec 12
<b>RNAS Performance</b>	Change Order 19 Section 4	Monthly	To FCC	Apr 13, May 14, Jun 15, Jul 16, Aug 13, Sep 14, Oct 15, Nov 15, Dec 12
<b>Quarterly Pooling Metrics</b>	Section 2.22.4.5	Quarterly	To PA Website only	Jan 13, Apr 13, Jul 16, Oct 15
<b>Inventory</b>	Per Section 3.21	Annual	To FCC	Jun 19

## 2.6 Routing Number Administration (aka p-ANI)

### 2.6.1 Background



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. When the FCC awarded the new PA contract in August, 2007, it included the provision that the new national PA would act as the permanent p-ANI Administrator (a/k/a

Routing Number Administrator or RNA) at such time as the FCC directs the permanent process. We performed the interim function and related activities, such as responding to general inquiries 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, through March 18, 2012 after which the permanent functions took effect.

### 2.6.2 Summary of All Interim RNA Activity

Following is a table of all interim RNA activity from its inception on September 6, 2006 through the completion of the transition to the permanent p-ANI functions on March 19, 2012.

**Table 2-25  
Interim RNA Activity from September 6, 2006 through March 18, 2012**

	2006	2007	2008	2009	2010	2011	2012
<b>ESQK New User Registrations Received</b>	4	2	3	2	3	1	1
<b>Approved</b>	3	1	1	1	2	0	0
<b>Denied</b>	1	1	2	1	1	1	1
<b>ESQK Requests Received</b>	0	1	19	440	242	41	8
<b>Approved</b>	0	0	18	432	240	41	8
<b>Denied</b>	0	1	1	8	2	0	0

## 2.6.3 Transition to Permanent Routing Number Administrator

On December 14, 2010, the FCC directed the PA to file a change order proposal for a permanent p-ANI solution. The PA filed Permanent Routing Number Administrator Change Order Proposal #19 on January 27, 2011. 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 provides a single repository for p-ANI related information,
- addressing a single national process for requesting non-dialable p-ANIs.

On June 17, 2011, the FCC approved Neustar’s Change Order Proposal #19. Detailed information on the p-ANI requirements, as well as Change Order #19, can be found on our website under Documents.

Upon approval of the change order, the p-ANI Administrator established a nine-month transition period, during which a new Routing Number Administration System (RNAS) and website, [www.nationalpani.com](http://www.nationalpani.com), would be developed, tested, and implemented. In addition, the PA would have to establish the RNAS inventory of assigned and available non-dialable p-ANIs from data received from multiple

other entities because this was the first such national p-ANI database ever developed. The RNAS inventory was established using the non-dialable p-ANI assignment data received from the p-ANI users (51 unique OCNs) and p-ANI assignors (14 entities).

RNAS, the first national p-ANI Administration System, went live on March 19, 2012, and is accessible from the dedicated p-ANI website. The website is not only the gateway to the RNAS but contains public information such as reports and documents.



The RNA also trains users to understand what types of documentation are required to assure that applicants are eligible to offer service in the areas in which they are requesting p-ANIs.

### 2.6.3.1 RNA Implementation Milestones

Table 2-26 provides a detailed implementation timeline with milestones achieved throughout the 9-month process.

**Table 2-26  
Implementation of Permanent RNA - Key Milestones**

<b>Date(s)</b>	<b>Key Milestone</b>
<b>June 17, 2011</b>	FCC approved Neustar’s Change Order Proposal 19.
<b>June 20, 2011</b>	Notification sent to the industry <sup>3</sup> advising that the change order was approved including the anticipated dates for transition to the permanent RNA.
<b>July 19, 2011</b>	Notification sent to the industry requesting each p-ANI user to report on its p-ANI assignment information via the Initial Report. Subsequent reminders sent on September 26 and October 24.
<b>August 15, 2011</b>	Notification sent to the industry requesting each p-ANI assignor to report on what p-ANIs it has assigned. Subsequent reminders sent on November 1 and November 28.
<b>October, 2011</b>	Initial Reports from p-ANI Assignees due. <i>Notified industry on July 19, September 26, and October 24 of 2011.</i>
<b>November, 2011</b>	Assignment Reports from p-ANI Assignors due <i>Notified industry on August 15, November 1, and November 28 of 2011.</i>
<b>February 6, 2012</b>	Notification sent to the industry regarding the dates for transition to the permanent RNA.
<b>February 13, 2012</b>	Notification sent to any company that filed either an Initial report or a report on what p-ANIs it has assigned reminding it of the 2 <sup>nd</sup> reporting requirement.
<b>February 27, 2012</b>	Notification sent to the industry regarding the dates for

<sup>3</sup> Notices were sent using the following entities’ distribution lists as methods of notifications: PAS, NAS, INC, ESIF, NENA, APCO, and CTIA.

Date(s)	Key Milestone
	website and RNAS overview.
March 5, 2012	New p-ANI website available and RNAS new user registration open. Notification was also sent to the industry.
March 9, 2012	<u>Final</u> Initial Reports from p-ANI Assignees due. <u>Final</u> Assignment Reports from p-ANI Assignors due.
March 10-18, 2012	Quiet period
March 13-20, 2012	Service provider and service provider consultants RNAS and website overview training.
March 21, 2012	Regulator RNAS and website overview training.
March 19, 2012	Neustar assumed the responsibility as the permanent RNA and RNAS was available to start accepting forecasts and applications. Notification was also sent to the industry.
March 19, 2012	Notification sent to the industry requesting that any entity intending to apply for non-dialable p-ANIs file an initial forecast in RNAS between March 19 and April 18, so that the RNA can promptly assess what the forecasted demand will be during the first year of implementation.

### 2.6.3.2 Data Reconciliation

Upon analysis of the data we received in the initial reports, we found discrepancies, such as:

- The same p-ANI range or part of a p-ANI range was being reported by more than one carrier;
- The NPA state of the p-ANI range did not coincide with the PSAP state;

- No p-ANI user reported on a p-ANI range that the assignor reported as assigned.

All data that was questionable was designated as unavailable pending further research.

Table 2-27 provides the p-ANI inventory status by category at the end of transition on March 19, 2012.

**Table 2-27  
p-ANI Inventory as of March 19, 2012**

<b>STATUS</b>	<b>211</b>	<b>511</b>	<b>TOTAL p-ANIs</b>
<b>ASSIGNED</b>	371,484	394,615	766,099
<b>AVAILABLE</b>	2,507,821	2,506,635	5,014,456
<b>UNAVAILABLE</b>	40,695	18,750	59,445
<b>TOTALS</b>	<b>2,920,000</b>	<b>2,920,000</b>	<b>5,840,000</b>

The p-ANI Administrator spent many man hours notifying and working with the carriers to resolve discrepancies. Reconciling this data continues to be a major priority of the p-ANI Administrator in providing the most accurate inventory information possible.

In addition, there were 287 sets of duplicate or overlapping ranges found that affected multiple ranges. These duplicate ranges and overlapping ranges may have been reported by more than one carrier for either the:

- ⇒ Same selective router and same PSAP,
- ⇒ Same selective router but different PSAP,
- ⇒ Different selective router but same PSAP, or
- ⇒ Different selective router and different PSAP.

These ranges also had to be flagged as 'Unavailable' in RNAS until the conflicts were resolved. In all there were 14 assignees affected from which we had to obtain consent to disclose and non-

disclosure agreements to facilitate conflict resolution. The ranges were resolved by the affected carriers either:

- ⇒ Providing the correct NPA or correct range,
- ⇒ Returning the range, or
- ⇒ Swapping it out for a new range.

### **2.6.3.2 RNAS and Website Overview Sessions**

In 2012, the p-ANI Administrator conducted five web-based overview sessions on the new [www.nationalpani.com](http://www.nationalpani.com) website and on the new RNAS for the service providers and regulators. There were a total of 57 participants that attended the service provider overview, and 6 participants that attended the regulator overview. Table 2-28 contains the training session type and dates.

**Table 2-28  
2012 RNAS and Website Overview  
Sessions**

<b>RNAS and Website Overview</b>	<b>Dates</b>
Overview of the new RNAS and <a href="http://www.nationalpani.com">www.nationalpani.com</a> website for service providers and service provider consultants.	March 13 March 14 March 15 March 20
Overview of the new RNAS and <a href="http://www.nationalpani.com">www.nationalpani.com</a> website for regulators	March 21

#### 2.6.4 Routing Number Administration System (RNAS)

The Routing Number Administration System (RNAS) is the first national p-ANI database and is vitally important to our customers for obtaining E9-1-1 resources. Because RNAS stores all of the information relating to p-ANI administration and provides many essential reporting features that

generally contain real-time data, reliability is equally essential.

RNAS went live on time on March 19, 2012. Since then there have been no instances of unscheduled down time. Therefore, the RNAS scheduled availability in 2012 was 100%.

The p-ANI Administrator also used only three hours and 13 minutes of approved downtime related to 10 approved scheduled maintenance events in 2012. As with PAS, we upgraded the RNAS firewalls and completed disaster recovery testing during the weekend of October 26-28 with no down time. For more detailed information on the RNA performance, see Section 6.2.

#### 2.6.5 p-ANI Activity for 2012

Table 2-29 addresses the count of p-ANIs requested, assigned, returned, or modified on a monthly basis. This is not to be confused with the number of applications processed, which can be found in Table 2-30.

**Table 2-29  
Total Count of p-ANIs by Activity Type**

	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>Jun</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
<b>Requested</b>	861	9,505	7,090	6,101	8,001	5,865	5,242	7,611	2,763	2,972	<b>56,011</b>
<b>Assigned</b>	841	9,185	6,986	5,825	7,836	5,646	5,232	7,524	2,628	2,922	<b>54,625</b>
<b>Returned</b>	263	408	11,471	9,154	2,274	1,376	653	2,207	1,002	1,349	<b>30,157</b>

Table 2-30 addresses requests processed and the disposition of each.

**Table 2-30**  
**Applications Processed by Request Type**

	Approved	Suspended	Denied	Withdrawn	Total
Cancel p-ANI Return Request	2	0	0	0	2
P-ANI Modification Request	37	0	1	2	40
New p-ANI Request	3,752	0	34	93	3,879
P-ANI Return Request	5,630	0	0	0	5,630
<b>Total</b>	<b>9,421</b>	<b>0</b>	<b>35</b>	<b>95</b>	<b>9,551</b>

Table 2-31 sets out the p-ANI inventory at the end of 2012 by category.

**Table 2-31**  
**p-ANI Inventory as of December 31, 2012**

STATUS	TOTAL p-ANIs	211	511
ASSIGNED	811,812	399,216	412,596
AGING	1,349	1,180	169
AVAILABLE	5,074,619	2,539,062	2,535,557
UNAVAILABLE	32,220	20,542	11,678
<b>TOTALS</b>	<b>5,920,000</b>	<b>2,960,000</b>	<b>2,960,000</b>

Table 2-32 addresses national p-ANI utilization, p-ANI utilization by NPA, and forecast reports for projected future p-ANI resource usage.



**Table 2-32**  
**Projected Exhaust of 211/511 p-ANIs**  
**Based on data as of 12/31/2012<sup>4</sup>**

<b>NPA</b>	<b>State</b>	<b>Assigned p-ANIs</b>	<b>Utilization</b>	<b>Forecasted p-ANIs 2013</b>	<b>Exhaust Date</b>
201	NJ	7304	37%	632	4Q2032
202	DC	751	4%	6	2Q5219
203	CT	8897	44%	185	1Q2072
205	AL	3024	15%	502	2Q2045
206	WA	496	2%	0	0
207	ME	5037	25%	269	3Q2068
208	ID	2385	12%	350	2Q2062
209	CA	5401	27%	636	4Q2035
210	TX	6903	35%	375	4Q2047
212	NY	4218	21%	33	1Q2490
213	CA	2970	15%	165	1Q2115
214	TX	6167	31%	340	3Q2053
215	PA	1414	7%	35	1Q2543
216	OH	1735	9%	435	4Q2054
217	IL	5625	28%	767	1Q2030
218	MN	3270	16%	204	1Q2094
219	IN	5174	26%	240	3Q2074
224	IL	10561	53%	643	3Q2027
225	LA	659	3%	201	1Q2108
228	MS	991	5%	72	4Q2276
229	GA	1771	9%	302	2Q2072
231	MI	4757	24%	870	1Q2028
239	FL	369	2%	76	2Q2270
240	MD	529	3%	22	1Q2897
248	MI	6978	35%	105	1Q2136

<sup>4</sup> We are unable to determine the exhaust date for areas where there was no forecasted demand at the time this report was created. The exhaust date in those areas is reflected in the table as zero.

NPA	State	Assigned p-ANIs	Utilization	Forecasted p-ANIs 2013	Exhaust Date
251	AL	947	5%	126	4Q2163
252	NC	2135	11%	504	2Q2047
253	WA	597	3%	30	4Q2659
254	TX	6125	31%	264	2Q2064
256	AL	1838	9%	276	2Q2077
260	IN	2452	12%	161	4Q2119
262	WI	45	0%	144	3Q2151
269	MI	1832	9%	54	3Q2341
270	KY	2578	13%	312	3Q2068
276	VA	1026	5%	187	2Q2113
281	TX	13213	66%	460	3Q2027
301	MD	2774	14%	88	4Q2208
302	DE	2034	10%	184	2Q2109
303	CO	2822	14%	276	1Q2074
304	WV	7141	36%	337	1Q2049
305	FL	502	3%	42	1Q2476
307	WY	1348	7%	326	1Q2069
308	NE	1021	5%	282	1Q2079
309	IL	6063	30%	381	2Q2047
310	CA	3036	15%	297	1Q2069
312	IL	4258	21%	108	4Q2158
313	MI	472	2%	0	0
314	MO	8731	44%	459	4Q2036
315	NY	6437	32%	3003	3Q2017
316	KS	4525	23%	355	2Q2055
317	IN	5976	30%	350	1Q2052
318	LA	1922	10%	353	1Q2063
319	IA	2765	14%	81	4Q2225
320	MN	1461	7%	156	4Q2131
321	FL	1193	6%	102	2Q2196
323	CA	4759	24%	147	3Q2116
325	TX	4949	25%	494	4Q2042
330	OH	5794	29%	560	1Q2037

NPA	State	Assigned p-ANIs	Utilization	Forecasted p-ANIs 2013	Exhaust Date
334	AL	3265	16%	567	1Q2041
336	NC	1153	6%	292	3Q2077
337	LA	924	5%	262	4Q2085
340	VI	70	0%	120	1Q2178
352	FL	1102	6%	189	4Q2112
360	WA	2179	11%	246	3Q2083
361	TX	5825	29%	312	2Q2057
386	FL	1510	8%	212	1Q2099
401	RI	1321	7%	222	1Q2096
402	NE	4394	22%	300	4Q2064
404	GA	1670	8%	144	2Q2139
405	OK	9920	50%	882	2Q2023
406	MT	1622	8%	401	4Q2058
407	FL	1137	6%	186	2Q2113
408	CA	2839	14%	174	3Q2111
409	TX	3382	17%	210	1Q2091
410	MD	4997	25%	172	1Q2099
412	PA	1512	8%	51	3Q2375
413	MA	4023	20%	272	3Q2071
414	WI	6608	33%	436	2Q2042
415	CA	1911	10%	122	2Q2160
417	MO	2675	13%	439	1Q2051
419	OH	5232	26%	561	4Q2038
423	TN	2743	14%	720	4Q2036
425	WA	760	4%	12	2Q3615
430	TX	954	5%	66	2Q2300
432	TX	3206	16%	223	3Q2085
434	VA	2706	14%	180	1Q2108
435	UT	824	4%	171	1Q2124
440	OH	1262	6%	276	4Q2080
443	MD	10	0%	0	0
469	TX	4149	21%	72	1Q2232
470	GA	312	2%	0	0

NPA	State	Assigned p-ANIs	Utilization	Forecasted p-ANIs 2013	Exhaust Date
478	GA	1277	6%	260	1Q2084
479	AR	3550	18%	110	4Q2157
480	AZ	35	0%	87	2Q2241
484	PA	10	0%	6	3Q5344
501	AR	6553	33%	372	1Q2046
502	KY	761	4%	108	1Q2190
503	OR	1203	6%	78	2Q2250
504	LA	990	5%	135	4Q2153
505	NM	1929	10%	146	4Q2136
507	MN	3148	16%	228	4Q2086
508	MA	8615	43%	734	3Q2028
509	WA	1815	9%	114	2Q2171
510	CA	2494	12%	213	1Q2094
512	TX	6786	34%	429	3Q2043
513	OH	3478	17%	207	3Q2092
515	IA	4820	24%	762	4Q2032
516	NY	1143	6%	27	2Q2710
517	MI	431	2%	6	1Q5251
518	NY	5720	29%	942	1Q2027
520	AZ	1451	7%	273	4Q2080
530	CA	8496	42%	987	3Q2024
540	VA	6610	33%	403	1Q2045
541	OR	2939	15%	234	2Q2084
559	CA	4044	20%	333	4Q2060
561	FL	1322	7%	156	4Q2131
562	CA	2974	15%	137	2Q2136
563	IA	2433	12%	60	1Q2303
567	OH	80	0%	0	0
570	PA	6203	31%	195	3Q2083
573	MO	1382	7%	623	4Q2042
574	IN	1808	9%	228	3Q2092
575	NM	816	4%	120	4Q2172
580	OK	860	4%	536	3Q2048

NPA	State	Assigned p-ANIs	Utilization	Forecasted p-ANIs 2013	Exhaust Date
585	NY	1944	10%	111	3Q2175
586	MI	15	0%	60	1Q2345
601	MS	3070	15%	402	1Q2054
602	AZ	1169	6%	330	1Q2069
603	NH	1204	6%	6	3Q5145
605	SD	1029	5%	248	2Q2088
606	KY	1948	10%	344	2Q2064
607	NY	2557	13%	756	1Q2035
608	WI	2764	14%	242	3Q2083
609	NJ	8599	43%	773	3Q2027
610	PA	3572	18%	72	1Q2240
612	MN	2907	15%	24	1Q2724
614	OH	1845	9%	557	3Q2045
615	TN	2196	11%	442	2Q2052
616	MI	7030	35%	576	1Q2032
617	MA	1163	6%	142	3Q2145
618	IL	11210	56%	1690	3Q2017
619	CA	2904	15%	87	3Q2209
620	KS	1967	10%	310	1Q2070
623	AZ	40	0%	0	0
626	CA	3198	16%	72	2Q2245
630	IL	4275	21%	510	4Q2043
631	NY	2098	10%	85	3Q2223
636	MO	931	5%	135	1Q2153
641	IA	3744	19%	120	2Q2147
650	CA	3332	17%	315	4Q2065
651	MN	1429	7%	75	2Q2259
660	MO	568	3%	422	4Q2058
661	CA	1891	9%	102	3Q2190
662	MS	4773	24%	460	1Q2045
678	GA	530	3%	132	2Q2159
682	TX	5688	28%	30	1Q2489
701	ND	989	5%	180	3Q2118

NPA	State	Assigned p-ANIs	Utilization	Forecasted p-ANIs 2013	Exhaust Date
702	NV	245	1%	98	3Q2214
703	VA	1945	10%	122	4Q2160
704	NC	1472	7%	192	2Q2108
706	GA	3326	17%	428	4Q2051
707	CA	6752	34%	443	4Q2042
708	IL	10190	51%	1254	4Q2020
712	IA	2815	14%	108	2Q2169
713	TX	2877	14%	70	3Q2257
714	CA	4820	24%	189	2Q2092
715	WI	3107	16%	384	3Q2056
716	NY	1857	9%	231	3Q2091
717	PA	1740	9%	96	4Q2202
718	NY	6234	31%	30	4Q2471
719	CO	2917	15%	320	2Q2065
720	CO	449	2%	30	3Q2664
724	PA	1953	10%	90	3Q2213
727	FL	843	4%	24	1Q2810
731	TN	1488	7%	433	4Q2055
732	NJ	8423	42%	838	4Q2026
734	MI	7776	39%	436	2Q2038
740	OH	5111	26%	384	1Q2050
754	FL	155	1%	0	0
757	VA	4232	21%	201	2Q2090
760	CA	5772	29%	468	2Q2042
763	MN	792	4%	12	3Q3613
765	IN	10528	53%	1617	2Q2017
769	MS	912	5%	0	0
770	GA	1776	9%	312	2Q2070
772	FL	318	2%	54	1Q2376
775	NV	1486	7%	245	3Q2088
781	MA	2745	14%	375	1Q2058
785	KS	3992	20%	588	4Q2039
786	FL	260	1%	42	1Q2482

NPA	State	Assigned p-ANIs	Utilization	Forecasted p-ANIs 2013	Exhaust Date
787	PR	180	1%	215	1Q2104
801	UT	1046	5%	303	3Q2075
802	VT	2195	11%	78	2Q2240
803	SC	2524	13%	224	4Q2090
804	VA	4611	23%	340	1Q2057
805	CA	4590	23%	282	3Q2067
806	TX	8654	43%	461	3Q2037
808	HI	1221	6%	78	4Q2253
810	MI	435	2%	72	3Q2284
812	IN	7536	38%	1183	2Q2021
813	FL	1329	7%	78	2Q2251
814	PA	3286	16%	156	4Q2119
815	IL	4232	21%	438	3Q2048
816	MO	2994	15%	411	4Q2053
817	TX	8312	42%	343	1Q2046
818	CA	1048	5%	39	4Q2498
828	NC	2651	13%	262	4Q2078
830	TX	3379	17%	123	1Q2147
831	CA	2755	14%	465	1Q2049
832	TX	6819	34%	247	2Q2065
843	SC	2380	12%	236	1Q2086
845	NY	2791	14%	228	2Q2087
847	IL	6403	32%	742	2Q2030
850	FL	1257	6%	216	4Q2099
856	NJ	5231	26%	620	4Q2036
858	CA	3777	19%	426	1Q2050
859	KY	1947	10%	134	2Q2145
860	CT	9373	47%	337	3Q2044
863	FL	1230	6%	78	4Q2252
864	SC	2057	10%	206	4Q2099
865	TN	1439	7%	391	2Q2059
870	AR	4215	21%	330	4Q2057
901	TN	1870	9%	332	3Q2067

<b>NPA</b>	<b>State</b>	<b>Assigned p-ANIs</b>	<b>Utilization</b>	<b>Forecasted p-ANIs 2013</b>	<b>Exhaust Date</b>
903	TX	9340	47%	496	1Q2033
904	FL	524	3%	96	4Q2215
906	MI	1304	7%	141	3Q2139
907	AK	391	2%	36	3Q2557
908	NJ	9724	49%	734	4Q2026
909	CA	4189	21%	399	3Q2052
910	NC	1740	9%	264	1Q2081
912	GA	2279	11%	450	2Q2051
913	KS	1244	6%	259	1Q2084
914	NY	2044	10%	318	2Q2068
915	TX	708	4%	30	2Q2654
916	CA	3441	17%	300	1Q2067
918	OK	4802	24%	615	3Q2037
919	NC	1290	6%	150	2Q2136
920	WI	3382	17%	235	4Q2077
925	CA	2422	12%	333	4Q2065
928	AZ	948	5%	361	4Q2065
931	TN	2395	12%	458	2Q2050
936	TX	249	1%	93	2Q2224
937	OH	3724	19%	407	4Q2052
940	TX	3653	18%	258	2Q2075
941	FL	961	5%	96	2Q2210
947	MI	2832	14%	72	2Q2250
949	CA	1494	7%	36	1Q2526
951	CA	3503	18%	354	3Q2059
952	MN	510	3%	78	4Q2262
954	FL	681	3%	110	3Q2188
956	TX	4991	25%	324	2Q2058
970	CO	1307	7%	150	3Q2137
972	TX	4113	21%	396	1Q2052
973	NJ	9886	49%	839	3Q2024
978	MA	4762	24%	420	1Q2048
979	TX	3506	18%	150	1Q2121



NPA	State	Assigned p-ANIs	Utilization	Forecasted p-ANIs 2013	Exhaust Date
980	NC	40	0%	0	0
985	LA	904	5%	294	4Q2077
989	MI	3963	20%	108	2Q2152

## 2.7 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.

In an effort to make responding to the survey easier in 2012, we reduced the total number of PA performance statements from 24 to four and asked prospective survey participants to rate them 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 July 2, 2012, with a deadline for responses of July 13. We received 71 survey responses, of which 21 were from state regulators.

The overall average score for the four statements was 4.7 out of a possible

5.0, which was an increase to the average rating for 2011 of 4.6.

For further details on the annual PA survey, see Section 8.6.

## 2.8 Special Projects in 2012

### 2.8.1 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.



We put our first training video on our website on September 1, 2010. Our customers can access the training of their choice 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, and it was still being viewed in 2012.

In 2012, we released four new videos:

- New to Pooling – Quick Start
- Mass Modifications
- Change Order 20
- How to Complete the Months To Exhaust and Utilization Certification Worksheet - TN Level (MTE)

We could determine that there were 421 views of the training videos in 2012. We cannot determine how many of the downloads were shared with others within a viewer’s company. Training video activity is detailed in Table 2-33.

**Table 2-33  
Available Training Videos Activity**

Training Video Subject	Release Date	Number of Views in 2012
Change Orders 9 and 10	September, 2010	6
Change Order 11	October, 2010	20
Pooling Website Overview	November, 2010	36
Pooling Website and PAS Overview for Service Provider and Service Provider Consultants	December, 2010	43
Pooling Website and PAS Overview for State and Regulatory Users	December, 2010	30
PAS Effective Date Scenarios for Block Requests and Donations	July 20, 2011	35
PAS Password Reset	October 17, 2011	85

Training Video Subject	Release Date	Number of Views in 2012
New to Pooling – Quick Start	May 8, 2012	141
Mass Modifications	June 7, 2012	53
Change Order 20	June 29, 2012	32
How to Complete the Months To Exhaust and Utilization Certification Worksheet - TN Level(MTE)	August 6, 2012	73

In addition to producing pooling videos, we assisted the North American Numbering Plan Administrator (NANPA) with developing its own training videos. Subsequently, we posted the first NANPA training video, How to Request an Initial Central Office Code in a Pooling Area, to our website.

### 2.8.2 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 2012, the PA attempted to secure donations for 66 rate centers being changed from Excluded to Optional. We were able to obtain donations for 58 of those rate centers, thereby potentially saving the opening of 58 NXX codes.

At times a carrier will also contact us to request that we seek donations in a pooling rate center that has no blocks available but is not “excluded” from pooling, to prevent the opening an NXX code. This is especially useful in low population areas where nine blocks added to the available pool may never be utilized. In 2012, we sought, received, and processed such donations in 5 rate centers.

### 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 2012, we had 72 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 2012. Others include:

★ Processing 130,405 (99.998%) of applications (Part 3s) 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. According to Section 5.0 of Clause C.1 of our requirements, we have met our contractual obligation as long as 97% of the applications are processed within the seven-day timeframe. Only six of the 677,802 Part 3s we have processed since the beginning of our new contract in August, 2007, were not completed within the seven-day timeframe (99.999%), and we have always exceeded the contractual performance metric of 97%.

Based on the 130,407 applications processed in 2012, the PA could have missed the seven-day processing deadline for over 3,912 applications while still meeting our contractual requirement. Instead we exceeded the

requirement in 2012 by processing all but two of the applications on time.

★ Issuing Pooling Tips-of-the-Quarter

We continued to send the *Tip of the Quarter* to our PAS email distribution each quarter to help our customers understand pooling administration processes. In addition we recognized a need for additional information to be provided in the interim so we sent a supplemental Tip in May regarding disconnecting records in the BIRDS database.



★ Issuing p-ANI Tips-of-the-Month

Building on the success of the Pooling *Tips*, the RNA began sending the *p-ANI Tip of the Month (p-ANI Tip)* in April of 2012. The *p-ANI Tip* provides helpful information regarding RNAS and the p-ANI request process, and serves as a useful reference for all RNAS users. It is sent via email to the RNAS distribution list on the first business day of each month

★ PAS and RNAS Exceptional Availability

Another area that shows our strong commitment to customer support relates to PAS and RNAS maintenance and builds. Although our contract permits us to make the systems unavailable to our customers during

maintenance, 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 in any 12 month period. In 2012, we had only 12 minutes and 3 seconds of unscheduled PAS unavailability and no RNAS unscheduled unavailability. In addition, we used only two hours and 52 minutes of the scheduled maintenance allotted for PAS and three hours and 13 minutes of scheduled maintenance allotted for RNAS.

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

The PA has specific timeframes for reporting, as detailed in Tables 2-23 and 2-24. Not only did we respond to double the amount of ad hoc reports requests on time in 2012, we also responded to all requests for ad hoc reports within 24 hours of each request rather than taking the permitted three business days to respond.

★ Email Notifications Prior to PAS and RNAS Builds

In May 2010, in response to a NANC survey comment, the PA started sending notices approximately two weeks prior to a PAS build to provide ample notice to PAS users about upcoming changes and updates. We continued this practice in 2012 in order to allow customers more time to prepare for PAS updates. We also extended that

practice to RNAS after implementation in March. Even though we experienced much more planned PAS maintenance in 2012 than in previous years, there were less than three hours of PAS unavailability due to system updates. We also had less than four hours of RNAS maintenance in 2012.

★ Resolving p-ANI Range Discrepancies

We have continued to work with the stakeholders to resolve hundreds of conflicting data issues including double assignments and retrieval of unused p-ANIs that were activated but never used.

★ Jeopardy Procedures added to FAQs

As a result of discussion with the NOWG during the operational review, the PA added jeopardy procedures for pooling areas to the Frequently Asked Questions (FAQs) on the pooling website.

★ Training Videos

As explained in detail in Section 2.8.1, we not only proactively developed training videos which we first made available on our website on September 29, 2010 but we assisted NANPA with development of their own training video program. Details on training videos can be found in Table 2-33. This no-cost update made it possible for every customer to access the training videos 24 hours a day, seven days a week.



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

In this section, Pooling Administration (PA) summarizes the number of existing pooling areas. As of December 31, 2012, there are 15,418 distinct pooling rate centers (i.e., pooling areas), which constitute 83.2% of the 18,540 total distinct rate centers. While we do not include a distinct list of separate “potential” pooling areas, there are currently 3,122 rate centers in which no carrier is pooling, and which could therefore be considered “potential” pooling areas. (See Section 3.2)



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

1. **Mandatory (M)** - This rate center is located in a top 100 MSA and service providers with numbering resources in this rate center that have not been granted a specific exemption must pool in this rate center.
2. **Mandatory State (M)** - Pooling was implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA, but has one or more pooling-capable

service providers, and is considered a mandatory pooling rate center.

3. **Mandatory Single Service Provider (M\*)** - This rate center is located in a top 100 MSA, but has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service provider receives numbering resources in this rate center, the designation will be changed to M for Mandatory.

4. **Mandatory State Single Service Provider (M\*)** - Pooling has been implemented in this rate center pursuant to a state commission order. This rate center is not in a top 100 MSA and has only one service provider that has numbering resources. This rate center will be considered optional under these conditions and designated as M\*. When a second service provider receives numbering resources in this rate center, the designation will be changed to M for Mandatory State.

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

6. **Excluded (X)** - This rate center is not in a top 100 MSA and no service



provider is currently participating in pooling. This rate center is not included

in the Pooling Administration System (PAS).

### 3.1 Identification of Existing Pooling Areas

Table 3-1 below identifies the 15,418 distinct pooling rate centers (i.e., pooling areas), and their status designations, by state, as of December 31, 2012. 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	0	63	0	0	197	260
AL	65	71	116	4	15	271
AR	36	0	172	11	0	219
AZ	27	0	43	20	0	90
CA	439	83	176	15	0	713
CO	22	5	134	4	0	165
CT	70	19	0	0	0	89
DC	1	0	0	0	0	1
DE	8	0	22	0	0	30
FL	120	25	111	1	0	257
GA	74	0	212	5	0	291
HI	1	0	5	0	0	6
IA	54	68	405	39	0	566
ID	14	70	0	5	56	145
IL	218	0	579	36	0	833
IN	209	251	11	13	34	518
KS	56	0	299	30	0	385
KY	45	130	135	2	33	345
LA	57	0	158	4	0	219
MA	234	30	0	0	0	264
MD	112	53	0	0	0	165

State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Total
ME	50	101	61	0	0	212
MI	206	114	238	8	12	578
MN	39	0	286	5	0	330
MO	137	384	0	21	179	721
MS	34	90	83	5	18	230
MT	0	0	123	0	0	123
NC	133	24	222	7	0	386
ND	0	0	93	0	0	93
NE	28	142	167	4	107	448
NH	32	92	25	0	0	149
NJ	188	0	21	0	0	209
NM	12	0	59	3	0	74
NV	21	0	41	4	0	66
NY	401	247	82	1	16	747
OH	363	163	141	9	12	688
OK	96	15	157	44	0	312
OR	36	103	54	0	0	193
PA	415	339	12	0	10	776
PR	47	0	36	1	0	84
RI	25	0	0	0	0	25
SC	83	0	114	24	0	221
SD	0	0	87	0	0	87
TN	103	0	176	6	0	285
TX	286	7	577	38	0	908
UT	24	0	39	9	1	73
VA	119	184	66	0	0	369
VT	0	101	40	0	0	141
WA	54	146	1	4	24	229
WI	113	252	131	15	91	602
WV	7	153	10	0	3	173
WY	0	0	54	0	0	54



State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Total
<b>Grand Total</b>	<b>4,914</b>	<b>3,525</b>	<b>5,774</b>	<b>397</b>	<b>808</b>	<b>15,418</b>

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

The chart below breaks down by state the 3,122 rate centers that were designated as “excluded” from pooling as of December 31, 2012, and could be considered “potential” pooling areas. These rate centers are not presently available for pooling in PAS, but can be made available at the request of a service provider or a state. This chart does not include any rate centers designated as “mandatory” or “optional.” There are 19 states with no excluded rate centers as identified in Section 3.3.2.

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

State	Excluded
AK	0
AL	39
AR	161
AZ	39
CA	26
CO	46
CT	0
DC	0

State	Excluded
DE	0
FL	24
GA	69
HI	0
IA	251
ID	0
IL	153
IN	7
KS	189
KY	27
LA	58
MA	2
MD	0
ME	37
MI	56
MN	313
MO	0
MS	9
MT	137
NC	46
ND	207
NE	0
NH	0
NJ	0
NM	89
NV	30
NY	0

State	Excluded
OH	51
OK	217
OR	62
PA	0
PR	0
RI	0
SC	19
SD	181
TN	56
TX	369

State	Excluded
UT	59
VA	0
VT	0
WA	0
WI	0
WV	55
WY	38
<b>Total</b>	<b>3,122</b>

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

#### 3.3.1 Pooling Rate Center Facts:

<b>Total Number of Distinct Rate Centers</b>	18,540
<b>Total Number of Distinct Rate Centers Available for Pooling</b>	15,418
<b>Percentage of Distinct Rate Centers that are Available for Pooling</b>	83.2%
<b>Total Number of Mandatory Distinct Rate Centers</b>	8,439
<b>Percentage of Distinct Rate Centers that are Mandatory</b>	45.5%
<b>Total Number of Distinct Mandatory Single-Service Provider Rate Centers</b>	1,205
<b>Percentage of Distinct Rate Centers that are Mandatory Single-Service Provider</b>	6.5%
<b>Total Number of Distinct Optional Rate Centers</b>	5,774
<b>Percentage of Distinct Rate Centers that are Optional</b>	31.1%
<b>Total Number of Distinct Rate Centers Excluded from Pooling</b>	3,122
<b>Percentage of Distinct Rate Centers that are Excluded from Pooling</b>	16.8%
<b>Total Number of Rate Center Designations Changed in 2012 (see Section 2.4.2 for detail)</b>	170

### 3.3.2 Summary of State/Jurisdiction Pooling Status

<b>States or jurisdictions where number pooling has been implemented.</b>	All states, the District of Columbia and Puerto Rico
<b>States or jurisdictions that have only mandatory pooling rate centers.</b>	Connecticut, District of Columbia, Idaho, Maryland, Missouri, and Rhode Island
<b>States that have no mandatory pooling rate centers.</b>	Montana, North Dakota, South Dakota, and Wyoming
<b>States or jurisdictions that have no excluded rate centers.</b>	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
<b>States or jurisdictions that implemented additional mandatory pooling prior to December 31, 2012 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.</b>	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 18,540 rate centers in each state by their respective pooling status designations (mandatory, optional, or excluded) as of December 31, 2012.

**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		63			197		260
AL	65	71	116	4	15	39	310

State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Excluded	Total
AR	36		172	11		161	380
AZ	27		43	20		39	129
CA	439	83	176	15		26	739
CO	22	5	134	4		46	211
CT	70	19					89
DC	1						1
DE	8		22				30
FL	120	25	111	1		24	281
GA	74		212	5		69	360
HI	1		5				6
IA	54	68	405	39		251	817
ID	14	70		5	56		145
IL	218		579	36		153	986
IN	209	251	11	13	34	7	525
KS	56		299	30		189	574
KY	45	130	135	2	33	27	372
LA	57		158	4		58	277
MA	234	30				2	266
MD	112	53					165
ME	50	101	61			37	249
MI	206	114	238	8	12	56	634
MN	39		286	5		313	643
MO	137	384		21	179		721
MS	34	90	83	5	18	9	239
MT			123			137	260
NC	133	24	222	7		46	432
ND			93			207	300
NE	28	142	167	4	107		448
NH	32	92	25				149
NJ	188		21				209
NM	12		59	3		89	163
NV	21		41	4		30	96
NY	401	247	82	1	16		747

State	Mandatory (M)	Mandatory State (M)	Optional	Mandatory Single SP (M*)	Mandatory State Single SP (M*)	Excluded	Total
OH	363	163	141	9	12	51	739
OK	96	15	157	44		217	529
OR	36	103	54			62	255
PA	415	339	12		10		776
PR	47		36	1			84
RI	25						25
SC	83		114	24		19	240
SD			87			181	268
TN	103		176	6		56	341
TX	286	7	577	38		369	1,277
UT	24		39	9	1	59	132
VA	119	184	66				369
VT		101	40				141
WA	54	146	1	4	24		229
WI	113	252	131	15	91		602
WV	7	153	10		3	55	228
WY			54			38	92
<b>Grand Total</b>	<b>4,914</b>	<b>3,525</b>	<b>5,774</b>	<b>397</b>	<b>808</b>	<b>3,122</b>	<b>18,540</b>

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

Following is a summary of the aggregated total by pool of the service providers participating in the pooled areas in 2012. There are 2,505 distinct service providers participating in 15,418 distinct pooled rate centers in 242 NPA and NPA complexes 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	50	22
202	37	1
203/475	34	32
205	36	66
206	44	5
207	50	212
208	53	145
209	35	55
210	33	1
212/646/917	52	1

NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
213	46	3
214/469/972	62	43
215/267	44	36
216	31	4
217	33	216
218	39	82
219	33	45
224/847	37	42
225	34	34
228	26	11
229	32	68
231	32	84
234/330	38	109
239	26	14
240/301	60	63
248/947	41	20
251	36	42
252	29	79
253	37	11
254	42	69
256/938	39	91
260	29	76
262	33	60
269	38	76
270	51	170
276	37	78
281/713/832	61	45
302	35	30
303/720	43	16
304/681	35	173

NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
305	32	1
305/786	47	4
307	23	54
308	26	167
309	35	125
310/424	43	16
312/872	38	1
313	36	6
314	29	7
315	43	149
316	25	14
317	38	36
318	27	78
319	32	92
320	36	85
321	30	5
321/407	43	17
323	41	12
325	29	55
331/630	38	25
334	39	72
336	51	80
337	35	59
339/781	33	40
347/718/917/929	45	11
347/718/929	34	2
351/978	36	58
352	31	47
360	56	76
361	33	63
385/801	27	20
386	35	25
401	24	25

NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
402	53	281
404/470/678	48	1
405	35	82
406	23	123
408/669	44	11
409	36	39
410/443/667	48	102
412/878	33	23
413	30	61
414	28	4
415	47	14
417	42	155
419/567	41	162
423	46	65
425	38	14
430/903	53	142
432	21	36
434	31	66
435	33	53
440	38	62
442/760	54	83
458/541	49	132
470/678/770	52	41
478	41	35
479	25	46
480	35	1
484/610	50	90
501	29	52
502	33	35
503/971	51	61
504	31	5
505	32	29
507	40	133

NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
508/774	36	85
509	50	123
510	37	13
512	50	34
513	31	25
515	42	78
516	42	11
517	51	76
518	43	135
520	34	27
530	48	115
534/715	65	253
539/918	41	120
540	45	117
559	34	57
561	40	7
562	41	9
563	29	78
570	48	180
571/703	47	19
573	32	216
574	34	52
575	31	45
580	34	110
585	36	77
586	36	11
601/769	43	97
602	29	1
603	40	149
605	23	87
606	30	98
607	31	105
608	50	159

NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
609	41	39
612	40	1
614	36	16
615	39	49
616	40	36
617/857	37	20
618	39	202
619	42	11
620	47	165
623	29	1
626	42	10
631	41	53
636	28	46
641	38	153
650	38	15
651	46	11
657/714	43	13
660	29	224
661	46	32
662	45	122
682/817	55	24
701	39	93
702	32	16
704/980	43	53
706/762	72	99
707	44	75
708	35	32
712	41	165
716	37	79
717	42	107
719	33	55
724/878	45	162
727	37	5



NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
731	33	58
732/848	39	36
734	47	33
740	47	187
747/818	42	16
754/954	42	5
757	26	34
763	50	11
765	44	138
772	36	8
773/872	34	10
775	31	50
779/815	48	180
785	41	175
787/939	12	84
802	24	141
803	52	77
804	27	55
805	51	40
806	31	80
808	17	6
810	34	47
812	54	171
813	41	8
814	44	178
816	38	73
828	34	69
830	45	79
831	35	24
843	41	84
845	57	96
850	40	59
856	41	32

NPA/NPA COMPLEX	Pooling OCNs	Pooled Rate Centers
858	37	8
859	39	42
860	30	57
862/973	49	42
863	38	23
864	40	60
865	32	32
870	26	121
901	28	14
904	34	18
906	21	54
907	21	260
908	42	38
909	44	21
910	35	68
912	42	47
913	36	31
914	45	28
915	29	7
916	45	16
919/984	40	37
920	57	126
925	35	17
928	34	60
931	40	67
936	38	46
937	41	123
940	48	66
941	38	11
949	41	7
951	41	20
952	44	7
956	33	30



<b>NPA/NPA COMPLEX</b>	<b>Pooling OCNs</b>	<b>Pooled Rate Centers</b>
<b>970</b>	36	94
<b>979</b>	38	49

<b>NPA/NPA COMPLEX</b>	<b>Pooling OCNs</b>	<b>Pooled Rate Centers</b>
<b>985</b>	32	43
<b>989</b>	43	135

## Section 5 - Forecast Results and a Review of Forecasts versus Actual Block Activation in 2012

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 2012, when comparing the number of blocks forecasted against the number of blocks assigned, 41.6% of the blocks forecasted were assigned, which is the third highest percentage since we began pooling. There were:

- 242 NPA complexes;
- 10,400 distinct rate areas with forecasts;
- 113,077 forecasted blocks; and
- 47,014 blocks assigned.

### 5.1 Forecasted versus Actual Block Assignments by NPA or NPA complex for 2012

The table below shows that 113,077 blocks were forecasted and 47,014 blocks were assigned in 242 NPA and NPA complexes during the 2012 calendar year. This resulted in 41.6% of the forecasted blocks being assigned. The lowest percentage was 21.3% in 2004.

Carriers forecasted a need for blocks in 10,400 pooling rate centers out of the 15,418 pooling rate centers, or in 67% of them. In 5,018 pooling rate centers, no blocks were forecasted during 2012. When compared with 2011, the number of blocks assigned decreased 10% while the number of blocks forecasted increased 25%. The Mississippi 662 NPA had the lowest percentage of blocks assigned compared to total forecast, at 12%, while the Rhode Island 401 NPA had the highest ratio at 94%.

**Table 5-1  
Forecasted versus Actual Block Assignments by NPA or NPA complex for 2012**

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
201/551	NJ	448	220	49.11%
202	DC	304	215	70.72%
203/475	CT	472	257	54.45%
205	AL	409	215	52.57%
206	WA	430	123	28.60%

<b>NPA/NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
207	ME	1,032	483	46.80%
208	ID	755	338	44.77%
209	CA	527	211	40.04%
210	TX	396	231	58.33%
212/646/917	NY	656	355	54.12%
213	CA	507	148	29.19%
214/469/972	TX	1,714	753	43.93%
215/267	PA	828	479	57.85%
216	OH	192	106	55.21%
217	IL	556	126	22.66%
218	MN	489	155	31.70%
219	IN	349	142	40.69%
224/847	IL	1,348	364	27.00%
225	LA	133	63	47.37%
228	MS	142	35	24.65%
229	GA	258	95	36.82%
231	MI	212	141	66.51%
234/330	OH	602	328	54.49%
239	FL	228	115	50.44%
240/301	MD	822	436	53.04%
248/947	MI	393	182	46.31%
251	AL	145	59	40.69%
252	NC	267	139	52.06%
253	WA	210	80	38.10%
254	TX	201	79	39.30%
256/938	AL	345	188	54.49%
260	IN	311	114	36.66%
262	WI	633	143	22.59%
269	MI	268	123	45.90%
270	KY	318	123	38.68%
276	VA	294	97	32.99%
281/713/832	TX	1,740	914	52.53%
302	DE	306	116	37.91%
303/720	CO	842	387	45.96%

<b>NPA/NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
<b>304/681</b>	WV	658	197	29.94%
<b>305</b>	FL	196	79	40.31%
<b>305/786</b>	FL	1,045	370	35.41%
<b>307</b>	WY	304	192	63.16%
<b>308</b>	NE	266	80	30.08%
<b>309</b>	IL	415	72	17.35%
<b>310/424</b>	CA	949	351	36.99%
<b>312/872</b>	IL	546	193	35.35%
<b>313</b>	MI	409	196	47.92%
<b>314</b>	MO	512	184	35.94%
<b>315</b>	NY	896	380	42.41%
<b>316</b>	KS	340	136	40.00%
<b>317</b>	IN	458	226	49.34%
<b>318</b>	LA	264	102	38.64%
<b>319</b>	IA	306	140	45.75%
<b>320</b>	MN	459	125	27.23%
<b>321</b>	FL	173	80	46.24%
<b>321/407</b>	FL	778	313	40.23%
<b>323</b>	CA	386	253	65.54%
<b>325</b>	TX	53	26	49.06%
<b>331/630</b>	IL	673	244	36.26%
<b>334</b>	AL	318	117	36.79%
<b>336</b>	NC	422	186	44.08%
<b>337</b>	LA	129	92	71.32%
<b>339/781</b>	MA	393	222	56.49%
<b>347/718/917/</b>	NY	1,916	681	35.54%
<b>347/718/929</b>	NY	248	60	24.19%
<b>351/978</b>	MA	413	198	47.94%
<b>352</b>	FL	482	138	28.63%
<b>360</b>	WA	563	131	23.27%
<b>361</b>	TX	159	65	40.88%
<b>385/801</b>	UT	553	307	55.52%
<b>386</b>	FL	302	71	23.51%
<b>401</b>	RI	173	162	93.64%

<b>NPA/NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
<b>402/531</b>	NE	341	150	43.99%
<b>404/470/678</b>	GA	950	415	43.68%
<b>405</b>	OK	808	491	60.77%
<b>406</b>	MT	526	227	43.16%
<b>408/669</b>	CA	718	365	50.84%
<b>409</b>	TX	187	102	54.55%
<b>410/443/667</b>	MD	1,464	892	60.93%
<b>412/878</b>	PA	552	240	43.48%
<b>413</b>	MA	395	216	54.68%
<b>414</b>	WI	384	93	24.22%
<b>415</b>	CA	803	305	37.98%
<b>417</b>	MO	287	131	45.64%
<b>419/567</b>	OH	299	140	46.82%
<b>423</b>	TN	517	137	26.50%
<b>425</b>	WA	263	110	41.83%
<b>430/903</b>	TX	606	198	32.67%
<b>432</b>	TX	109	62	56.88%
<b>434</b>	VA	315	139	44.13%
<b>435</b>	UT	352	198	56.25%
<b>440</b>	OH	486	273	56.17%
<b>442/760</b>	CA	1,041	352	33.81%
<b>458/541</b>	OR	1,054	541	51.33%
<b>470/678/770</b>	GA	1,520	645	42.43%
<b>478</b>	GA	207	72	34.78%
<b>479</b>	AR	175	72	41.14%
<b>480</b>	AZ	492	216	43.90%
<b>484/610</b>	PA	822	386	46.96%
<b>501</b>	AR	265	78	29.43%
<b>502</b>	KY	551	336	60.98%
<b>503/971</b>	OR	742	304	40.97%
<b>504</b>	LA	236	83	35.17%
<b>505</b>	NM	310	160	51.61%
<b>507</b>	MN	355	87	24.51%
<b>508/774</b>	MA	684	366	53.51%

<b>NPA/NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
509	WA	546	111	20.33%
510	CA	578	237	41.00%
512	TX	479	264	55.11%
513	OH	399	224	56.14%
515	IA	485	237	48.87%
516	NY	944	230	24.36%
517	MI	305	109	35.74%
518	NY	655	426	65.04%
520	AZ	368	238	64.67%
530	CA	571	185	32.40%
534/715	WI	298	93	31.21%
539/918	OK	1,164	530	45.53%
540	VA	432	195	45.14%
559	CA	279	180	64.52%
561	FL	476	199	41.81%
562	CA	223	141	63.23%
563	IA	198	80	40.40%
570	PA	729	276	37.86%
571/703	VA	607	335	55.19%
573	MO	317	134	42.27%
574	IN	235	86	36.60%
575	NM	276	107	38.77%
580	OK	193	108	55.96%
585	NY	620	256	41.29%
586	MI	190	109	57.37%
601/769	MS	538	83	15.43%
602	AZ	440	249	56.59%
603	NH	407	236	57.99%
605	SD	289	101	34.95%
606	KY	269	142	52.79%
607	NY	357	115	32.21%
608	WI	257	103	40.08%
609	NJ	523	221	42.26%
612	MN	432	134	31.02%

<b>NPA/NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
614	OH	556	318	57.19%
615	TN	424	193	45.52%
616	MI	189	114	60.32%
617/857	MA	904	339	37.50%
618	IL	378	139	36.77%
619	CA	497	229	46.08%
620	KS	293	121	41.30%
623	AZ	134	63	47.01%
626	CA	237	163	68.78%
631	NY	2,019	440	21.79%
636	MO	267	123	46.07%
641	IA	293	86	29.35%
650	CA	401	215	53.62%
651	MN	259	95	36.68%
657/714	CA	439	277	63.10%
660	MO	179	34	18.99%
661	CA	234	151	64.53%
662	MS	808	95	11.76%
682/817	TX	602	288	47.84%
701	ND	371	132	35.58%
702	NV	763	293	38.40%
704/980	NC	474	243	51.27%
706/762	GA	852	285	33.45%
707	CA	1,272	393	30.90%
708	IL	718	173	24.09%
712	IA	244	66	27.05%
716	NY	657	363	55.25%
717	PA	625	268	42.88%
719	CO	448	228	50.89%
724/878	PA	492	155	31.50%
727	FL	360	124	34.44%
731	TN	235	61	25.96%
732/848	NJ	516	241	46.71%
734	MI	345	162	46.96%



<b>NPA/NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
740	OH	554	219	39.53%
747/818	CA	377	199	52.79%
754/954	FL	521	271	52.02%
757	VA	268	142	52.99%
763	MN	286	145	50.70%
765	IN	586	202	34.47%
772	FL	297	97	32.66%
773/872	IL	904	158	17.48%
775	NV	162	115	70.99%
779/815	IL	857	206	24.04%
785	KS	321	115	35.83%
787/939	PR	314	108	34.39%
802	VT	382	58	15.18%
803	SC	496	166	33.47%
804	VA	441	162	36.73%
805	CA	457	241	52.74%
806	TX	75	47	62.67%
808	HI	270	139	51.48%
810	MI	274	128	46.72%
812	IN	422	174	41.23%
813	FL	1,018	194	19.06%
814	PA	544	215	39.52%
816	MO	449	176	39.20%
828	NC	384	168	43.75%
830	TX	213	127	59.62%
831	CA	174	80	45.98%
843	SC	411	167	40.63%
845	NY	1,093	319	29.19%
850	FL	264	109	41.29%
856	NJ	418	171	40.91%
858	CA	251	151	60.16%
859	KY	336	205	61.01%
860	CT	381	160	41.99%
862/973	NJ	417	201	48.20%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
863	FL	444	119	26.80%
864	SC	329	160	48.63%
865	TN	200	80	40.00%
870	AR	363	100	27.55%
901	TN	250	120	48.00%
904	FL	334	146	43.71%
906	MI	69	45	65.22%
907	AK	153	90	58.82%
908	NJ	250	87	34.80%
909	CA	451	246	54.55%
910	NC	378	152	40.21%
912	GA	396	158	39.90%
913	KS	304	133	43.75%
914	NY	1,369	333	24.32%
915	TX	223	88	39.46%
916	CA	364	177	48.63%
919/984	NC	431	224	51.97%
920	WI	214	63	29.44%
925	CA	325	176	54.15%
928	AZ	354	196	55.37%
931	TN	294	45	15.31%
936	TX	292	80	27.40%
937	OH	333	190	57.06%
940	TX	130	54	41.54%
941	FL	239	81	33.89%
949	CA	269	196	72.86%
951	CA	332	150	45.18%
952	MN	181	56	30.94%
956	TX	175	127	72.57%
970	CO	760	348	45.79%
979	TX	231	76	32.90%
985	LA	212	69	32.55%
989	MI	192	141	73.44%
<b>Totals</b>		<b>113,077</b>	<b>47,014</b>	<b>41.58%</b>

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

Table 5-2 below shows that there were 22 NPA/NPA complex areas where fewer than 25% of the blocks forecasted were assigned in 2012. Compared to the only one in 2011, five in 2010, and 25 in 2009, this represents a reversal in the recent 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%**

<b>NPA/NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
662	MS	808	95	11.76%
802	VT	382	58	15.18%
931	TN	294	45	15.31%
601/769	MS	538	83	15.43%
309	IL	415	72	17.35%
773/872	IL	904	158	17.48%
660	MO	179	34	18.99%
813	FL	1,018	194	19.06%
509	WA	546	111	20.33%
631	NY	2,019	440	21.79%
262	WI	633	143	22.59%
217	IL	556	126	22.66%
360	WA	563	131	23.27%
386	FL	302	71	23.51%
779/815	IL	857	206	24.04%
708	IL	718	173	24.09%
347/718/929	NY	248	60	24.19%
414	WI	384	93	24.22%
914	NY	1,369	333	24.32%
516	NY	944	230	24.36%
507	MN	355	87	24.51%
228	MS	142	35	24.65%

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

Table 5-3 below shows that there were 74 NPA/NPA complex areas where the ratio between blocks forecasted and blocks assigned was above 50% in 2012. Compared to 195 from 2011, 127 from 2010, and 76 in 2009, 2012 has a substantial reduction in the number of NPA complex areas where the ratio between blocks forecasted and blocks assigned was above 50%. In only one of those areas was the percent assigned over 75%, compared to 22 in 2011, nine in 2010, and two in 2009.

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

<b>NPA/NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
<b>239</b>	FL	228	115	50.44%
<b>763</b>	MN	286	145	50.70%
<b>408/669</b>	CA	718	365	50.84%
<b>719</b>	CO	448	228	50.89%
<b>704/980</b>	NC	474	243	51.27%
<b>458/541</b>	OR	1,054	541	51.33%
<b>808</b>	HI	270	139	51.48%
<b>505</b>	NM	310	160	51.61%
<b>919/984</b>	NC	431	224	51.97%
<b>754/954</b>	FL	521	271	52.02%
<b>252</b>	NC	267	139	52.06%
<b>281/713/832</b>	TX	1,740	914	52.53%
<b>205</b>	AL	409	215	52.57%
<b>805</b>	CA	457	241	52.74%
<b>747/818</b>	CA	377	199	52.79%
<b>606</b>	KY	269	142	52.79%
<b>757</b>	VA	268	142	52.99%
<b>240/301</b>	MD	822	436	53.04%
<b>508/774</b>	MA	684	366	53.51%
<b>650</b>	CA	401	215	53.62%
<b>212/646/917</b>	NY	656	355	54.12%
<b>925</b>	CA	325	176	54.15%
<b>203/475</b>	CT	472	257	54.45%
<b>234/330</b>	OH	602	328	54.49%

<b>NPA/NPA Complex</b>	<b>State</b>	<b>Blocks Forecasted</b>	<b>Blocks Assigned</b>	<b>Percent Assigned</b>
<b>256/938</b>	AL	345	188	54.49%
<b>409</b>	TX	187	102	54.55%
<b>909</b>	CA	451	246	54.55%
<b>413</b>	MA	395	216	54.68%
<b>512</b>	TX	479	264	55.11%
<b>571/703</b>	VA	607	335	55.19%
<b>216</b>	OH	192	106	55.21%
<b>716</b>	NY	657	363	55.25%
<b>928</b>	AZ	354	196	55.37%
<b>385/801</b>	UT	553	307	55.52%
<b>580</b>	OK	193	108	55.96%
<b>513</b>	OH	399	224	56.14%
<b>440</b>	OH	486	273	56.17%
<b>435</b>	UT	352	198	56.25%
<b>339/781</b>	MA	393	222	56.49%
<b>602</b>	AZ	440	249	56.59%
<b>432</b>	TX	109	62	56.88%
<b>937</b>	OH	333	190	57.06%
<b>614</b>	OH	556	318	57.19%
<b>586</b>	MI	190	109	57.37%
<b>215/267</b>	PA	828	479	57.85%
<b>603</b>	NH	407	236	57.99%
<b>210</b>	TX	396	231	58.33%
<b>907</b>	AK	153	90	58.82%
<b>830</b>	TX	213	127	59.62%
<b>858</b>	CA	251	151	60.16%
<b>616</b>	MI	189	114	60.32%
<b>405</b>	OK	808	491	60.77%
<b>410/443/667</b>	MD	1,464	892	60.93%
<b>502</b>	KY	551	336	60.98%
<b>859</b>	KY	336	205	61.01%
<b>806</b>	TX	75	47	62.67%
<b>657/714</b>	CA	439	277	63.10%
<b>307</b>	WY	304	192	63.16%

NPA/NPA Complex	State	Blocks Forecasted	Blocks Assigned	Percent Assigned
562	CA	223	141	63.23%
559	CA	279	180	64.52%
661	CA	234	151	64.53%
520	AZ	368	238	64.67%
518	NY	655	426	65.04%
906	MI	69	45	65.22%
323	CA	386	253	65.54%
231	MI	212	141	66.51%
626	CA	237	163	68.78%
202	DC	304	215	70.72%
775	NV	162	115	70.99%
337	LA	129	92	71.32%
956	TX	175	127	72.57%
949	CA	269	196	72.86%
989	MI	192	141	73.44%
401	RI	173	162	93.64%

#### 5.4. Analysis of Forecasted-versus-Actual-Blocks Assigned Percentage since 2008

For the five years since 2008, the forecasted-versus-actual-blocks-assigned percentage in 2012 ranks third. The volume of assigned blocks is the third highest since we began pooling and forecasted blocks are the second highest as compared with the other reported years, but the ratio of assigned blocks to forecasted blocks has decreased to 41.6% compared to 57.5% in 2011.

The following chart illustrates the ratio between forecasts and actual assigned blocks from 2008 through 2012 ranked from highest percentage to lowest.

**Table 5-4**

**Summary of Forecasts and Actual Assigned Blocks from 2008 through 2012**

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	<b>2012</b>	<b>113,077</b>	<b>47,014</b>	<b>41.6%</b>
4	2008	116,843	47,898	41.0%
5	2009	88,920	34,364	38.6%

## Section 6 - System and Performance Metrics

“I am very satisfied with the System, Pooling Administrators and Help desk. I get quick responses to any questions or concerns I might have.”

2012 PA Survey Comment



### 6.1 Pooling Administration System Performance in 2012

The Pooling Administration System (PAS) is the nucleus of national thousand block pooling 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 2012, 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 required to be available 24 hours a day, seven days a week, there were a possible 8,784 hours that PAS could be available in 2012 (24 hours more than usual due to the leap year). Exceptionally, the only *unscheduled* down time for the year totaled 12 minutes and 3 seconds. The performance metric allows for nine hours of unscheduled maintenance so



PAS has exceeded the performance metric for each year of this contract.

PAS became unavailable for 12 minutes and 3 seconds in non-core business hours without prior notice on June 7, during routine database maintenance for which we anticipated no down time to be needed. During a maintenance window for a time zone change on the database server, Neustar encountered a problem with the PAS failover from Sterling to Charlotte which caused PAS to be inaccessible until the failover was reversed and the application was restored to Sterling. To our knowledge no customers were affected by this outage and no trouble tickets were opened.

In addition to the unscheduled unavailability, there were two instances

of scheduled unavailability on April 27 and September 6. For the April 27 maintenance we requested a total of four hours to upgrade the PAS database to the latest major release of Oracle. We completed the upgrade, with total scheduled PAS unavailability of two hours and 37 minutes. For the September 6 maintenance we requested two hours to perform maintenance activities on PAS and we used 15 minutes.

Scheduled down time is not included in the overall calculation of scheduled availability performance metric. However, even if both scheduled and unscheduled downtime for PAS were combined, that overall availability percentage of 99.96% would still be well above the performance metric of 99.9%.

Table 6-1 summarizes PAS performance in 2012.

**Table 6-1  
Summary of PAS Performance in 2012**

<b>MONTH</b>	<b>NUMBER OF POSSIBLE AVAILABLE HOURS</b>	<b>NUMBER OF HOURS AVAILABLE</b>	<b>TOTAL UNAVAILABILITY</b>	<b>SCHEDULED (S) OR UNSCHEDULED (U) UNAVAILABILITY</b>	<b>PERCENT ACTUAL HOURS AVAILABLE</b>
<b>January</b>	744	744			100%
<b>February</b>	696	696			100%
<b>March</b>	744	744			100%
<b>April</b>	720	717 hours 8 minutes	2 hours 37 minutes	S	99.60%
<b>May</b>	744	744			100%



June	720	719 hours 47 minutes 57 seconds	12 minutes 3 seconds	U	99.97%
July	744	744			100%
August	744	744			100%
September	720	719 hours 45 minutes	15 minutes	S	99.97%
October	744	744			100%
November	720	720			100%
December	744	744			100%

### 6.1.1 PAS Performance Metrics

In 2012, 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
<b>PAS Availability (See PWS 3.3)</b>	Pooling Administration System is available	99.9%	SIGNIFICANTLY EXCEEDED THE REQUIREMENT WITH A SCHEDULED AVAILABILITY LEVEL OF 99.998%
<b>Maintenance (See PWS 3.3)</b>	Unscheduled maintenance of the PAS is less than 9 hours in any 12 month period	100%	THERE WAS ONE INCIDENCE OF 12 MINUTES AND 3 SECONDS OF UNSCHEDULED DOWNTIME IN 2012
<b>Maintenance (See PWS 3.3)</b>	Scheduled maintenance of the PAS is less than 24 hours in any 12 month period	100%	THERE WERE 2 HOURS AND 52 MINUTES OF TOTAL APPROVED DOWNTIME IN 2012

### 6.1.2 PAS Performance from 2008 through 2012

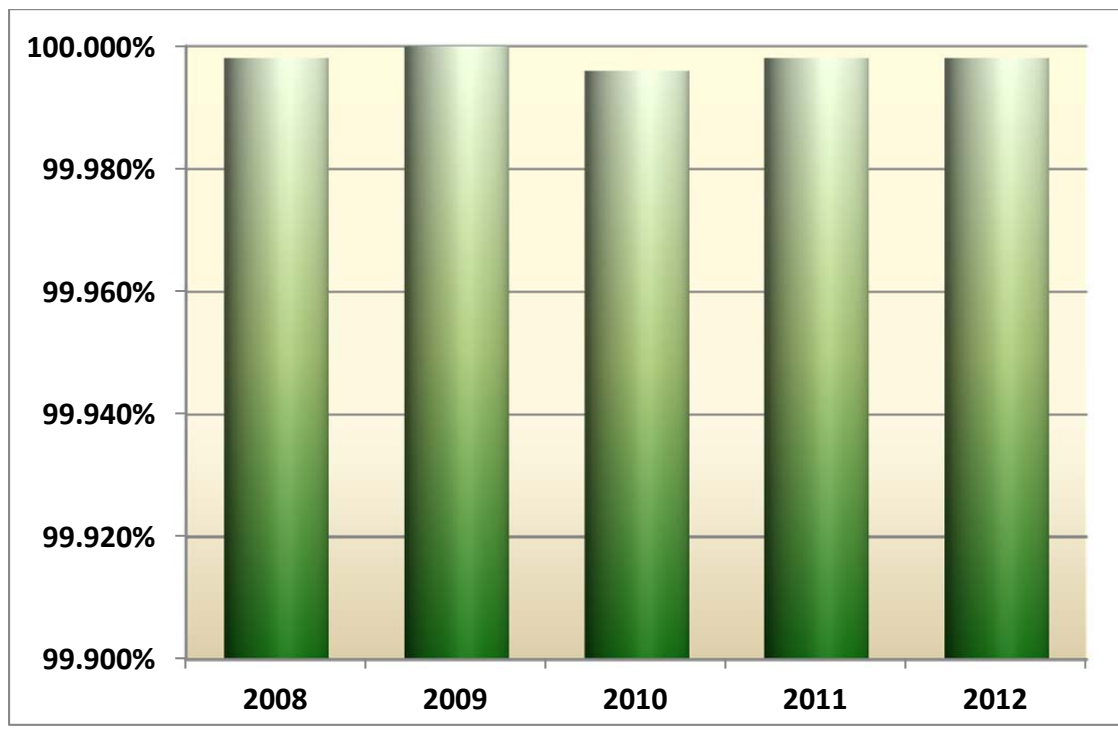
Table 6-3 provides actual availability numbers for the PAS from 2008 through 2012. *In each year, the PAS availability far exceeded the requirement of 99.9%.*

**Table 6-3**  
**PAS Performance from 2008 through 2012**

YEAR	PERCENT OF ACTUAL AVAILABILITY
2008	99.998%
2009	100%
2010	99.996%
2011	99.998%
2012	99.998%

Figure 6 provides an illustration of the exceptional PAS reliability since 2008.

**Figure 6: Percent Annual Uptime**



### 6.1.3 PAS Updates in 2012

As expected with an aging system, there were numerous maintenance updates and builds in 2012, some of which required making PAS briefly unavailable during non-core business hours during FCC-approved maintenance windows. Although we requested and were approved for 21 hours and 30 minutes of scheduled downtime for maintenance activities, we used only 2 hours and 52 minutes. There were five PAS builds, of which two were related to

change orders and three were for system maintenance. Change Order 20 was implemented on June 29 and Change Orders 21 and 22 were implemented in the PAS on November 1. The maintenance activities are outlined below. Customers experienced only one incident of unscheduled availability as result of these maintenance activities, on June 7, but no trouble reports were made to the Help Desk during that time.

DATE	CHANGE ORDER/S	ACTIVITY TYPE	TIME APPROVED/USED
<b>April 27</b>		Maintenance build - upgraded the Pooling Administration System database to the latest major release of Oracle	Approved for 4 hours; Used 2 hours and 37 minutes
<b>May 27</b>		Maintenance	Approved for 2.5 hours; Used ZERO
<b>June 7</b>		Maintenance build	None requested. Unscheduled downtime: 12 minutes and 3 seconds
<b>June 26</b>		Maintenance	Approved for 3 hours; Used ZERO
<b>June 29</b>	Change Order 20	Build - added 4 new enhancements to PAS. See Section 2.X for more detail.	None requested
<b>August 6</b>		Maintenance	Approved for 2 hours; Used ZERO
<b>August 8</b>		Maintenance	Approved for 2 hours; Used ZERO
<b>August 17</b>		Maintenance	Approved for 30 minutes; Used ZERO
<b>September 6</b>		Maintenance build	Approved for 2 hours; Used 15 minutes
<b>October 2</b>		Maintenance	Approved 2 hours; Used ZERO

DATE	CHANGE ORDER/S	ACTIVITY TYPE	TIME APPROVED/USED
November 1	Change Orders 21 & 22	Build - added the Parent Company OCN field to Part 3 forms and <i>Part 1/1A, Part 3</i> and <i>PA Activity</i> reports (Change Order 21) and created a new <i>Total Numbering Resources</i> report (Change Order 22).	None requested
November 15		Maintenance - Firewall upgrade	Approved for 3 hours; Used ZERO
November 27		Maintenance - Firewall upgrade	Approved for 3 hours; Used ZERO

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 provide this additional notice in response to a comment on a past annual NANC performance survey.

## 6.2 Routing Number Administration System (RNAS) Performance in 2012

### 6.2.1 Summary of RNAS Performance in 2012

As with PAS, the Routing Number Administration System (RNAS) is the nucleus of the routing number administration (p-ANI) operation and is

vitaly important to our customers for obtaining E9-1-1 resources. Because RNAS stores all of the information relating to p-ANI administration and provides many essential reporting features that generally contain real-time data, reliability is equally essential.

RNAS went live on March 19, 2012. Since that time there have been no instances of unscheduled down time. Therefore, **RNAS scheduled availability in 2012 was 100%.**

Scheduled down time is not included in the overall calculation of scheduled availability performance metric. However, if both the 13 minutes and 45 seconds of scheduled and zero unscheduled downtime for RNAS were combined, the overall availability of 99.997% would still be well above the performance metric of 99.9%.

Following is a summary of RNAS performance in 2012:

**Table 6-5**

**Summary of RNAS Performance in 2012**

MONTH	NUMBER OF POSSIBLE AVAILABLE HOURS	NUMBER OF HOURS AVAILABLE	TOTAL UNAVAILABILITY	SCHEDULED (S) OR UNSCHEDULED (U) AVAILABILITY	PERCENT SCHEDULED HOURS AVAILABLE
March	312	312			100%
April	720	720			100%
May	744	744			100%
June	720	719 hours 46 minutes 17 seconds	13 minutes 43 seconds	S	99.97%
July	744	744			100%
August	744	744			100%
September	720	720			100%
October	744	744			100%
November	720	720			100%
December	744	744			100%

**6.2.2 RNAS Performance Metrics**

In 2012, as outlined in Table 6-2, RNAS consistently exceeded the required performance metrics as set forth in Clause C.1, Section 5.0 of the Contract for PA systems performance:

**Table 6-2  
RNAS PERFORMANCE METRICS**

PERFORMANCE STANDARD	REQUIRED SERVICE	ACCEPTABLE QUALITY LEVEL	ACCOMPLISHMENT
Routing Number Administration System is available	RNAS Availability (See PWS 3.3)	99.9%	SIGNIFICANTLY EXCEEDED THE REQUIREMENT WITH A SCHEDULED AVAILABILITY LEVEL OF 100%

PERFORMANCE STANDARD	REQUIRED SERVICE	ACCEPTABLE QUALITY LEVEL	ACCOMPLISHMENT
Unscheduled maintenance of the RNAS is less than 9 hours in any 12 month period	Maintenance (See PWS 3.3)	100%	THERE WERE NO INCIDENTS OF UNSCHEDULED DOWNTIME IN 2012
Scheduled maintenance of the RNAS is less than 24 hours in any 12 month period	Maintenance (See PWS 3.3)	100%	THERE WERE 13 MINUTES AND 43 SECONDS OF APPROVED DOWNTIME IN 2012

### 6.2.3 RNAS Maintenance in 2012

Since RNAS became publicly available on March 19, there have been several instances of maintenance performed on the system. One build added the service provider annual reporting functionality to RNAS on December 13; the other nine were maintenance-related. Customers experienced no incidents of unscheduled availability as result of these maintenance activities but there were 13 minutes and 43 seconds of approved scheduled maintenance on June 26.

**Table 6-6  
RNAS Maintenance in 2012**

DATE	ACTIVITY TYPE	TIME APPROVED/USED
March 23	Maintenance build	None requested
March 30	Maintenance build	None requested
April 20	Maintenance	None requested
April 25	Maintenance build	None requested
June 7	Maintenance	None requested
June 26	Maintenance	Approved for 3 hours; Used 13 minutes and 43 seconds
August 8	Maintenance	Approved for 2 hours; Used ZERO

DATE	ACTIVITY TYPE	TIME APPROVED/USED
November 15	Maintenance Firewall upgrade	Approved for 3 hours; Used ZERO
November 27	Maintenance Firewall upgrade	Approved for 3 hours; Used ZERO
December 13	Build – adding annual reporting functionality	None requested

### 6.3 PA and RNA Systems Disaster Recovery Testing

The PA successfully completed technical disaster recovery testing for both PAS and RNAS from October 26 through October 28 with no downtime for either system. Testing included switching PAS and RNAS to the backup site in Charlotte and returning them to the primary location in Sterling as well as other tests designed to ensure Neustar’s ability to reestablish the PAS and RNAS Operating Systems and Applications in the event of a catastrophic failure. The system testing followed office process

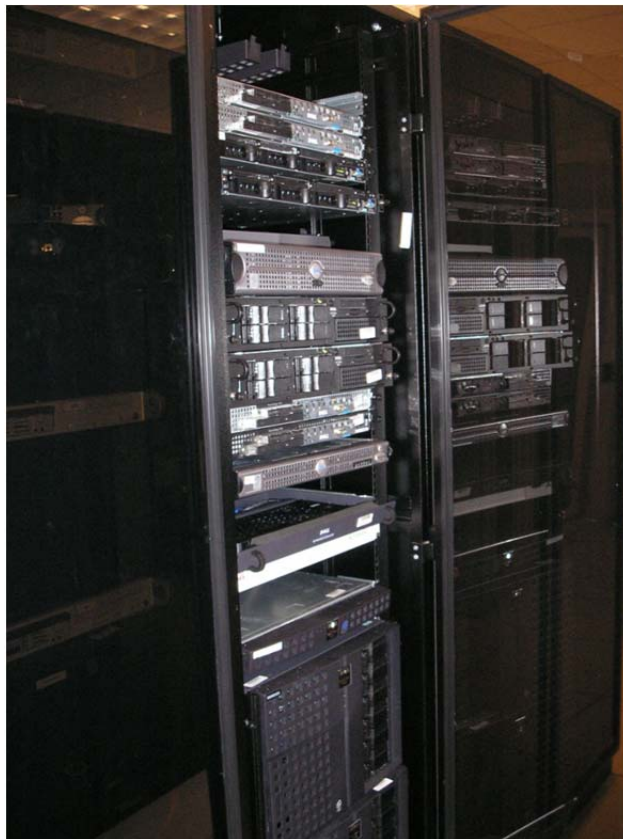
testing conducted in the Concord office to assure participation in evacuation procedures and the ability of personnel to access the system from off site.



## Section 7 - Status of Required Transferable Property

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

In addition, Clause C.1 of the Contract for Pooling Administration Services, FCC Contract No. CON07000005, Section 4.9, directs that “The contractor shall furnish a Transition Plan within 180 calendar days of contract termination per Section 3.20.5.” In accordance with the contract requirement, we submitted the Neustar Pooling Administration Transition Plan on February 16, 2012.





## Section 8 - Industry Issue Identification/Feedback

The PA works with the industry through several channels during the year: participation in the North American Numbering Council (NANC) meetings, interaction with the Numbering Oversight Working Group (NOWG), and participation in industry forums. This section contains information on the industry forums the PA participated in and the issues that the PA submitted, as well as the feedback the PA received from the NOWG for the previous-year's performance and through the annual PA survey.

### 8.1 North American Numbering Council (NANC)

Neustar, as national PA, participated in the four meetings of the North American Numbering Council (NANC) in 2012 and reported on the status of thousands-block pooling administration and events affecting the performance of the PA.

The PA also participated in one NANC subgroup -- the Future of Numbering (FoN) Working Group. The following describes this committee:

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

The NANC formed the Future of Numbering (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 most of the FoN working group meetings in 2012.

### 8.2 Industry Forums

As the national PA, our participation at industry forums includes:

- Working on issues that affected pooling and p-ANI administration;
- Answering questions relating to the thousands-block pooling process and the p-ANI administration process;
- Actively participating in discussions; and
- Developing and submitting new issues based on input we received from the industry, regulators, and internal sources.

The PA participated in the following industry forums in 2012:

- **Industry Numbering Committee (INC)** – the PA participated in six in-person INC meetings and two conference calls. The PA submitted eight new issues and eleven new contributions. Five issues (see Table

8-1) and seven contributions (See Table 8-2) submitted in 2012 were pooling-related. Three issues (see Table 8-3) and four contributions (See Table 8-4) submitted in 2012 were p-ANI-related. In 2012, Tara Farquhar continued to serve as the Numbering and Addressing Resource Planning Subcommittee (NARP) Subcommittee tri-chair and in December of 2012 she was elected as the Document Management/Maintenance (DMM) co-chair.

- **Common Interest Group on Rating and Routing (CIGRR)** – the PA participated in the four in-person CIGRR meetings and 17 conference calls. The PA continued to work one issue that was originally submitted in 2010, in 2012. (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 BCRnoNXD and 3E 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).

- **Local Number Portability Working Group (LNPA WG)** – the PA participated in LNPA WG meetings monthly as a subject matter resource.
- **Emergency Services Interconnection Forum (ESIF)** – the PA, as Interim and Permanent Routing Number Administrator, participated in three in-person and six conference call ESIF meetings in 2012 and submitted one new incoming correspondence for discussion. (See Table 8-6) Amy Putnam continued as the co-chair of the ESIF-ECDR (Emergency Call & Data Routing) subcommittee.

Tables 8-1 through 8-6 show the issues and contributions for each industry forum in 2012.

**Table 8-1  
2012 Pooling INC Issues**

INC Meeting Number	Issue Number	Supporting Contribution Number	Issue/Contribution Title
INC 122	730	RAM-052	Proof of certification and facilities readiness to transfer a central office code
INC 123	733	RAM-055	Additional updates to types of proof of facility readiness
INC 124	735	RAM-060	Update to facilities readiness language regarding pre-planning checklist
INC 124	736	RAM-061	COCAG Section 6.3. 1 edit regarding rate center change to an NXX
INC 125	742	RAM-070	Update the paper version of the TBPAG Appendix 3: Thousands-Block Pooling Months to Exhaust Certification Worksheet

**Table 8-2  
2012 Pooling INC Contributions**

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 122	RAM-052	Edit Section 7.2 of COCAG to always require proof of certification and facility readiness for transfers	Issue 730: Proof of certification and facility readiness to transfer a central office code
INC 123	RAM-053	Modify when remarks are required on the Part 1A when retrieving a block donated/returned in error	Issue 715: Update TBPAG for retrieving a block donated/returned in error
INC 123	RAM-055	Edit COCAG Section 4.2.2 and TBPAG Section 4.3.1.2	Issue 733: Additional updates to types of proof of facility readiness
INC 124	RAM-060	Update to facilities readiness language regarding pre-planning checklist	Issue 735: Update to facilities readiness language regarding pre-planning checklist

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 124	RAM-061	Amend COCAG Section 6.3.1	Issue 736: COCAG Section 6.3. 1 edit regarding Rate Center change to an NXX
INC 125	RAM-063	Providing Code Holder contact information to affected block holders when PSTN confirmation has not been received	Issue 719: Available "Red" Blocks where PSTN Activation has not been Confirmed
INC 125	RAM-070	Update the paper version of the TBPAG Appendix 3: Thousands-Block Pooling Months to Exhaust Certification Worksheet	Issue 742: Update the paper version of the TBPAG Appendix 3: Thousands-Block Pooling Months to Exhaust Certification Worksheet

**Table 8-3  
2012 p-ANI INC Issues**

INC Meeting Number	Issue Number	Supporting Contribution Number	Issue/Contribution Title
INC 124	734	NARP-025	Updates the conflict resolution and appeals processes of the p-ANI Guidelines
INC 125	739	NARP-026	Add language to the guidelines regarding the exchange of dialable p-ANIs for non-dialable p-ANIs
INC 127	747	NARP-030	Updates to the NPA Relief Activities Section of the p-ANI Guidelines

**Table 8-4  
2012 p-ANI INC Contributions**

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 124	NARP-023	Duplicate and overlapping p-ANIs	Issue 731: Resolving conflicts of duplicate or overlapping p-ANI ranges

INC Meeting # Presented	Contribution Number	Contribution Title	Issue Number/Title
INC 124	NARP-025	Update the conflict resolution and appeals processes of the p-ANI guidelines	Issue 734: Update the conflict resolution and appeals processes of the p-ANI Guidelines
INC 125	NARP-026	Exchanging dialable p-ANIs for non-dialable p-ANIs	Issue 739: Add language to the guidelines regarding the exchange of dialable p-ANIs for non-dialable p-ANIs
INC 127	NARP-030	Updates to the NPA Relief Activities Section of the p-ANI Guidelines	Issue 747: Updates to the NPA Relief Activities Section of the p-ANI Guidelines

**Table 8-5  
2012 Pooling CIGRR Issues**

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

**Table 8-6  
2012 ESIF Incoming Correspondence**

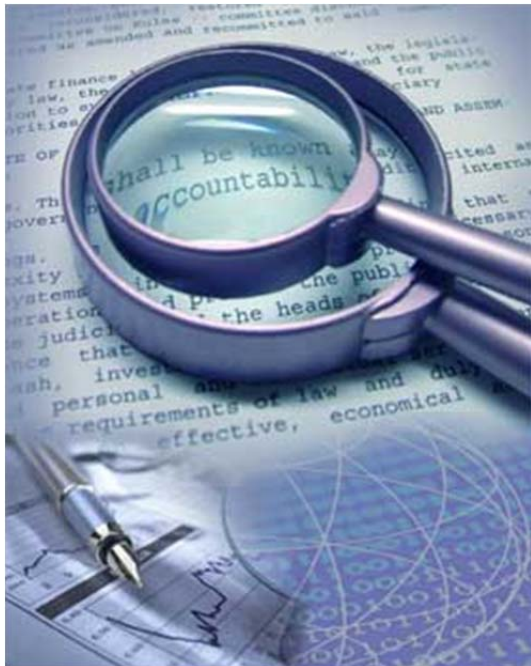
Date	Issue
Oct 4	Issues Raised by California Technology Agency 9-1-1 Division in Response to the August p-ANI Tip-of-the-Month

<sup>5</sup> While this issue was presented in 2010, it was continually worked through 2012.

## 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 activities 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 2012, the NOWG and PA met via conference call to discuss the PA's performance during the previous month. The meeting dates were: January 17, February 21, March 20, April 24, May 17, June 15, July 13, August 21, September 18, October 23, November 20, and December 18.

Prior to each monthly meeting, the PA prepares an agenda and then reviews the information with the NOWG during the meeting. The standing agenda items are:

- 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 (Part 3s) not processed within 7 calendar days.
- Reasons that applications were not processed within 7 calendar days, when applicable.

- 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-related issues and contributions, including new items as well as those that were put into initial or final closure.
- 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.



In addition to the reporting details of the agenda items above, the PA provided the following reports for the NOWG for the monthly meetings:

- 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

- Monthly NANC report – a report provided to the NANC that includes pooling and p-ANI activity reports, as well as the Ad Hoc Reports, and PA and RNA System Performance reports.

We also provided the NOWG with Mid-Year Highlights that presented a summary of PA performance for the first six-months of the 2012 calendar year.

In all, the PA provided 39 reports to the NOWG for the monthly meetings in 2012.

Since 2006, as part of our monthly meetings, 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 only includes items that required extra time and effort on the part of the PA and p-ANI Administrator and 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 8-7, we had 72 of these customer focus items in 2012.

**Table 8-7**  
**2012 Number of Customer Focus Items**  
**by Month**

MONTH	NUMBER OF CUSTOMER FOCUS ITEMS
January	2
February	3
March	1
April	6
May	5
June	10
July	5
August	11
September	6
October	9
November	10
December	4
<b>TOTAL</b>	<b>72</b>

- 2011 Performance Feedback Survey from service providers and regulators,
- Written comments and reports,
- Annual Operational Review, and
- NOWG observations and monthly interactions with the PA and Interim p-ANI Administrator.

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

Also in 2012, the NOWG completed the annual review of 2011 PA and Interim p-ANI Administrator performance and rated the performance as “More Than Met” by using the following inputs:

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

NOWG Suggestion	PA improvement
Continue to review internal training processes to ensure that consistency in understanding the processes and responding to service providers is communicated to the PA personnel.	<b>The PA continually has training with the staff. If there is an issue or a process change, the staff reviews that issue and or process. During staff meetings, <i>Methods and Procedures (M &amp; Ps)</i> are reviewed, as are any changes to guidelines or processes.</b>



<p>Ongoing review of the website to ensure accuracy and timeliness of data</p>	<p><b>The website is reviewed often and changes are made whenever it is appropriate or new information needs to be added. The PA also has a formal review of the website once a year to make sure all data on the website are current.</b></p>
<p>Work with the NOWG on determining the feasibility of automating Telcordia BIRRDs entries of BCD screen data elements (new entries, disconnects, modifications, etc.)</p>	<p><b>The PA did a thorough review of the automation of the BCD screen and provided a feasibility report to the NOWG on September 28.</b></p>

As a result of discussion with the NOWG during the operational review, the PA added jeopardy procedures for pooling areas to the *Frequently Asked Questions* (FAQs) on the pooling website.

The NOWG also provides recommendations to the FCC on all PA change order proposals. In 2012, the NOWG recommended approval of both new change order proposals. For details on these change orders, see Section 2.3.2.

The PA reviewed and tested the NOWG survey for 2012 performance which was distributed in January, 2013.

### 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 2012, the PA and p-ANI Administrator received **no formal complaints**.



### 8.5 Pooling and Routing Number Administration Tips

#### 8.5.1 Pooling Tip of the Quarter

The PA, on its own initiative, created the *Tip of the Month* in July 2003. In 2011,

we changed it to the *Tip of the Quarter (Tip)* and feedback from recipients continues to be positive. Topics for the *Tip* are generated from issues raised and suggestions received from regulators and service providers, INC action items, and internal intelligence, when processes need to be clarified. The *Tip* is sent via email to the PAS distribution list on the first business day of each quarter. The *Tip* provides helpful information regarding the PAS and thousands-block pooling process, as well as serving as a useful reference for

all PAS users. If an issue arises that needs to be addressed between *Tips*, we may send a *supplemental Tip* rather than delay it until the next quarter. In 2012, we sent one *supplemental Tip*.

Archive files for *Tips* from previous years can be found on our website at <http://www.nationalpooling.com/tools/archives/tips-archive/index.htm>.

Table 8-9 lists all of the *Tip* topics that were covered by quarter in 2012.

**Table 8-9  
2012 Tips of the Month and Quarter**

Month	Topic
January	Supporting Documentation for Initial Thousands-Block and Pooled Code Requests
April	Pooling in an NPA that is in Jeopardy
May (supplemental)	Disconnecting records in the BIRRDs database
July	PAS - Password Expiration
October	Multiple Code Requests for Same Rate Center and OCN

**8.5.2 Routing Number Administration  
Tips of the Month**

Building on the success of the Pooling *Tips*, the p-ANI Administrator began sending the *p-ANI Tip of the Month (p-ANI Tip)* in April of 2012. Topics for the *p-ANI Tip* are generated when processes need to be clarified. The *p-ANI Tip* is sent via email to the RNAS distribution list on the first business day of each

month. The *p-ANI Tip* provides helpful information regarding RNAS and the p-ANI request process, and serves as a useful reference for all RNAS users. Archive files for *p-ANI Tips* from can be found on our website at [www.nationalpani.com](http://www.nationalpani.com). Table 8-10 lists all of the *p-ANI Tip* topics that were covered monthly in 2012.

**Table 8-10**

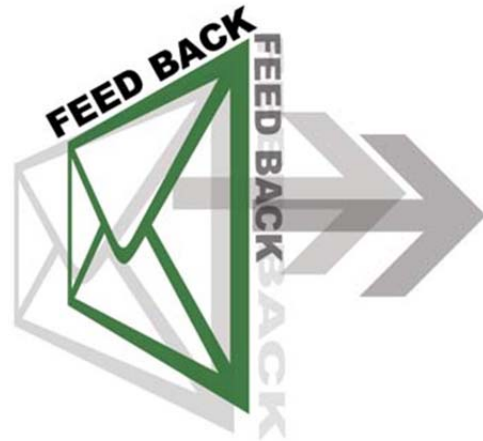
### 2012 p-ANI Tips of the Month

Month	Topic
April	Supporting Documentation for New p-ANI Requests
May	Mass p-ANI Modifications and Mass p-ANI Returns
June	Supporting Documentation for New p-ANI Requests
July	211 for VoIP and 511 for Wireless p-ANI Assignment Practice
August	p-ANI Assignments & Returns
September	Replacing Dialable p-ANIs with Non-Dialable p-ANIs
October	Returning or Modifying Part of an Existing p-ANI Range
November	RNAS Passwords
December	24x7 Emergency Company Contact Number

#### 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.

In an effort to make responding to the survey easier in 2012, we reduced the total number of PA performance statements from 24 to four and asked prospective survey participants to rate them 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 July 2, 2012, with a deadline for responses of July 13. We received 71 survey responses, which is an overall 34% decrease from 2011, when we received a total of 107 survey responses. Of the responses received, 21 were from state regulators, which is a 12.5% decrease from 2011, when we received 24.

The overall average score for the four statements was 4.7 out of a possible 5.0, which was an increase to the average rating for 2011 of 4.6.

We contacted respondents who made suggestions or comments and learned that many of the issues had already been addressed in change orders while

others simply involved education. Any customer-suggested enhancements from these comments are compiled for a future change order.

Table 8-11 lists the actual questions and average survey response scores for 2012.

**Table 8-11  
2012 Annual PA Performance Survey Results**

SURVEY QUESTION	AVERAGE SCORE
I am satisfied with the level of service provided by the Pooling Staff.	4.8
I am satisfied with the level of service provided by the Help Desk personnel.	4.8
I am satisfied with the level of service provided by the Pooling Administration System (PAS).	4.6
I am satisfied with the pooling website.	4.6

The 2012 survey responses demonstrate significant satisfaction with PA performance. Comments from the survey are found throughout this document.

**8.7 Pooling and p-ANI Administration  
Customer Support / Help Desk**

**8.7.1 Pooling Administration  
Customer Support / Help Desk**

The Pooling 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 PAS, and assists users with locating documentation; and
- Creates, deletes, and maintains user accounts and passwords.

In 2012, the CSR handled 1,895 calls from customers, which is a 25% decrease from 2,587 in 2011. We attribute the continued decrease in calls to our informative website, ongoing educational efforts, Tips-of-the-Quarter, and the popular training videos.

Table 8-12 shows the numbers of calls to the Help Desk by year since 2008.

**Table 8-12  
Number of Help Desk Calls by Year from 2008 through 2012**

YEAR	NUMBER OF HELP DESK CALLS
2008	4,897
2009	3,400
2010	3,084
2011	2,537
2012	1,895

**8.7.2 p-ANI Administration  
Customer Support / Help Desk**

The p-ANI Administration Help Desk responds to p-ANI related questions, questions regarding RNAS user accounts and passwords, and requests for technical support, and attempts to promptly confirm the cause of a problem.

In 2012, the p-ANI Administration Help Desk handled approximately 374 calls.

**8.8 Pooling and Routing Number  
Administration (RNA) Trouble Tickets in  
2012**

**8.8.1 Pooling Trouble Tickets  
Opened in 2012**

In 2012, the PA opened three trouble tickets, as shown in Table 8-13. We report trouble tickets details each month in the “Monthly Pooling Metrics Report.”



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

Of the three trouble tickets opened by the PA in 2012, all were due to a PAS issue. When necessary 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.

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

**Table 8-13  
Trouble Tickets Opened in 2012**

Ticket Number	Date Opened	Type
1487	5/28/2012	PAS Issue
1488	11/14/2012	PAS Issue
1489	12/4/2012	PAS Issue

### 8.8.2 Trouble Tickets Closed in 2012

In 2012, the PA closed two trouble tickets. The overall average of time that a trouble ticket was open until resolution was 21 days, 3 hours, and 53 minutes. This total includes the amount of time trouble ticket 1488, which remains open, was open in 2012. Information in the Table 8-14 below shows when each ticket was closed, and the amount of time each trouble ticket was opened.

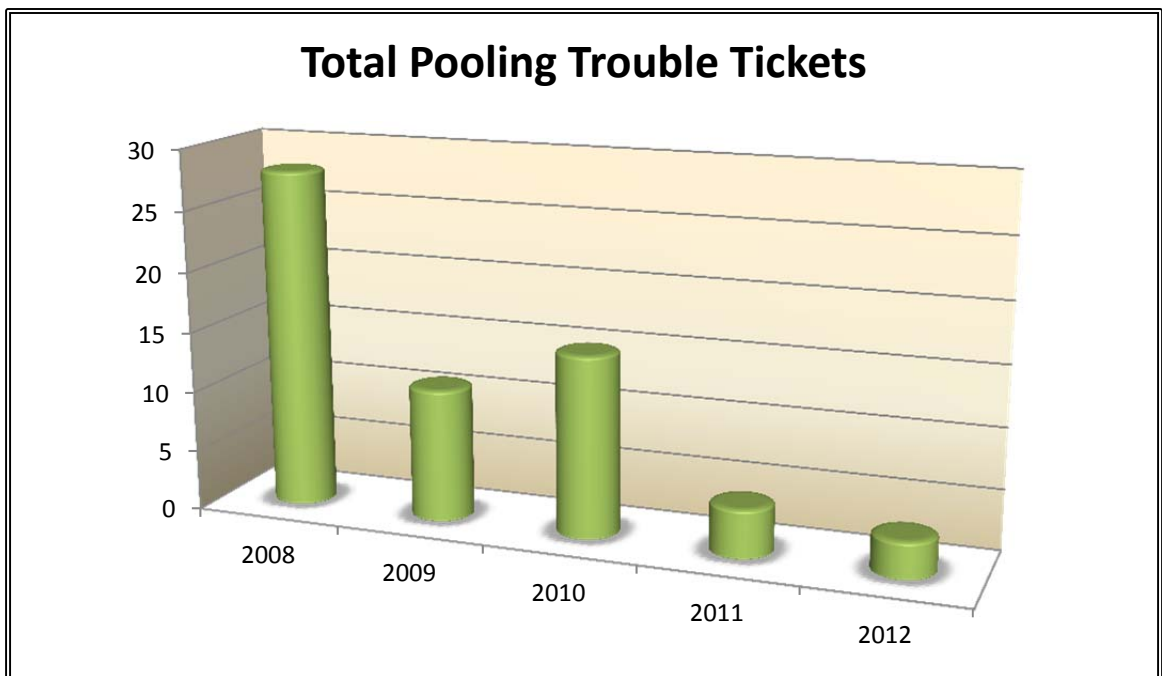
**Table 8-14  
Pooling Trouble Tickets Closed in 2012**

Ticket Number	Date Opened	Date Closed	Days/Hours/Minutes Opened
1487	5/28/2012	6/3/2012	15 days, 16 hours, 1 minute
1489	12/4/2012	12/4/2012	0 days, 7 hours

Table 8-15 and Figure 7 show the total number of trouble tickets opened, by year, since 2008. The number of trouble tickets has decreased 25% from 2011 and 89% since 2008.

**Table 8-15**  
**Number of Pooling Trouble Tickets from 2008 through 2012**

YEAR	NUMBER OF TROUBLE TICKETS
2008	28
2009	11
2010	15
2011	4
2012	3



**Figure 7: Summary of Total Pooling Trouble Tickets 2008 through 2012**

### 8.8.3 Routing Number Administration (RNA) Trouble Tickets in 2012

There were no trouble tickets opened by the RNA.

## Section 9 - Volume of Reports Produced in 2012 - Aggregated by Regulatory Agency, NANC, NANPA, and Service Providers

This section provides the total number of non-standard reports in 2012 related to pooling and p-ANI administration that were sent to the FCC and state regulatory agencies (See Section 9.1), and the total number of non-standard reports related to pooling and p-ANI administration that were 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 2012. These totals do not include standard reports that were obtained directly from the Pooling Administration website, the Pooling Administration System (PAS), or the Routing Number Administration System (RNAS), 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	88
States	434
<b>Total</b>	<b>522</b>

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, p-ANI information, reclamation, educational sessions, and miscellaneous *ad hoc* reports.

### 9.2 Total number of non-standard reports produced for NANC, NANPA and Service Providers

Group	Total Number of Reports
NANC	16
NANPA	29
Service Providers	75
<b>Total</b>	<b>120</b>

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, p-ANI 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 RNAS and are not specified in the contract, such as pooling status, p-ANI information, and other miscellaneous reports.

- Service Providers: reports requested by Service Providers that are neither specified in the contract, nor directly obtained from the PAS or RNAS.
- Other: reports not covered above, such as reports specially requested by the NANC or the NOWG other than those provided for regular meetings.



We produced 48 ad hoc reports in 2012, which is a 100% increase over the 24 reports we did in 2011. Table 9-1 summarizes the total number of ad hoc reports produced by the PA and RNA between January 1, 2012 and December 31, 2012:

**Table 9-1  
Total Number of 2012 Ad Hoc Reports**

Group	Total Number of Ad Hoc Reports
FCC	3
States	9
Service Providers	24
Other	12
<b>Total</b>	<b>48</b>

## Section 10 - Trends in Pooling Since 2008

When Neustar began administering number pooling trials in 1998, nearly every NPA was experiencing acceleration of exhaust dates. Many required extraordinary jeopardy procedures<sup>6</sup> to maintain enough resources until relief was implemented.



When state pooling trials began in 1999, there were 73 NPAs in jeopardy. There are currently 4 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.

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.

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

This section contains pooling statistics that illustrate the impacts and activity trends in the pooling environment between 2008 and 2012.

### 10.1 NXXs Saved

The PA calculates that 55,172 NXXs have been saved by pooling, which is the equivalent of almost 71 NPAs. (See Section 10.1.1 below for further details)

#### 10.1.1 NXXs Saved by Pooling

Table 10-1 illustrates by NPA/NPA complex<sup>7</sup> the 55,172 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.

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

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
201/551	New Jersey	260
202	District of Columbia	16
203/475	Connecticut	235
205	Alabama	198
206	Washington	53
207	Maine	582
208	Idaho	225

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

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
209	California	312
210	Texas	19
212/646/917	New York	28
213	California	55
214/469/972	Texas	345
215/267	Pennsylvania	390
216	Ohio	47
217	Illinois	312
218	Minnesota	224
219	Indiana	221
224/847	Illinois	521
225	Louisiana	119
228	Mississippi	56
229	Georgia	105
231	Michigan	386
234/330	Ohio	402
239	Florida	108
240/301	Maryland	459
248/947	Michigan	296
251	Alabama	96
252	North Carolina	238
253	Washington	120
254	Texas	133
256/938	Alabama	249
260	Indiana	230
262	Wisconsin	254
269	Michigan	400
270	Kentucky	310
276	Virginia	149
281/713/832	Texas	357
302	Delaware	247
303/720	Colorado	88

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
304/681	West Virginia	479
305	Florida	20
305/786	Florida	78
307	Wyoming	105
308	Nebraska	49
309	Illinois	187
310/424	California	308
312/872	Illinois	21
313	Michigan	91
314	Missouri	60
315	New York	477
316	Kansas	60
317	Indiana	224
318	Louisiana	237
319	Iowa	117
320	Minnesota	229
321	Florida	47
321/407	Florida	167
323	California	181
325	Texas	63
331/630	Illinois	313
334	Alabama	209
336	North Carolina	207
337	Louisiana	176
339/781	Massachusetts	419
347/718/917/929	New York	207
347/718/929	New York	36
351/978	Massachusetts	524
352	Florida	234
360	Washington	308
361	Texas	229
385/801	Utah	140

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
386	Florida	139
401	Rhode Island	139
402	Nebraska	213
404/470/678	Georgia	26
405	Oklahoma	222
406	Montana	226
408/669	California	145
409	Texas	123
410/443/667	Maryland	665
412/878	Pennsylvania	204
413	Massachusetts	348
414	Wisconsin	38
415	California	171
417	Missouri	300
419/567	Ohio	430
423	Tennessee	240
425	Washington	136
430/903	Texas	297
432	Texas	65
434	Virginia	154
435	Utah	126
440	Ohio	261
442/760	California	516
458/541	Oregon	482
470/678/770	Georgia	332
478	Georgia	97
479	Arkansas	70
480	Arizona	18
484/610	Pennsylvania	732
501	Arkansas	135
502	Kentucky	182
503/971	Oregon	231

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
504	Louisiana	34
505	New Mexico	117
507	Minnesota	232
508/774	Massachusetts	842
509	Washington	276
510	California	182
512	Texas	187
513	Ohio	119
515	Iowa	159
516	New York	153
517	Michigan	324
518	New York	437
520	Arizona	94
530	California	447
534/715	Wisconsin	201
539/918	Oklahoma	229
540	Virginia	328
559	California	246
561	Florida	128
562	California	113
563	Iowa	78
570	Pennsylvania	504
571/703	Virginia	168
573	Missouri	423
574	Indiana	154
575	New Mexico	140
580	Oklahoma	196
585	New York	311
586	Michigan	151
601/769	Mississippi	288
602	Arizona	11

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
603	New Hampshire	682
605	South Dakota	87
606	Kentucky	143
607	New York	179
608	Wisconsin	167
609	New Jersey	446
612	Minnesota	19
614	Ohio	140
615	Tennessee	221
616	Michigan	315
617/857	Massachusetts	242
618	Illinois	389
619	California	117
620	Kansas	237
623	Arizona	18
626	California	144
631	New York	571
636	Missouri	225
641	Iowa	186
650	California	187
651	Minnesota	84
657/714	California	214
660	Missouri	154
661	California	219
662	Mississippi	513
682/817	Texas	206
701	North Dakota	93
702	Nevada	31
704/980	North Carolina	345
706/762	Georgia	303
707	California	550

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
708	Illinois	374
712	Iowa	135
716	New York	340
717	Pennsylvania	373
719	Colorado	130
724/878	Pennsylvania	600
727	Florida	73
731	Tennessee	204
732/848	New Jersey	470
734	Michigan	361
740	Ohio	485
747/818	California	253
754/954	Florida	86
757	Virginia	154
763	Minnesota	50
765	Indiana	363
772	Florida	121
773/872	Illinois	138
775	Nevada	149
779/815	Illinois	650
785	Kansas	239
787/939	Puerto Rico	78
802	Vermont	322
803	South Carolina	250
804	Virginia	215
805	California	391
806	Texas	91
808	Hawaii	40
810	Michigan	341
812	Indiana	348
813	Florida	126
814	Pennsylvania	439

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
816	Missouri	167
828	North Carolina	253
830	Texas	251
831	California	165
843	South Carolina	204
845	New York	580
850	Florida	208
856	New Jersey	346
858	California	104
859	Kentucky	162
860	Connecticut	331
862/973	New Jersey	496
863	Florida	152
864	South Carolina	282
865	Tennessee	159
870	Arkansas	183
901	Tennessee	51
904	Florida	131
906	Michigan	101
907	Alaska	8
908	New Jersey	284
909	California	255
910	North Carolina	325
912	Georgia	119

NPA/NPA Complex	State	Quantity of NXXs Saved by Pooling
913	Kansas	70
914	New York	333
915	Texas	36
916	California	167
919/984	North Carolina	221
920	Wisconsin	343
925	California	202
928	Arizona	118
931	Tennessee	263
936	Texas	107
937	Ohio	407
940	Texas	106
941	Florida	122
949	California	110
951	California	263
952	Minnesota	40
956	Texas	182
970	Colorado	310
979	Texas	156
985	Louisiana	238
989	Michigan	463
<b>Totals</b>		<b>55,172</b>

**Table 10-2**  
**State/NPA with the Highest Number of**  
**NXXs Saved**

NPA/NPA Complex	State	NNXs Saved
508/774	Massachusetts	842
484/610	Pennsylvania	732
603	New Hampshire	682
410/443/667	Maryland	665
779/815	Illinois	650
724/878	Pennsylvania	600
207	Maine	582
845	New York	580
631	New York	571
707	California	550

**Table 10-3**  
**State/NPA with the Lowest Number of**  
**NXXs Saved**

NPA/NPA Complex	State	NNXs Saved
907	Alaska	8
602	Arizona	11
202	District of Columbia	16

**Table 10-4**  
**Pooling Activity from 2008 through 2012 At-A-Glance**

	2008 Statistics	2009 Statistics	2010 Statistics	2011 Statistics	2012 Statistics
NXXs Opened for LRNs	879	553	688	531	442

NPA/NPA Complex	State	NNXs Saved
480	Arizona	18
623	Arizona	18
612	Minnesota	19
210	Texas	19
305	Florida	20
312/872	Illinois	21
404/470/678	Georgia	26

## 10.2 Trends in Thousands-Block Number Pooling

The following sub-sections contain summaries of thousands-block number pooling statistics since 2008.

### 10.2.1 Pooling Charts

The following charts illustrate the many activity trends in the numbering environment between 2008 and 2012. Table 10-4 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.

	2008 Statistics	2009 Statistics	2010 Statistics	2011 Statistics	2012 Statistics
<b>NXXs Opened for Dedicated Customers</b>	137	129	134	68	75
<b>NXXs Opened for Pool Replenishment</b>	1,555	1,273	1,845	2,175	2,071
<b>Blocks Assigned by PA During Year</b>	47,898	34,364	46,472	43,547	47,074
<b>Total Assigned Blocks in PAS at Year End</b>	229,336	253,087	291,010	334,557	368,661
<b>Applications Processed</b>	108,835	87,781	102,368	132,429	130,407

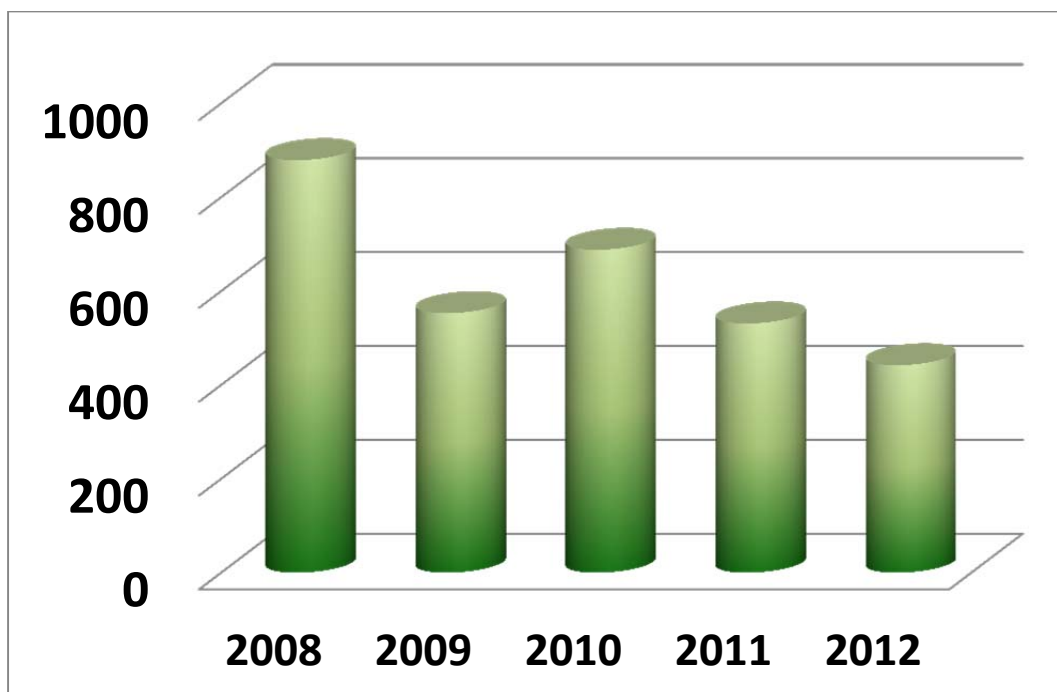


Figure 8: CO Codes Opened for LRNs from 2008 through 2012



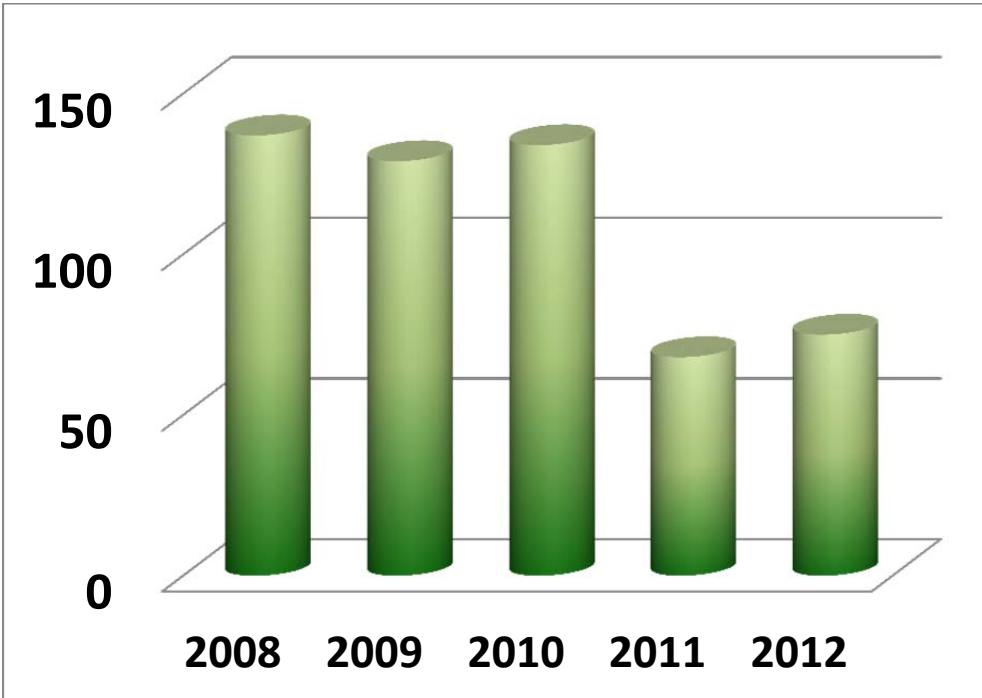


Figure 9: CO Codes Opened for Dedicated Customers from 2008 through 2012

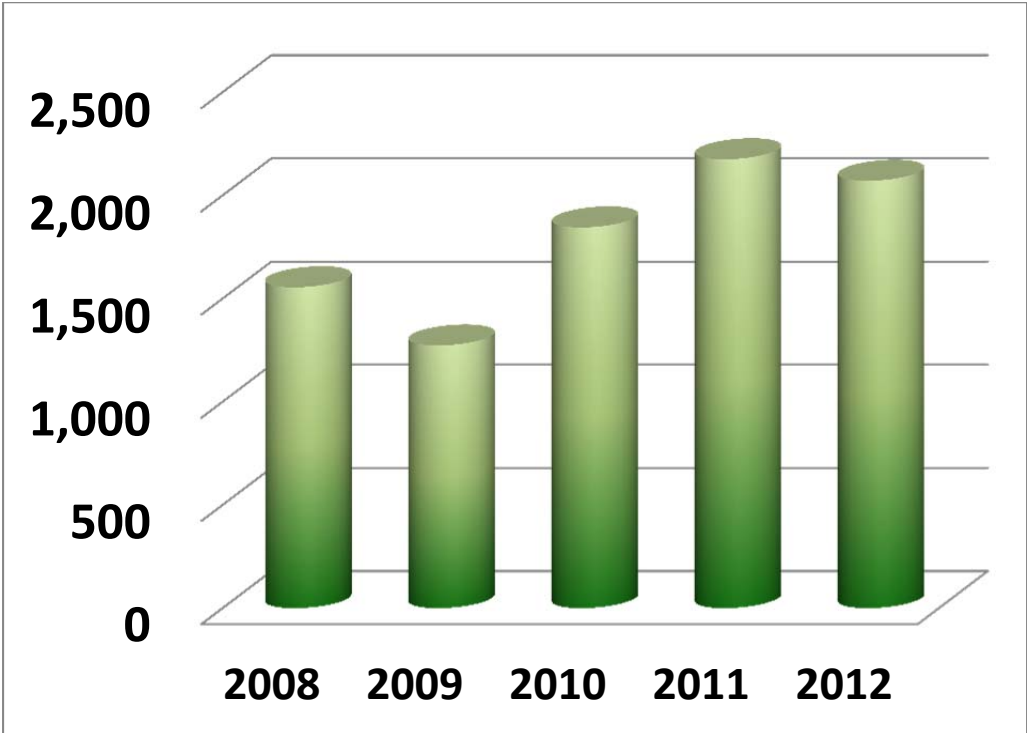


Figure 10: CO Codes Opened for Pool Replenishment from 2008 through 2012

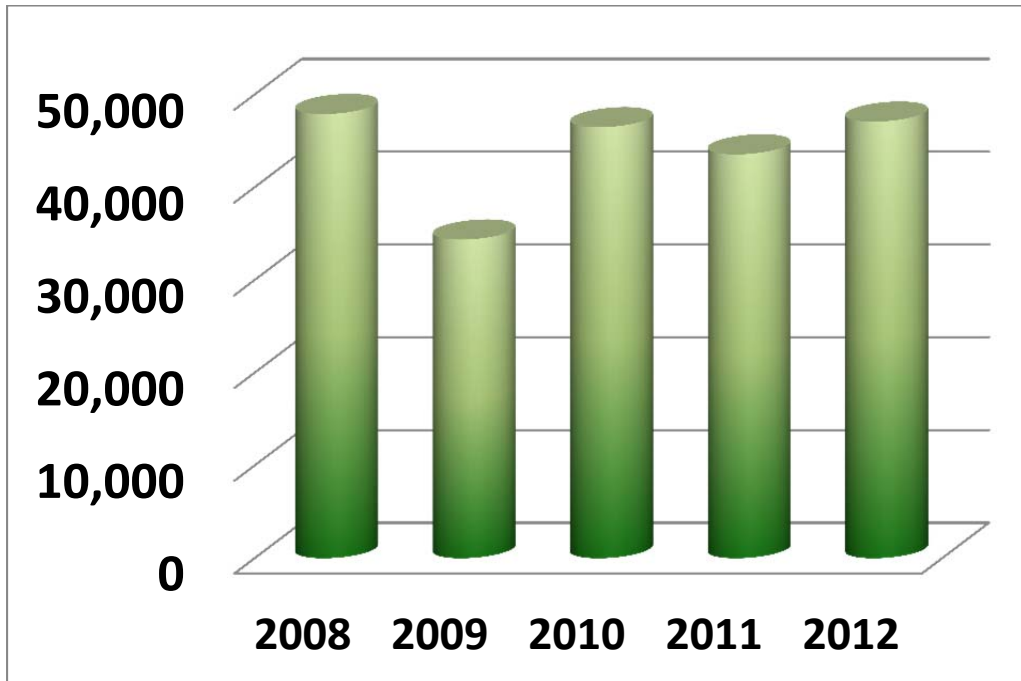


Figure 11: Blocks Assigned During Years 2008 through 2012

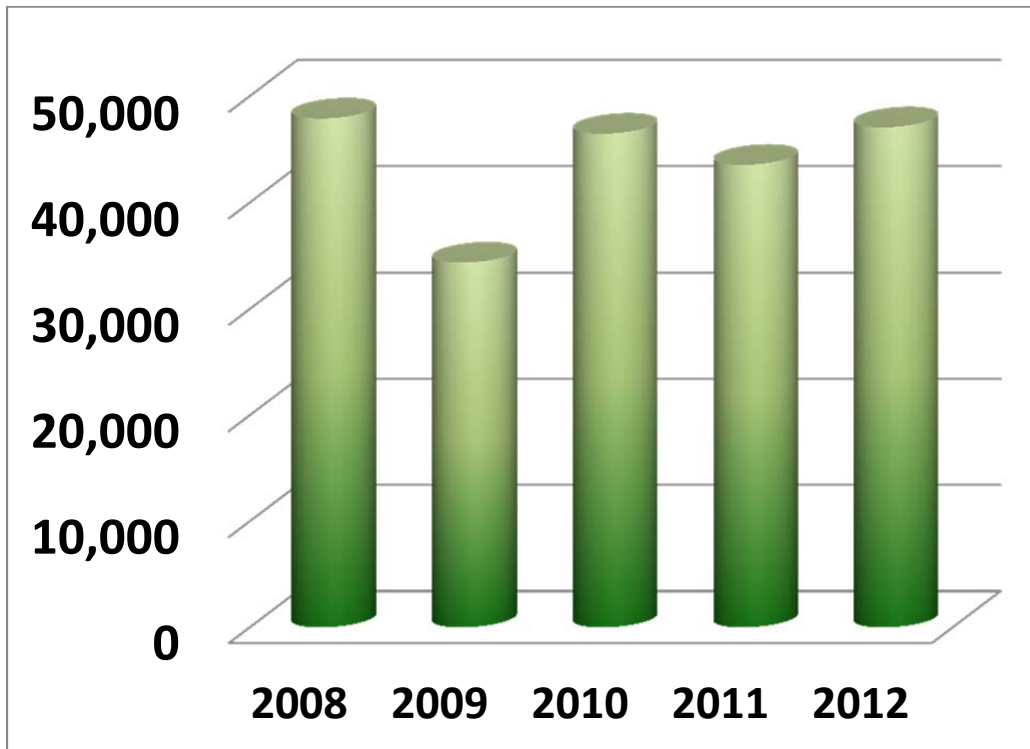
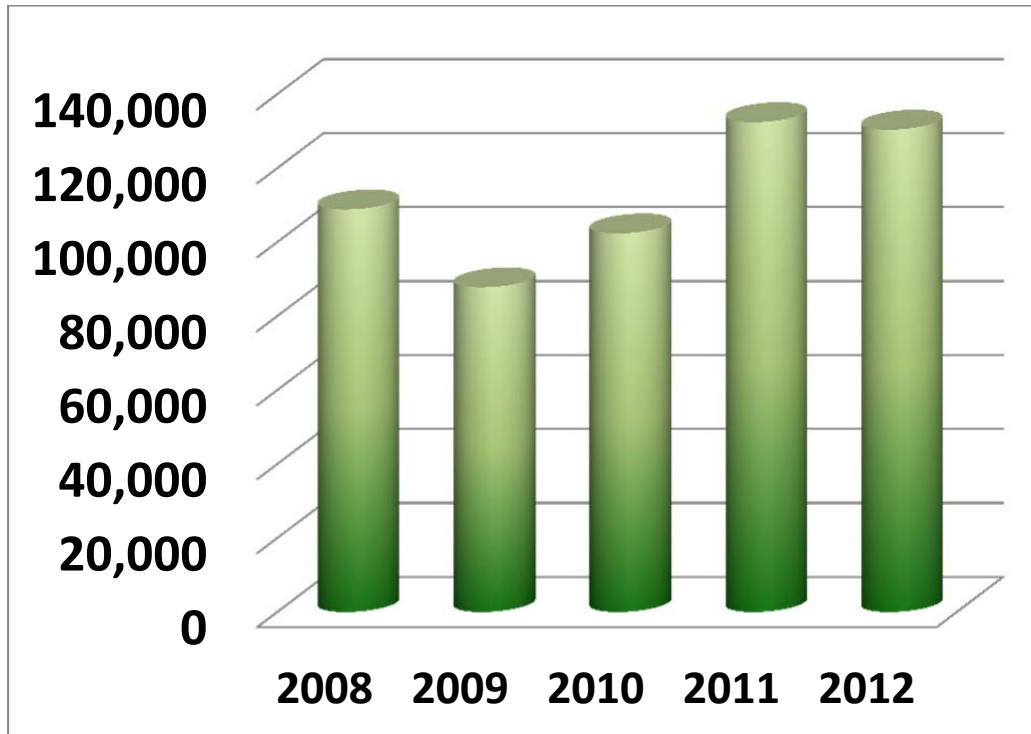


Figure 12: Assigned Blocks at End of Years 2008 through 2012



**Figure 13: Applications (Part 3s) Processed From Years 2008 through 2012**

### 10.2.2 Total Applications Processed (Part 3s) from 2008 through 2012

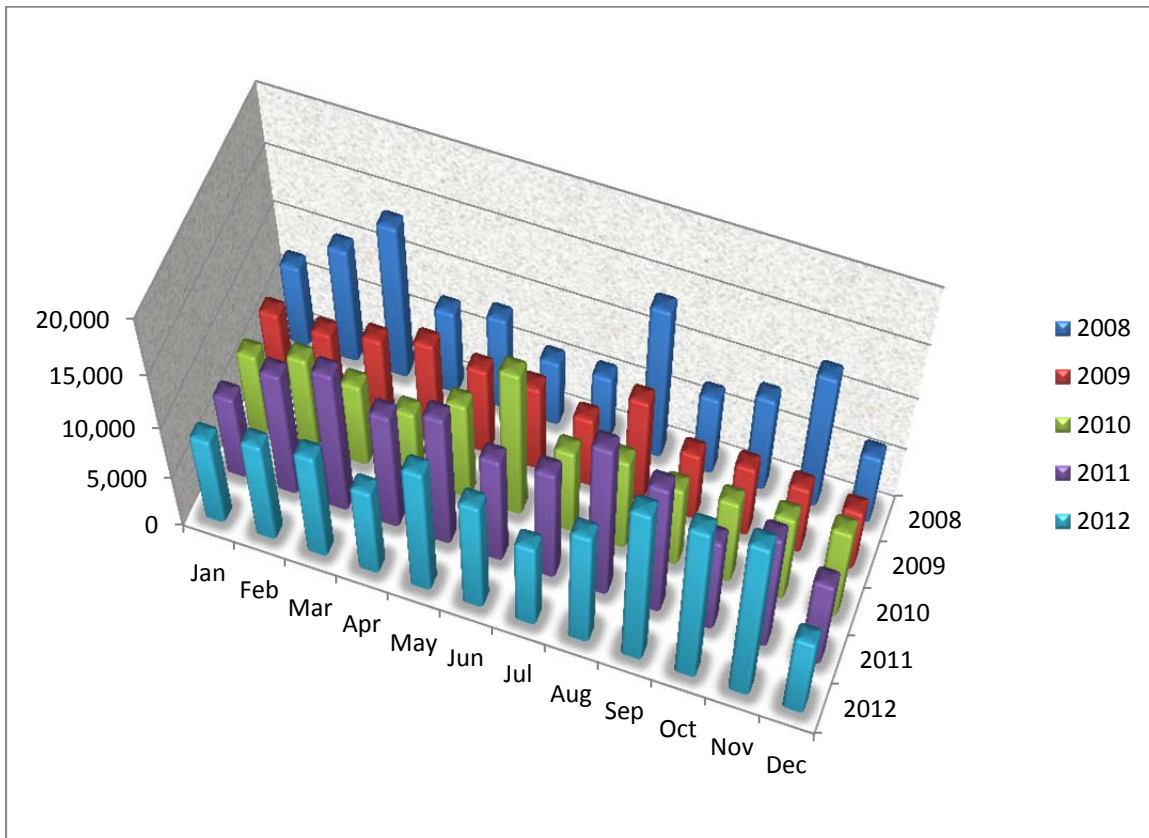
The total number of applications (Part 3s) processed is the best measure of the actual processing work performed by the pooling administrators. Although a large majority of applications for numbering resources are processed and approved immediately, some are suspended for future action, and some are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

The following charts contain the total numbers of Part 3s processed from 2008 through 2012.

**Table 10-5  
Total Applications Processed (Part 3s) Since 2008**

	2008	2009	2010	2011	2012
<b>Jan</b>	7,365	7,095	7,402	7,725	8,220
<b>Feb</b>	10,356	6,761	8,626	11,572	9,357
<b>Mar</b>	13,868	7,700	7,717	13,250	9,958
<b>Apr</b>	7,631	8,841	6,659	10,960	8,266
<b>May</b>	8,506	7,986	9,124	12,422	11,904

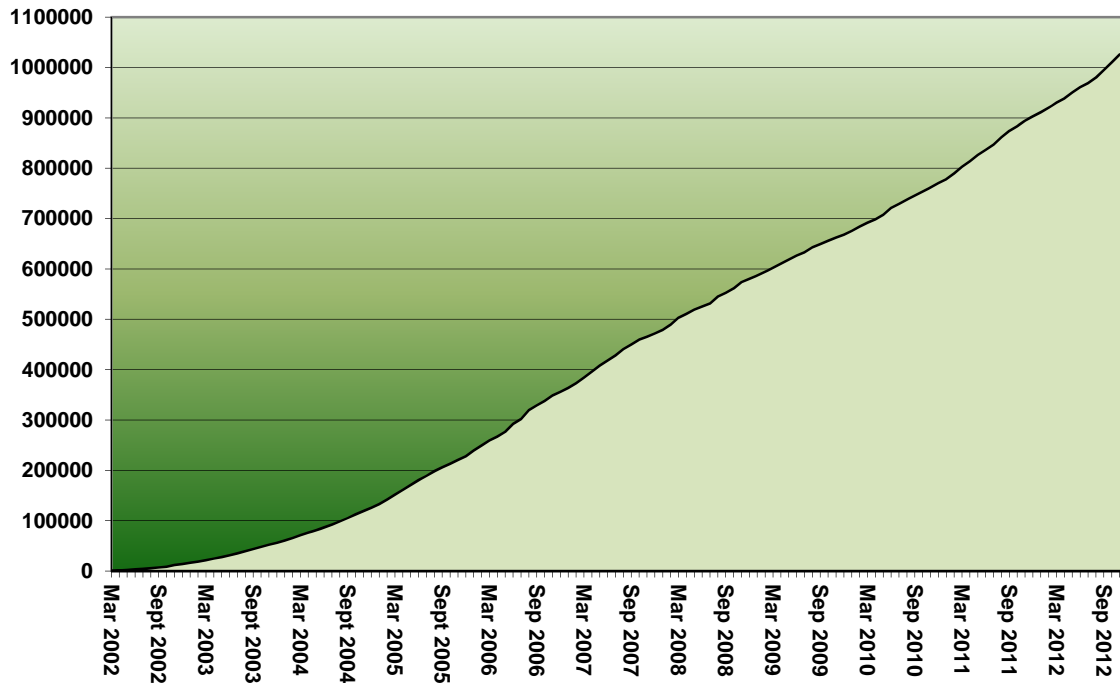
	2008	2009	2010	2011	2012
Jun	5,965	7,856	13,687	10,061	10,369
Jul	6,071	6,499	7,865	10,512	8,021
Aug	13,968	9,853	8,677	14,633	10,990
Sep	7,267	6,319	7,648	12,600	15,081
Oct	8,819	6,708	8,061	9,057	15,124
Nov	12,524	6,390	8,269	11,296	15,491
Dec	6,495	5,773	8,633	8,341	7,626
<b>TOTAL</b>	<b>108,835</b>	<b>87,781</b>	<b>102,368</b>	<b>132,429</b>	<b>130,407</b>



**Figure 14: Total Applications Processed by Month from 2008 through 2012**

### 10.2.3 Cumulative Thousands Blocks Assigned Since 2002

The following graph illustrates the cumulative number of total blocks assigned since 2002. On October 5, 2012, we processed the **one-millionth Part 3** since national pooling began in 2002.



**Figure 15: Cumulative Pooling Administration Applications (Part 3s) from March 2002 through December 2012**

### 10.3 Trends in Thousands-Block Pooling By State and NPA from 2008 through 2012

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

**Table 10-6**

**Number of Applications for all States from 2008 through 2012 (Part 3s) Sorted by State**

State	2008	2009	2010	2011	2012	Total
AK	67	49	243	76	127	562
AL	1,610	1,567	2,090	1,685	1,528	8,480
AR	1,592	675	904	1,467	1,221	5,859
AZ	1,588	961	1,699	1,223	2,148	7,619
CA	10,089	13,215	13,388	11,263	14,087	62,042
CO	1,549	1,066	1,481	1,841	1,522	7,459
CT	1,526	611	1,324	2,051	1,316	6,828
DC	493	293	332	584	557	2,259
DE	336	300	573	463	429	2,101

State	2008	2009	2010	2011	2012	Total
FL	5,023	4,778	5,939	6,361	5,824	27,925
GA	2,409	2,485	3,207	3,952	4,748	16,801
HI	214	84	347	188	451	1,284
IA	710	612	1,451	1,261	1,312	5,346
ID	393	410	531	632	631	2,597
IL	5,208	3,612	4,600	5,335	5,168	23,923
IN	2,355	1,378	1,644	1,917	3,229	10,523
KS	1,198	1,175	1,278	2,108	1,858	7,617
KY	953	925	588	1,327	2,845	6,638
LA	1,229	1,040	1,670	4,604	1,141	9,684
MA	3,238	1,402	2,148	3,455	3,720	13,963
MD	2,180	1,509	1,535	3,187	5,238	13,649
ME	1,630	469	322	694	972	4,087
MI	3,480	3,203	3,875	3,666	4,715	18,939
MN	1,376	1,753	1,830	2,885	1,778	9,622
MO	3,219	1,838	1,412	2,893	3,161	12,523
MS	1,076	757	1,069	1,712	657	5,271
MT	177	154	428	654	503	1,916
NC	2,682	2,494	3,439	4,780	4,010	17,405
ND	90	59	201	386	302	1,038
NE	648	623	817	1,364	538	3,990
NH	1,434	297	271	324	642	2,968
NJ	3,886	1,652	2,524	4,144	3,598	15,804
NM	525	896	694	1,486	631	4,232
NV	838	386	930	857	1,065	4,076
NY	7,769	6,854	6,915	9,015	10,246	40,799
OH	4,169	3,656	4,136	4,137	4,912	21,010
OK	2,265	1,055	1,053	1,709	2,091	8,173
OR	1,328	1,156	1,080	1,430	1,820	6,814
PA	6,308	3,623	3,635	5,586	4,984	24,136
PR	392	592	852	542	412	2,790
RI	358	155	104	278	367	1,262
SC	1,542	1,473	1,820	1,538	1,694	8,067
SD	138	161	213	339	393	1,244
TN	1,454	1,941	2,402	2,311	1,558	9,666

State	2008	2009	2010	2011	2012	Total
TX	9,210	6,967	7,932	13,712	10,203	48,024
UT	441	722	860	1,303	1,202	4,528
VA	2,668	2,731	2,582	3,314	3,487	14,782
VT	952	373	262	130	444	2,161
WA	1,770	1,371	1,330	2,483	2,329	9,283
WI	1,810	1,403	1,728	2,497	1,272	8,710
WV	814	681	375	858	844	3,572
WY	99	111	171	366	319	1,066
<b>Totals</b>	<b>108,508</b>	<b>87,753</b>	<b>102,234</b>	<b>132,373</b>	<b>130,249</b>	<b>561,117</b>

**Table 10-7**  
**Number of Applications for all States from 2008 through 2012 (Part 3s) Sorted by Total**

State	2008	2009	2010	2011	2012	Total
CA	10,089	13,215	13,388	11,263	14,087	62,042
TX	9,210	6,967	7,932	13,712	10,203	48,024
NY	7,769	6,854	6,915	9,015	10,246	40,799
FL	5,023	4,778	5,939	6,361	5,824	27,925
PA	6,308	3,623	3,635	5,586	4,984	24,136
IL	5,208	3,612	4,600	5,335	5,168	23,923
OH	4,169	3,656	4,136	4,137	4,912	21,010
MI	3,480	3,203	3,875	3,666	4,715	18,939
NC	2,682	2,494	3,439	4,780	4,010	17,405
GA	2,409	2,485	3,207	3,952	4,748	16,801
NJ	3,886	1,652	2,524	4,144	3,598	15,804
VA	2,668	2,731	2,582	3,314	3,487	14,782
MA	3,238	1,402	2,148	3,455	3,720	13,963
MD	2,180	1,509	1,535	3,187	5,238	13,649
MO	3,219	1,838	1,412	2,893	3,161	12,523
IN	2,355	1,378	1,644	1,917	3,229	10,523
LA	1,229	1,040	1,670	4,604	1,141	9,684
TN	1,454	1,941	2,402	2,311	1,558	9,666
MN	1,376	1,753	1,830	2,885	1,778	9,622
WA	1,770	1,371	1,330	2,483	2,329	9,283

State	2008	2009	2010	2011	2012	Total
WI	1,810	1,403	1,728	2,497	1,272	8,710
AL	1,610	1,567	2,090	1,685	1,528	8,480
OK	2,265	1,055	1,053	1,709	2,091	8,173
SC	1,542	1,473	1,820	1,538	1,694	8,067
AZ	1,588	961	1,699	1,223	2,148	7,619
KS	1,198	1,175	1,278	2,108	1,858	7,617
CO	1,549	1,066	1,481	1,841	1,522	7,459
CT	1,526	611	1,324	2,051	1,316	6,828
OR	1,328	1,156	1,080	1,430	1,820	6,814
KY	953	925	588	1,327	2,845	6,638
AR	1,592	675	904	1,467	1,221	5,859
IA	710	612	1,451	1,261	1,312	5,346
MS	1,076	757	1,069	1,712	657	5,271
UT	441	722	860	1,303	1,202	4,528
NM	525	896	694	1,486	631	4,232
ME	1,630	469	322	694	972	4,087
NV	838	386	930	857	1,065	4,076
NE	648	623	817	1,364	538	3,990
WV	814	681	375	858	844	3,572
NH	1,434	297	271	324	642	2,968
PR	392	592	852	542	412	2,790
ID	393	410	531	632	631	2,597
DC	493	293	332	584	557	2,259
VT	952	373	262	130	444	2,161
DE	336	300	573	463	429	2,101
MT	177	154	428	654	503	1,916
HI	214	84	347	188	451	1,284
RI	358	155	104	278	367	1,262
SD	138	161	213	339	393	1,244
WY	99	111	171	366	319	1,066
ND	90	59	201	386	302	1,038
AK	67	49	243	76	127	562
<b>Totals</b>	<b>108,508</b>	<b>87,753</b>	<b>102,234</b>	<b>132,373</b>	<b>130,249</b>	<b>561,117</b>



**Table 10-8**  
**Total Number of Applications all NPAs for from 2008 through 2012 (Part 3s) Sorted by NPA**

<b>NPA</b>	<b>State</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>Total</b>
201	NJ	591	250	544	896	673	2,954
202	DC	493	293	332	584	557	2,259
203	CT	741	305	533	1,105	594	3,278
205	AL	494	444	327	459	518	2,242
206	WA	243	185	199	494	410	1,531
207	ME	1,630	469	322	694	972	4,087
208	ID	393	410	531	632	631	2,597
209	CA	422	335	582	390	372	2,101
210	TX	477	345	504	1,479	620	3,425
212	NY	56	98	103	141	100	498
213	CA	268	293	303	371	305	1,540
214	TX	554	495	385	620	452	2,506
215	PA	645	208	219	535	148	1,755
216	OH	157	414	619	332	157	1,679
217	IL	505	305	279	277	561	1,927
218	MN	184	336	374	499	359	1,752
219	IN	228	223	161	150	393	1,155
224	IL	632	383	415	474	511	2,415
225	LA	211	220	349	714	185	1,679
228	MS	135	74	117	93	66	485
229	GA	247	320	183	330	367	1,447
231	MI	122	220	479	553	409	1,783
234	OH	145	82	209	187	229	852
239	FL	270	237	352	179	282	1,320
240	MD	681	442	516	1,051	1,455	4,145
248	MI	509	370	412	476	423	2,190
251	AL	222	228	469	358	232	1,509
252	NC	237	283	476	623	352	1,971
253	WA	191	166	144	272	237	1,010
254	TX	387	281	343	262	398	1,671
256	AL	434	459	548	381	444	2,266

NPA	State	2008	2009	2010	2011	2012	Total
260	IN	255	281	285	171	441	1,433
262	WI	397	163	303	365	433	1,661
267	PA	764	761	623	1,058	700	3,906
269	MI	368	309	433	268	622	2,000
270	KY	346	343	283	423	800	2,195
276	VA	258	441	399	317	258	1,673
281	TX	571	369	424	541	592	2,497
301	MD	365	132	276	460	487	1,720
302	DE	336	300	573	463	429	2,101
303	CO	249	148	108	271	110	886
304	WV	814	650	317	603	501	2,885
305	FL	272	214	295	221	226	1,228
307	WY	99	111	171	366	319	1,066
308	NE	51	174	45	271	159	700
309	IL	236	221	408	234	406	1,505
310	CA	203	533	173	200	531	1,640
312	IL	322	137	421	503	392	1,775
313	MI	449	330	402	344	482	2,007
314	MO	476	128	194	527	681	2,006
315	NY	654	230	713	895	1284	3,776
316	KS	165	221	133	364	394	1,277
317	IN	518	282	413	554	459	2,226
318	LA	372	262	441	1,493	238	2,806
319	IA	105	104	393	269	272	1,143
320	MN	158	136	250	423	256	1,223
321	FL	181	226	306	435	404	1,552
323	CA	914	878	565	434	695	3,486
325	TX	250	146	155	238	128	917
330	OH	679	541	657	540	579	2,996
331	IL	181	265	164	187	260	1,057
334	AL	460	436	746	482	334	2,458
336	NC	417	558	545	778	699	2,997
337	LA	184	149	274	1,037	210	1,854
339	MA	81	28	43	112	136	400
347	NY	1,694	2,491	1,704	2,114	706	8,709

NPA	State	2008	2009	2010	2011	2012	Total
351	MA	0	0	0	0	19	19
352	FL	291	561	363	581	335	2,131
360	WA	391	385	374	797	657	2,604
361	TX	353	235	183	634	429	1,834
385	UT	4	77	80	195	385	741
386	FL	201	188	158	342	186	1,075
401	RI	358	155	104	278	367	1,262
402	NE	597	449	772	1,092	379	3,289
404	GA	400	369	560	642	877	2,848
405	OK	785	344	403	588	826	2,946
406	MT	177	154	428	654	503	1,916
407	FL	357	259	445	386	546	1,993
408	CA	400	824	541	510	617	2,892
409	TX	253	139	261	389	214	1,256
410	MD	260	82	109	330	402	1,183
412	PA	452	213	230	441	603	1,939
413	MA	402	172	337	290	438	1,639
414	WI	307	136	191	311	169	1,114
415	CA	231	664	528	775	681	2,879
417	MO	752	522	240	761	315	2,590
419	OH	475	353	487	138	338	1,791
423	TN	391	696	771	539	322	2,719
424	CA	514	342	519	458	470	2,303
425	WA	235	211	240	487	292	1,465
430	TX	13	13	31	25	18	100
432	TX	171	215	150	327	141	1,004
434	VA	230	279	299	455	459	1,722
435	UT	106	152	428	504	465	1,655
440	OH	439	438	503	524	447	2,351
442	CA		1	37	76	118	232
443	MD	874	853	634	1,346	2,051	5,758
458	OR				17	68	85
469	TX	354	427	291	755	796	2,623
470	GA		12	84	254	783	1,133
475	CT		8	44	110	119	281

NPA	State	2008	2009	2010	2011	2012	Total
478	GA	171	164	139	216	314	1,004
479	AR	503	164	223	345	372	1,607
480	AZ	515	260	350	338	405	1,868
484	PA	851	437	596	1,002	665	3,551
501	AR	591	253	440	534	364	2,182
502	KY	230	153	142	504	613	1,642
503	OR	545	484	309	450	439	2,227
504	LA	206	245	403	614	264	1,732
505	NM	363	697	389	919	377	2,745
507	MN	189	208	450	866	354	2,067
508	MA	531	213	297	444	467	1,952
509	WA	710	424	373	433	733	2,673
510	CA	274	674	413	284	613	2,258
512	TX	653	399	596	775	825	3,248
513	OH	309	352	272	535	881	2,349
515	IA	240	225	282	261	395	1,403
516	NY	416	217	296	311	645	1,885
517	MI	301	214	353	346	473	1,687
518	NY	632	232	537	876	935	3,212
520	AZ	251	226	432	329	441	1,679
530	CA	295	324	799	543	477	2,438
531	NE				1		1
534	WI				2	3	5
539	OK				49	8	57
540	VA	591	473	401	407	509	2,381
541	OR	692	463	603	532	916	3,206
551	NJ	120	24	27	62	19	252
559	CA	420	384	558	371	426	2,159
561	FL	232	273	422	491	434	1,852
562	CA	387	563	270	316	373	1,909
563	IA	46	62	212	135	179	634
567	OH	195	189	376	206	166	1,132
570	PA	720	590	591	471	836	3,208
571	VA	514	583	500	638	770	3,005
573	MO	938	408	196	543	865	2,950

NPA	State	2008	2009	2010	2011	2012	Total
574	IN	294	162	221	150	383	1,210
575	NM	162	199	305	567	254	1,487
580	OK	622	283	262	507	290	1,964
585	NY	393	358	518	495	613	2,377
586	MI	361	481	152	200	199	1,393
601	MS	407	209	478	745	186	2,025
602	AZ	384	238	172	125	583	1,502
603	NH	1,434	297	271	324	642	2,968
605	SD	138	161	213	339	393	1,244
606	KY	157	215	56	174	679	1,281
607	NY	266	137	301	437	373	1,514
608	WI	362	263	401	543	259	1,828
609	NJ	582	330	353	609	518	2,392
610	PA	419	164	185	247	194	1,209
612	MN	202	136	239	270	237	1,084
614	OH	426	356	317	701	732	2,532
615	TN	367	421	570	476	395	2,229
616	MI	305	314	379	434	436	1,868
617	MA	406	174	282	438	350	1,650
618	IL	355	234	240	665	438	1,932
619	CA	293	428	484	399	751	2,355
620	KS	258	337	273	571	566	2,005
623	AZ	255	134	192	139	286	1,006
626	CA	334	573	331	405	382	2,025
630	IL	491	194	385	643	403	2,116
631	NY	524	510	541	561	1,381	3,517
636	MO	374	108	225	393	477	1,577
641	IA	140	103	239	413	130	1,025
646	NY	890	1,120	531	757	651	3,949
650	CA	268	475	430	526	481	2,180
651	MN	302	313	206	352	194	1,367
657	CA	50	82	224	175	210	741
660	MO	324	274	210	119	212	1,139
661	CA	393	379	496	281	375	1,924
662	MS	393	387	359	754	360	2,253

NPA	State	2008	2009	2010	2011	2012	Total
667	MD					843	843
669	CA					121	121
678	GA	685	641	837	923	615	3,701
681	WV		31	58	255	343	687
682	TX	156	206	168	225	276	1,031
701	ND	90	59	201	386	302	1,038
702	NV	673	229	629	597	750	2,878
703	VA	243	131	172	242	411	1,199
704	NC	559	518	443	781	571	2,872
706	GA	381	529	570	809	736	3,025
707	CA	372	536	792	393	1,008	3,101
708	IL	615	416	468	665	703	2,867
712	IA	179	118	325	183	336	1,141
713	TX	370	95	265	212	311	1,253
714	CA	520	798	423	204	380	2,325
715	WI	245	448	320	704	192	1,909
716	NY	452	334	483	315	899	2,483
717	PA	906	380	344	717	810	3,157
718	NY	399	322	84	279	211	1,295
719	CO	285	164	333	307	342	1,431
720	CO	727	489	571	667	605	3,059
724	PA	977	385	392	755	537	3,046
727	FL	156	285	313	296	230	1,280
731	TN	90	76	117	463	135	881
732	NJ	684	198	413	537	574	2,406
734	MI	288	246	380	317	418	1,649
740	OH	765	411	435	667	782	3,060
747	CA		4	68	72	99	243
754	FL	33	37	72	244	110	496
757	VA	388	423	408	777	533	2,529
760	CA	516	453	1,007	630	826	3,432
762	GA	33	67	198	189	168	655
763	MN	178	362	211	294	255	1,300
765	IN	653	238	292	376	690	2,249
769	MS	141	87	115	120	45	508

NPA	State	2008	2009	2010	2011	2012	Total
770	GA	245	178	282	213	373	1,291
772	FL	109	162	245	151	164	831
773	IL	853	756	831	460	279	3,179
774	MA	452	134	329	587	525	2,027
775	NV	165	157	301	260	315	1,198
779	IL	133	69	97	191	194	684
781	MA	463	192	249	430	575	1,909
785	KS	451	449	596	769	518	2,783
786	FL	772	410	627	646	682	3,137
787	PR	252	364	441	196	279	1,532
801	UT	331	493	352	604	352	2,132
802	VT	952	373	262	130	444	2,161
803	SC	565	654	771	627	689	3,306
804	VA	444	401	403	478	547	2,273
805	CA	462	438	502	425	575	2,402
806	TX	268	360	341	561	251	1,781
808	HI	214	84	347	188	451	1,284
810	MI	340	194	247	204	396	1,381
812	IN	407	192	272	516	863	2,250
813	FL	377	378	347	345	404	1,851
814	PA	574	485	455	360	491	2,365
815	IL	439	378	508	431	401	2,157
816	MO	355	398	347	550	611	2,261
817	TX	564	253	337	548	460	2,162
818	CA	604	654	521	392	449	2,620
828	NC	281	149	283	218	521	1,452
830	TX	363	156	394	507	407	1,827
831	CA	254	290	271	197	210	1,222
832	TX	784	634	961	844	1,225	4,448
843	SC	510	459	462	517	539	2,487
845	NY	858	290	551	591	738	3,028
847	IL	446	224	270	335	339	1,614
848	NJ	106	23	94	106	211	540
850	FL	343	481	520	652	374	2,370
856	NJ	492	297	282	458	439	1,968

NPA	State	2008	2009	2010	2011	2012	Total
857	MA	279	199	163	412	543	1,596
858	CA	139	196	247	478	314	1,374
859	KY	220	214	107	226	753	1,520
860	CT	785	298	747	836	603	3,269
862	NJ	358	152	250	524	375	1,659
863	FL	241	299	283	245	268	1,336
864	SC	467	360	587	394	466	2,274
865	TN	257	228	331	186	195	1,197
870	AR	498	258	241	588	485	2,070
872	IL		30	114	270	281	695
901	TN	160	202	291	341	297	1,291
903	TX	740	811	572	1099	551	3,773
904	FL	509	325	364	580	512	2,290
906	MI	104	183	87	119	149	642
907	AK	67	49	243	76	127	562
908	NJ	490	150	266	484	339	1,729
909	CA	439	640	501	553	596	2,729
910	NC	338	351	901	683	591	2,864
912	GA	247	205	354	376	515	1,697
913	KS	324	168	276	404	380	1,552
914	NY	294	255	345	627	787	2,308
915	TX	193	107	255	508	190	1,253
916	CA	319	374	599	467	344	2,103
917	NY	241	260	208	549	629	1,887
918	OK	858	428	388	565	967	3,206
919	NC	659	468	553	1,324	863	3,867
920	WI	499	393	513	572	216	2,193
925	CA	178	357	397	229	432	1,593
928	AZ	183	103	553	292	433	1,564
929	NY				67	294	361
931	TN	189	318	322	306	214	1,349
936	TX	227	201	180	216	489	1,313
937	OH	579	520	261	307	601	2,268
938	AL				5		5
939	PR	140	228	411	346	133	1,258



NPA	State	2008	2009	2010	2011	2012	Total
940	TX	212	218	222	281	284	1,217
941	FL	255	162	227	207	171	1,022
947	MI	20	11	7	8	15	61
949	CA	293	285	371	265	426	1,640
951	CA	327	438	436	444	430	2,075
952	MN	163	262	100	181	123	829
954	FL	424	281	600	360	496	2,161
956	TX	514	338	435	1,783	442	3,512
970	CO	288	265	469	596	465	2,083
971	OR	91	209	168	431	397	1,296
972	TX	474	298	338	613	432	2,155
973	NJ	463	228	295	468	450	1,904
978	MA	624	290	448	742	667	2,771
979	TX	309	226	141	270	272	1,218
980	NC	191	167	238	373	400	1,369
984	NC					13	13
985	LA	256	164	203	746	244	1,613
989	MI	313	331	544	397	693	2,278
<b>Totals</b>		<b>108,508</b>	<b>87,753</b>	<b>102,234</b>	<b>132,373</b>	<b>130,249</b>	<b>561,117</b>

**Table 10-9**  
**Total Number of Applications for all NPAs from 2008 through 2012 (Part 3s) Sorted by NPA/Total**

Rank	NPA	State	2008	2009	2010	2011	2012	Total
1	347	NY	1,694	2,491	1,704	2,114	706	8,709
2	443	MD	874	853	634	1,346	2,051	5,758
3	832	TX	784	634	961	844	1,225	4,448
4	240	MD	681	442	516	1,051	1,455	4,145
5	207	ME	1,630	469	322	694	972	4,087
6	646	NY	890	1,120	531	757	651	3,949
7	267	PA	764	761	623	1,058	700	3,906
8	919	NC	659	468	553	1,324	863	3,867
9	315	NY	654	230	713	895	1,284	3,776
10	903	TX	740	811	572	1,099	551	3,773

Rank	NPA	State	2008	2009	2010	2011	2012	Total
11	678	GA	685	641	837	923	615	3,701
12	484	PA	851	437	596	1,002	665	3,551
13	631	NY	524	510	541	561	1381	3,517
14	956	TX	514	338	435	1,783	442	3,512
15	323	CA	914	878	565	434	695	3,486
16	760	CA	516	453	1,007	630	826	3,432
17	210	TX	477	345	504	1,479	620	3,425
18	803	SC	565	654	771	627	689	3,306
19	402	NE	597	449	772	1,092	379	3,289
20	203	CT	741	305	533	1,105	594	3,278
21	860	CT	785	298	747	836	603	3,269
22	512	TX	653	399	596	775	825	3,248
23	518	NY	632	232	537	876	935	3,212
24	570	PA	720	590	591	471	836	3,208
25	541	OR	692	463	603	532	916	3,206
26	918	OK	858	428	388	565	967	3,206
27	773	IL	853	756	831	460	279	3,179
28	717	PA	906	380	344	717	810	3,157
29	786	FL	772	410	627	646	682	3,137
30	707	CA	372	536	792	393	1,008	3,101
31	740	OH	765	411	435	667	782	3,060
32	720	CO	727	489	571	667	605	3,059
33	724	PA	977	385	392	755	537	3,046
34	845	NY	858	290	551	591	738	3,028
35	706	GA	381	529	570	809	736	3,025
36	571	VA	514	583	500	638	770	3,005
37	336	NC	417	558	545	778	699	2,997
38	330	OH	679	541	657	540	579	2,996
39	603	NH	1,434	297	271	324	642	2,968
40	201	NJ	591	250	544	896	673	2,954
41	573	MO	938	408	196	543	865	2,950
42	405	OK	785	344	403	588	826	2,946
43	408	CA	400	824	541	510	617	2,892
44	304	WV	814	650	317	603	501	2,885
45	415	CA	231	664	528	775	681	2,879

Rank	NPA	State	2008	2009	2010	2011	2012	Total
46	702	NV	673	229	629	597	750	2,878
47	704	NC	559	518	443	781	571	2,872
48	708	IL	615	416	468	665	703	2,867
49	910	NC	338	351	901	683	591	2,864
50	404	GA	400	369	560	642	877	2,848
51	318	LA	372	262	441	1,493	238	2,806
52	785	KS	451	449	596	769	518	2,783
53	978	MA	624	290	448	742	667	2,771
54	505	NM	363	697	389	919	377	2,745
55	909	CA	439	640	501	553	596	2,729
56	423	TN	391	696	771	539	322	2,719
57	509	WA	710	424	373	433	733	2,673
58	469	TX	354	427	291	755	796	2,623
59	818	CA	604	654	521	392	449	2,620
60	360	WA	391	385	374	797	657	2,604
61	208	ID	393	410	531	632	631	2,597
62	417	MO	752	522	240	761	315	2,590
63	614	OH	426	356	317	701	732	2,532
64	757	VA	388	423	408	777	533	2,529
65	214	TX	554	495	385	620	452	2,506
66	281	TX	571	369	424	541	592	2,497
67	843	SC	510	459	462	517	539	2,487
68	716	NY	452	334	483	315	899	2,483
69	334	AL	460	436	746	482	334	2,458
70	530	CA	295	324	799	543	477	2,438
71	224	IL	632	383	415	474	511	2,415
72	732	NJ	684	198	413	537	574	2,406
73	805	CA	462	438	502	425	575	2,402
74	609	NJ	582	330	353	609	518	2,392
75	540	VA	591	473	401	407	509	2,381
76	585	NY	393	358	518	495	613	2,377
77	850	FL	343	481	520	652	374	2,370
78	814	PA	574	485	455	360	491	2,365
79	619	CA	293	428	484	399	751	2,355
80	440	OH	439	438	503	524	447	2,351

Rank	NPA	State	2008	2009	2010	2011	2012	Total
81	513	OH	309	352	272	535	881	2,349
82	714	CA	520	798	423	204	380	2,325
83	914	NY	294	255	345	627	787	2,308
84	424	CA	514	342	519	458	470	2,303
85	904	FL	509	325	364	580	512	2,290
86	989	MI	313	331	544	397	693	2,278
87	864	SC	467	360	587	394	466	2,274
88	804	VA	444	401	403	478	547	2,273
89	937	OH	579	520	261	307	601	2,268
90	256	AL	434	459	548	381	444	2,266
91	816	MO	355	398	347	550	611	2,261
92	202	DC	493	293	332	584	557	2,259
93	510	CA	274	674	413	284	613	2,258
94	662	MS	393	387	359	754	360	2,253
95	812	IN	407	192	272	516	863	2,250
96	765	IN	653	238	292	376	690	2,249
97	205	AL	494	444	327	459	518	2,242
98	615	TN	367	421	570	476	395	2,229
99	503	OR	545	484	309	450	439	2,227
100	317	IN	518	282	413	554	459	2,226
101	270	KY	346	343	283	423	800	2,195
102	920	WI	499	393	513	572	216	2,193
103	248	MI	509	370	412	476	423	2,190
104	501	AR	591	253	440	534	364	2,182
105	650	CA	268	475	430	526	481	2,180
106	817	TX	564	253	337	548	460	2,162
107	802	VT	952	373	262	130	444	2,161
108	954	FL	424	281	600	360	496	2,161
109	559	CA	420	384	558	371	426	2,159
110	815	IL	439	378	508	431	401	2,157
111	972	TX	474	298	338	613	432	2,155
112	801	UT	331	493	352	604	352	2,132
113	352	FL	291	561	363	581	335	2,131
114	630	IL	491	194	385	643	403	2,116
115	916	CA	319	374	599	467	344	2,103

Rank	NPA	State	2008	2009	2010	2011	2012	Total
116	209	CA	422	335	582	390	372	2,101
117	302	DE	336	300	573	463	429	2,101
118	970	CO	288	265	469	596	465	2,083
119	951	CA	327	438	436	444	430	2,075
120	870	AR	498	258	241	588	485	2,070
121	507	MN	189	208	450	866	354	2,067
122	774	MA	452	134	329	587	525	2,027
123	601	MS	407	209	478	745	186	2,025
124	626	CA	334	573	331	405	382	2,025
125	313	MI	449	330	402	344	482	2,007
126	314	MO	476	128	194	527	681	2,006
127	620	KS	258	337	273	571	566	2,005
128	269	MI	368	309	433	268	622	2,000
129	407	FL	357	259	445	386	546	1,993
130	252	NC	237	283	476	623	352	1,971
131	856	NJ	492	297	282	458	439	1,968
132	580	OK	622	283	262	507	290	1,964
133	508	MA	531	213	297	444	467	1,952
134	412	PA	452	213	230	441	603	1,939
135	618	IL	355	234	240	665	438	1,932
136	217	IL	505	305	279	277	561	1,927
137	661	CA	393	379	496	281	375	1,924
138	406	MT	177	154	428	654	503	1,916
139	562	CA	387	563	270	316	373	1,909
140	715	WI	245	448	320	704	192	1,909
141	781	MA	463	192	249	430	575	1,909
142	973	NJ	463	228	295	468	450	1,904
143	917	NY	241	260	208	549	629	1,887
144	516	NY	416	217	296	311	645	1,885
145	480	AZ	515	260	350	338	405	1,868
146	616	MI	305	314	379	434	436	1,868
147	337	LA	184	149	274	1,037	210	1,854
148	561	FL	232	273	422	491	434	1,852
149	813	FL	377	378	347	345	404	1,851
150	361	TX	353	235	183	634	429	1,834

Rank	NPA	State	2008	2009	2010	2011	2012	Total
151	608	WI	362	263	401	543	259	1,828
152	830	TX	363	156	394	507	407	1,827
153	419	OH	475	353	487	138	338	1,791
154	231	MI	122	220	479	553	409	1,783
155	806	TX	268	360	341	561	251	1,781
156	312	IL	322	137	421	503	392	1,775
157	215	PA	645	208	219	535	148	1,755
158	218	MN	184	336	374	499	359	1,752
159	504	LA	206	245	403	614	264	1,732
160	908	NJ	490	150	266	484	339	1,729
161	434	VA	230	279	299	455	459	1,722
162	301	MD	365	132	276	460	487	1,720
163	912	GA	247	205	354	376	515	1,697
164	517	MI	301	214	353	346	473	1,687
165	216	OH	157	414	619	332	157	1,679
166	225	LA	211	220	349	714	185	1,679
167	520	AZ	251	226	432	329	441	1,679
168	276	VA	258	441	399	317	258	1,673
169	254	TX	387	281	343	262	398	1,671
170	262	WI	397	163	303	365	433	1,661
171	862	NJ	358	152	250	524	375	1,659
172	435	UT	106	152	428	504	465	1,655
173	617	MA	406	174	282	438	350	1,650
174	734	MI	288	246	380	317	418	1,649
175	502	KY	230	153	142	504	613	1,642
176	310	CA	203	533	173	200	531	1,640
177	949	CA	293	285	371	265	426	1,640
178	413	MA	402	172	337	290	438	1,639
179	847	IL	446	224	270	335	339	1,614
180	985	LA	256	164	203	746	244	1,613
181	479	AR	503	164	223	345	372	1,607
182	857	MA	279	199	163	412	543	1,596
183	925	CA	178	357	397	229	432	1,593
184	636	MO	374	108	225	393	477	1,577
185	928	AZ	183	103	553	292	433	1,564

Rank	NPA	State	2008	2009	2010	2011	2012	Total
186	321	FL	181	226	306	435	404	1,552
187	913	KS	324	168	276	404	380	1,552
188	213	CA	268	293	303	371	305	1,540
189	787	PR	252	364	441	196	279	1,532
190	206	WA	243	185	199	494	410	1,531
191	859	KY	220	214	107	226	753	1,520
192	607	NY	266	137	301	437	373	1,514
193	251	AL	222	228	469	358	232	1,509
194	309	IL	236	221	408	234	406	1,505
195	602	AZ	384	238	172	125	583	1,502
196	575	NM	162	199	305	567	254	1,487
197	425	WA	235	211	240	487	292	1,465
198	828	NC	281	149	283	218	521	1,452
199	229	GA	247	320	183	330	367	1,447
200	260	IN	255	281	285	171	441	1,433
201	719	CO	285	164	333	307	342	1,431
202	515	IA	240	225	282	261	395	1,403
203	586	MI	361	481	152	200	199	1,393
204	810	MI	340	194	247	204	396	1,381
205	858	CA	139	196	247	478	314	1,374
206	980	NC	191	167	238	373	400	1,369
207	651	MN	302	313	206	352	194	1,367
208	931	TN	189	318	322	306	214	1,349
209	863	FL	241	299	283	245	268	1,336
210	239	FL	270	237	352	179	282	1,320
211	936	TX	227	201	180	216	489	1,313
212	763	MN	178	362	211	294	255	1,300
213	971	OR	91	209	168	431	397	1,296
214	718	NY	399	322	84	279	211	1,295
215	770	GA	245	178	282	213	373	1,291
216	901	TN	160	202	291	341	297	1,291
217	808	HI	214	84	347	188	451	1,284
218	606	KY	157	215	56	174	679	1,281
219	727	FL	156	285	313	296	230	1,280
220	316	KS	165	221	133	364	394	1,277

Rank	NPA	State	2008	2009	2010	2011	2012	Total
221	401	RI	358	155	104	278	367	1,262
222	939	PR	140	228	411	346	133	1,258
223	409	TX	253	139	261	389	214	1,256
224	713	TX	370	95	265	212	311	1,253
225	915	TX	193	107	255	508	190	1,253
226	605	SD	138	161	213	339	393	1,244
227	305	FL	272	214	295	221	226	1,228
228	320	MN	158	136	250	423	256	1,223
229	831	CA	254	290	271	197	210	1,222
230	979	TX	309	226	141	270	272	1,218
231	940	TX	212	218	222	281	284	1,217
232	574	IN	294	162	221	150	383	1,210
233	610	PA	419	164	185	247	194	1,209
234	703	VA	243	131	172	242	411	1,199
235	775	NV	165	157	301	260	315	1,198
236	865	TN	257	228	331	186	195	1,197
237	410	MD	260	82	109	330	402	1,183
238	219	IN	228	223	161	150	393	1,155
239	319	IA	105	104	393	269	272	1,143
240	712	IA	179	118	325	183	336	1,141
241	660	MO	324	274	210	119	212	1,139
242	470	GA		12	84	254	783	1,133
243	567	OH	195	189	376	206	166	1,132
244	414	WI	307	136	191	311	169	1,114
245	612	MN	202	136	239	270	237	1,084
246	386	FL	201	188	158	342	186	1,075
247	307	WY	99	111	171	366	319	1,066
248	331	IL	181	265	164	187	260	1,057
249	701	ND	90	59	201	386	302	1,038
250	682	TX	156	206	168	225	276	1,031
251	641	IA	140	103	239	413	130	1,025
252	941	FL	255	162	227	207	171	1,022
253	253	WA	191	166	144	272	237	1,010
254	623	AZ	255	134	192	139	286	1,006
255	432	TX	171	215	150	327	141	1,004



Rank	NPA	State	2008	2009	2010	2011	2012	Total
256	478	GA	171	164	139	216	314	1,004
257	325	TX	250	146	155	238	128	917
258	303	CO	249	148	108	271	110	886
259	731	TN	90	76	117	463	135	881
260	234	OH	145	82	209	187	229	852
261	667	MD					843	843
262	772	FL	109	162	245	151	164	831
263	952	MN	163	262	100	181	123	829
264	385	UT	4	77	80	195	385	741
265	657	CA	50	82	224	175	210	741
266	308	NE	51	174	45	271	159	700
267	872	IL		30	114	270	281	695
268	681	WV		31	58	255	343	687
269	779	IL	133	69	97	191	194	684
270	762	GA	33	67	198	189	168	655
271	906	MI	104	183	87	119	149	642
272	563	IA	46	62	212	135	179	634
273	907	AK	67	49	243	76	127	562
274	848	NJ	106	23	94	106	211	540
275	769	MS	141	87	115	120	45	508
276	212	NY	56	98	103	141	100	498
277	754	FL	33	37	72	244	110	496
278	228	MS	135	74	117	93	66	485
279	339	MA	81	28	43	112	136	400
280	929	NY				67	294	361
281	475	CT		8	44	110	119	281
282	551	NJ	120	24	27	62	19	252
283	747	CA		4	68	72	99	243
284	442	CA		1	37	76	118	232
285	669	CA					121	121
286	430	TX	13	13	31	25	18	100
287	458	OR				17	68	85
288	947	MI	20	11	7	8	15	61
289	539	OK				49	8	57
290	351	MA	0	0	0	0	19	19

Rank	NPA	State	2008	2009	2010	2011	2012	Total
291	984	NC					13	13
292	534	WI				2	3	5
293	938	AL				5		5
294	531	NE				1		1
	Totals		108,508	87,753	102,234	132,373	130,249	561,117

**Table 10-10**  
**Total Number of Blocks Assigned for all States from 2008 through 2012 Sorted by State**

State	2008	2009	2010	2011	2012	Total
AK	32	13	33	42	90	210
AL	916	677	600	652	579	3,424
AR	303	245	296	861	250	1,955
AZ	687	542	622	548	962	3,361
CA	5,383	3,433	5,563	5,652	5,685	25,716
CO	796	576	825	651	963	3,811
CT	636	224	463	744	417	2,484
DC	184	179	248	374	215	1,200
DE	172	221	369	147	116	1,025
FL	2,547	1,979	2,849	2,597	2,507	12,479
GA	1,316	1,263	1,486	1,955	1,670	7,690
HI	94	37	82	110	139	462
IA	363	208	582	408	612	2,173
ID	229	112	149	210	338	1,038
IL	2,320	1,526	2,175	2,386	1,677	10,084
IN	960	525	876	874	946	4,181
KS	509	320	363	552	505	2,249
KY	461	351	288	575	806	2,481
LA	740	504	664	1,401	409	3,718
MA	1,570	892	1,153	1,378	1,342	6,335
MD	894	657	1,017	2,059	932	5,559
ME	181	135	124	300	484	1,224
MI	1,342	1,429	1,512	1,336	1,456	7,075
MN	703	429	881	871	797	3,681
MO	873	454	751	1,221	782	4,081

MS	614	227	335	461	213	1,850
MT	95	97	194	216	227	829
NC	1,469	1,232	1,426	1,640	1,112	6,879
ND	55	32	93	170	132	482
NE	289	176	157	328	230	1,180
NH	167	81	121	173	236	778
NJ	1,751	905	1716	1,577	1,142	7,091
NM	311	171	246	291	267	1,286
NV	428	183	516	396	408	1931
NY	3,123	2,527	4,053	3,578	3,758	17,039
OH	1,802	1,477	1,637	1,781	1,798	8,495
OK	604	315	325	860	1,130	3,234
OR	598	309	575	545	846	2,873
PA	2,365	2,117	1,511	1,513	2,019	9,525
PR	281	248	344	344	108	1,325
RI	159	72	91	208	163	693
SC	898	609	541	641	493	3,182
SD	78	87	113	139	101	518
TN	998	1,077	994	945	636	4,650
TX	3,592	2,770	3,852	4,082	3,602	17,898
UT	329	248	469	613	505	2,164
VA	1,398	1,168	1,389	1,304	1,080	6,339
VT	172	106	149	112	58	597
WA	788	550	575	736	558	3,207
WI	944	408	763	818	495	3,428
WV	303	192	238	496	197	1,426
WY	76	49	78	91	192	486
Totals	<b>47,898</b>	<b>34,364</b>	<b>46,472</b>	<b>51,962</b>	<b>46,385</b>	<b>227,081</b>

**Table 10-11**

**Total Number of Blocks Assigned for all States from 2008 through 2012 Sorted by Total**

Rank	State	2008	2009	2010	2011	2012	Total
1	CA	5,383	3,433	5,563	5,652	5,685	25,716
2	TX	3,592	2,770	3,852	4,082	3,602	17,898

Rank	State	2008	2009	2010	2011	2012	Total
3	NY	3,123	2,527	4,053	3,578	3,758	17,039
4	FL	2,547	1,979	2,849	2,597	2,507	12,479
5	IL	2,320	1,526	2,175	2,386	1,677	10,084
6	PA	2,365	2,117	1,511	1,513	2,019	9,525
7	OH	1,802	1,477	1,637	1,781	1,798	8,495
8	GA	1,316	1,263	1,486	1,955	1,670	7,690
9	NJ	1,751	905	1,716	1,577	1,142	7,091
10	MI	1,342	1,429	1,512	1,336	1,456	7,075
11	NC	1,469	1,232	1,426	1,640	1,112	6,879
12	VA	1,398	1,168	1,389	1,304	1,080	6,339
13	MA	1,570	892	1,153	1,378	1,342	6,335
14	MD	894	657	1,017	2,059	932	5,559
15	TN	998	1,077	994	945	636	4,650
16	IN	960	525	876	874	946	4,181
17	MO	873	454	751	1,221	782	4,081
18	CO	796	576	825	651	963	3,811
19	LA	740	504	664	1,401	409	3,718
20	MN	703	429	881	871	797	3,681
21	WI	944	408	763	818	495	3,428
22	AL	916	677	600	652	579	3,424
23	AZ	687	542	622	548	962	3,361
24	OK	604	315	325	860	1,130	3,234
25	WA	788	550	575	736	558	3,207
26	SC	898	609	541	641	493	3,182
27	OR	598	309	575	545	846	2,873
28	CT	636	224	463	744	417	2,484
29	KY	461	351	288	575	806	2,481
30	KS	509	320	363	552	505	2,249
31	IA	363	208	582	408	612	2,173
32	UT	329	248	469	613	505	2,164
33	AR	303	245	296	861	250	1,955
34	NV	428	183	516	396	408	1,931
35	MS	614	227	335	461	213	1,850
36	WV	303	192	238	496	197	1,426
37	PR	281	248	344	344	108	1,325

Rank	State	2008	2009	2010	2011	2012	Total
38	NM	311	171	246	291	267	1,286
39	ME	181	135	124	300	484	1,224
40	DC	184	179	248	374	215	1,200
41	NE	289	176	157	328	230	1,180
42	ID	229	112	149	210	338	1,038
43	DE	172	221	369	147	116	1,025
44	MT	95	97	194	216	227	829
45	NH	167	81	121	173	236	778
46	RI	159	72	91	208	163	693
47	VT	172	106	149	112	58	597
48	SD	78	87	113	139	101	518
49	WY	76	49	78	91	192	486
50	ND	55	32	93	170	132	482
51	HI	94	37	82	110	139	462
52	AK	32	13	33	42	90	210
	<b>Totals</b>	<b>47,898</b>	<b>34,364</b>	<b>46,472</b>	<b>51,962</b>	<b>46,385</b>	<b>227,081</b>

**Table 10-12**

**Total Number of Blocks Assigned for all NPAs from 2008 through 2012 Sorted by NPA**

NPA	State	2008	2009	2010	2011	2012	Total
201	NJ	262	138	344	378	217	1,339
202	DC	184	179	248	374	215	1,200
203	CT	330	129	229	345	196	1,229
205	AL	323	256	161	217	215	1,172
206	WA	124	90	102	168	123	607
207	ME	181	135	124	300	484	1,224
208	ID	229	112	149	210	338	1,038
209	CA	193	134	147	276	211	961
210	TX	200	175	281	265	231	1,152
212	NY	3	3	27	67	16	116
213	CA	128	53	148	178	148	655
214	TX	239	189	257	128	97	910
215	PA	204	109	82	75	54	524
216	OH	55	169	120	141	106	591

NPA	State	2008	2009	2010	2011	2012	Total
217	IL	166	62	166	182	126	702
218	MN	92	54	113	150	155	564
219	IN	153	57	95	85	142	532
224	IL	318	204	244	252	261	1,279
225	LA	142	115	119	235	63	674
228	MS	71	14	39	41	35	200
229	GA	97	96	50	122	95	460
231	MI	71	94	79	127	141	512
234	OH	50	50	149	88	168	505
239	FL	94	70	78	108	115	465
240	MD	268	227	332	769	293	1,889
248	MI	207	141	192	203	173	916
251	AL	144	89	95	87	59	474
252	NC	123	129	177	165	139	733
253	WA	97	87	83	100	80	447
254	TX	93	78	101	104	79	455
256	AL	252	201	214	195	188	1,050
260	IN	144	68	138	93	115	558
262	WI	203	68	207	139	143	760
267	PA	370	455	334	278	425	1,862
269	MI	122	164	155	139	124	704
270	KY	141	108	96	166	123	634
276	VA	102	83	83	115	98	481
281	TX	285	184	220	217	131	1,037
301	MD	138	93	148	254	143	776
302	DE	172	221	369	147	116	1,025
303	CO	56	41	20	15	35	167
304	WV	303	173	212	294	120	1,102
305	FL	83	92	131	100	80	486
307	WY	76	49	78	91	192	486
308	NE	31	26	11	29	80	177
309	IL	106	62	179	149	72	568
310	CA	32	58	39	81	100	310
312	IL	201	71	255	224	178	929
313	MI	194	151	268	152	196	961

<b>NPA</b>	<b>State</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>Total</b>
314	MO	222	73	148	308	184	935
315	NY	261	144	348	231	380	1,364
316	KS	77	71	77	154	136	515
317	IN	224	158	283	223	226	1,114
318	LA	208	96	171	365	102	942
319	IA	79	46	136	94	140	495
320	MN	100	28	106	114	125	473
321	FL	121	127	200	176	158	782
323	CA	438	162	258	251	253	1,362
325	TX	66	30	38	54	26	214
330	OH	323	166	223	172	160	1,044
331	IL	129	102	110	119	135	595
334	AL	197	131	130	153	117	728
336	NC	207	243	283	257	186	1,176
337	LA	123	89	105	250	92	659
339	MA	49	24	30	43	32	178
347	NY	904	757	1,264	1,004	125	4,054
351	MA					17	17
352	FL	210	151	174	168	138	841
360	WA	175	164	151	162	131	783
361	TX	142	140	100	145	65	592
385	UT		52	62	167	236	517
386	FL	147	71	89	96	71	474
401	RI	159	72	91	208	163	693
402	NE	258	150	146	299	150	1,003
404	GA	211	245	304	422	383	1,565
405	OK	252	115	123	364	491	1,345
406	MT	95	97	194	216	227	829
407	FL	214	152	228	186	235	1,015
408	CA	252	140	293	352	272	1,309
409	TX	102	68	80	78	102	430
410	MD	98	43	72	154	78	445
412	PA	195	161	117	155	240	868
413	MA	224	117	118	156	216	831
414	WI	229	72	114	181	93	689

NPA	State	2008	2009	2010	2011	2012	Total
415	CA	155	176	242	440	305	1,318
417	MO	136	92	162	169	131	690
419	OH	179	111	85	85	58	518
423	TN	223	211	199	225	137	995
424	CA	281	138	301	239	251	1,210
425	WA	127	88	138	147	110	610
430	TX	1	5	19	9	4	38
432	TX	72	37	55	60	62	286
434	VA	116	86	130	203	139	674
435	UT	76	49	169	241	198	733
440	OH	194	212	239	142	273	1,060
442	CA			29	37	52	118
443	MD	390	294	465	882	418	2,449
458	OR				7	27	34
469	TX	207	101	132	427	483	1,350
470	GA		12	74	234	430	750
475	CT		1	20	59	61	141
478	GA	76	74	50	111	72	383
479	AR	92	74	60	217	72	515
480	AZ	220	152	253	246	216	1,087
484	PA	381	212	281	244	314	1,432
501	AR	123	104	152	352	78	809
502	KY	146	100	82	178	336	842
503	OR	254	139	195	112	103	803
504	LA	126	132	171	388	83	900
505	NM	204	117	156	175	160	812
507	MN	93	55	182	127	87	544
508	MA	239	121	139	90	113	702
509	WA	265	121	101	159	114	760
510	CA	173	152	164	211	237	937
512	TX	286	210	311	321	265	1,393
513	OH	151	168	160	364	224	1,067
515	IA	154	75	166	162	237	794
516	NY	163	109	165	166	230	833
517	MI	141	148	141	121	109	660



NPA	State	2008	2009	2010	2011	2012	Total
518	NY	250	119	262	205	426	1,262
520	AZ	179	142	123	107	238	789
530	CA	165	143	182	266	186	942
534	WI				1		1
540	VA	319	242	235	239	203	1,238
541	OR	309	100	246	211	515	1,381
551	NJ	29	10	20	6	3	68
559	CA	180	135	190	187	180	872
561	FL	122	135	220	201	199	877
562	CA	197	107	137	131	141	713
563	IA	36	22	87	74	80	299
567	OH	138	119	116	104	82	559
570	PA	277	355	162	208	276	1,278
571	VA	286	286	412	328	251	1,563
573	MO	201	87	94	246	134	762
574	IN	134	45	100	92	86	457
575	NM	107	54	90	116	107	474
580	OK	126	60	44	170	108	508
585	NY	167	217	251	181	256	1,072
586	MI	84	113	84	88	109	478
601	MS	152	75	126	122	63	538
602	AZ	106	111	63	54	249	583
603	NH	167	81	121	173	236	778
605	SD	78	87	113	139	101	518
606	KY	62	64	34	88	142	390
607	NY	76	95	182	115	115	583
608	WI	160	61	151	189	103	664
609	NJ	328	201	216	233	221	1,199
610	PA	139	91	72	63	72	437
612	MN	84	28	170	142	134	558
614	OH	220	177	224	272	318	1,211
615	TN	270	293	262	232	193	1,250
616	MI	136	173	142	135	114	700
617	MA	185	106	155	153	93	692
618	IL	136	141	113	140	139	669

NPA	State	2008	2009	2010	2011	2012	Total
619	CA	187	120	246	161	229	943
620	KS	112	80	49	79	121	441
623	AZ	92	76	110	59	63	400
626	CA	181	96	195	173	163	808
630	IL	180	86	155	190	110	721
631	NY	215	233	309	234	440	1,431
636	MO	111	68	154	137	123	593
641	IA	27	17	101	36	89	270
646	NY	365	237	362	252	319	1,535
650	CA	172	120	201	212	215	920
651	MN	144	58	139	133	95	569
657	CA	43	46	164	92	159	504
660	MO	73	29	30	48	34	214
661	CA	208	96	155	167	151	777
662	MS	279	84	137	234	95	829
678	GA	438	322	520	421	111	1,812
681	WV		19	26	202	77	324
682	TX	96	50	130	155	123	554
701	ND	55	32	93	170	132	482
702	NV	305	135	442	257	293	1,432
703	VA	96	53	62	68	84	363
704	NC	268	195	191	140	115	909
706	GA	201	265	154	256	223	1,099
707	CA	175	193	209	201	393	1,171
708	IL	214	160	208	336	173	1,091
712	IA	67	48	92	42	66	315
713	TX	115	70	129	89	89	492
714	CA	307	139	179	95	118	838
715	WI	111	100	107	147	93	558
716	NY	200	245	229	212	363	1,249
717	PA	276	214	187	228	268	1,173
718	NY	57	17	28	76	16	194
719	CO	157	99	194	118	228	796
720	CO	388	324	457	362	352	1,883
724	PA	285	220	144	147	155	951

<b>NPA</b>	<b>State</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>Total</b>
727	FL	125	109	187	111	124	656
731	TN	57	45	68	97	61	328
732	NJ	266	104	329	225	135	1,059
734	MI	101	131	150	118	166	666
740	OH	271	156	176	206	219	1,028
747	CA		2	56	41	62	161
754	FL	22	24	48	134	81	309
757	VA	233	212	258	202	142	1,047
760	CA	332	154	299	254	305	1,344
762	GA	27	56	75	102	62	322
763	MN	109	148	117	150	145	669
765	IN	140	106	135	161	203	745
769	MS	112	54	33	64	20	283
770	GA	123	84	143	140	136	626
772	FL	81	56	85	76	97	395
773	IL	495	362	220	164	65	1,306
774	MA	252	89	214	284	253	1,092
775	NV	123	48	74	139	115	499
779	IL	78	23	55	141	91	388
781	MA	186	114	151	164	190	805
785	KS	199	79	90	143	115	626
786	FL	233	214	351	409	369	1,576
787	PR	155	94	70	81	47	447
801	UT	253	147	238	205	71	914
802	VT	172	106	149	112	58	597
803	SC	325	244	205	264	166	1,204
804	VA	246	206	209	149	163	973
805	CA	217	130	176	212	241	976
806	TX	110	61	83	100	47	401
808	HI	94	37	82	110	139	462
810	MI	126	118	146	90	129	609
812	IN	165	91	125	220	174	775
813	FL	266	146	224	160	195	991
814	PA	238	300	132	115	215	1,000
815	IL	209	150	268	168	115	910

NPA	State	2008	2009	2010	2011	2012	Total
816	MO	130	105	163	313	176	887
817	TX	183	146	198	171	165	863
818	CA	280	143	243	189	137	992
828	NC	167	91	117	150	168	693
830	TX	93	87	176	147	127	630
831	CA	79	69	87	111	80	426
832	TX	398	357	530	559	694	2,538
843	SC	267	194	180	209	167	1,017
845	NY	222	153	279	238	319	1,211
847	IL	88	75	133	125	103	524
848	NJ	23	19	67	77	107	293
850	FL	179	141	209	157	109	795
856	NJ	282	164	154	156	171	927
857	MA	121	129	110	252	246	858
858	CA	114	67	107	157	151	596
859	KY	112	79	76	143	205	615
860	CT	306	94	214	340	160	1,114
862	NJ	144	83	199	229	143	798
863	FL	140	95	92	127	119	573
864	SC	306	171	156	168	160	961
865	TN	185	161	125	108	80	659
870	AR	88	67	84	292	100	631
872	IL		28	69	196	109	402
901	TN	118	164	165	146	120	713
903	TX	219	259	212	212	194	1,096
904	FL	221	120	229	141	146	857
906	MI	13	26	36	14	45	134
907	AK	32	13	33	42	90	210
908	NJ	183	74	196	141	87	681
909	CA	258	166	250	233	246	1,153
910	NC	217	232	226	253	152	1,080
912	GA	143	109	116	147	158	673
913	KS	121	90	147	176	133	667
914	NY	121	101	205	254	333	1014
915	TX	101	69	125	105	88	488

NPA	State	2008	2009	2010	2011	2012	Total
916	CA	191	148	256	185	177	957
917	NY	119	97	142	343	420	1121
918	OK	226	140	158	326	531	1381
919	NC	352	245	305	412	214	1,528
920	WI	241	107	184	161	63	756
925	CA	96	86	190	165	176	713
928	AZ	90	61	73	82	196	502
931	TN	145	203	175	137	45	705
936	TX	52	59	68	130	80	389
937	OH	221	149	145	207	190	912
939	PR	126	154	274	263	61	878
940	TX	62	51	72	76	54	315
941	FL	107	92	95	102	81	477
947	MI	4	5	1	6	9	25
949	CA	176	116	197	185	196	870
951	CA	173	144	223	170	150	860
952	MN	81	58	54	55	56	304
954	FL	182	184	209	145	190	910
956	TX	239	180	239	233	127	1,018
970	CO	195	112	154	156	348	965
971	OR	35	70	134	215	201	655
972	TX	148	95	221	192	193	849
973	NJ	234	112	191	132	58	727
978	MA	314	192	236	236	182	1,160
979	TX	83	69	75	105	76	408
980	NC	135	97	127	263	128	750
984	NC					10	10
985	LA	141	72	98	163	69	543
989	MI	143	165	118	143	141	710
	<b>Total</b>	<b>47,898</b>	<b>34,364</b>	<b>46,472</b>	<b>51,962</b>	<b>46,385</b>	<b>227,081</b>

**Table 10-13**  
**Total Number of Blocks Assigned for all NPAs from 2008 through 2012 Sorted by**  
**NPA/total**

<b>NPA</b>	<b>State</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>Total</b>
347	NY	904	757	1264	1,004	125	4,054
832	TX	398	357	530	559	694	2,538
443	MD	390	294	465	882	418	2,449
240	MD	268	227	332	769	293	1,889
720	CO	388	324	457	362	352	1,883
267	PA	370	455	334	278	425	1,862
678	GA	438	322	520	421	111	1,812
786	FL	233	214	351	409	369	1,576
404	GA	211	245	304	422	383	1,565
571	VA	286	286	412	328	251	1,563
646	NY	365	237	362	252	319	1,535
919	NC	352	245	305	412	214	1,528
484	PA	381	212	281	244	314	1,432
702	NV	305	135	442	257	293	1,432
631	NY	215	233	309	234	440	1,431
512	TX	286	210	311	321	265	1,393
541	OR	309	100	246	211	515	1,381
918	OK	226	140	158	326	531	1,381
315	NY	261	144	348	231	380	1,364
323	CA	438	162	258	251	253	1,362
469	TX	207	101	132	427	483	1,350
405	OK	252	115	123	364	491	1,345
760	CA	332	154	299	254	305	1,344
201	NJ	262	138	344	378	217	1,339
415	CA	155	176	242	440	305	1,318
408	CA	252	140	293	352	272	1,309
773	IL	495	362	220	164	65	1,306
224	IL	318	204	244	252	261	1,279
570	PA	277	355	162	208	276	1,278
518	NY	250	119	262	205	426	1,262
615	TN	270	293	262	232	193	1,250
716	NY	200	245	229	212	363	1,249

<b>NPA</b>	<b>State</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>Total</b>
540	VA	319	242	235	239	203	1,238
203	CT	330	129	229	345	196	1,229
207	ME	181	135	124	300	484	1,224
614	OH	220	177	224	272	318	1,211
845	NY	222	153	279	238	319	1,211
424	CA	281	138	301	239	251	1,210
803	SC	325	244	205	264	166	1,204
202	DC	184	179	248	374	215	1,200
609	NJ	328	201	216	233	221	1,199
336	NC	207	243	283	257	186	1,176
717	PA	276	214	187	228	268	1,173
205	AL	323	256	161	217	215	1,172
707	CA	175	193	209	201	393	1,171
978	MA	314	192	236	236	182	1,160
909	CA	258	166	250	233	246	1,153
210	TX	200	175	281	265	231	1,152
917	NY	119	97	142	343	420	1,121
317	IN	224	158	283	223	226	1,114
860	CT	306	94	214	340	160	1,114
304	WV	303	173	212	294	120	1,102
706	GA	201	265	154	256	223	1,099
903	TX	219	259	212	212	194	1,096
774	MA	252	89	214	284	253	1,092
708	IL	214	160	208	336	173	1,091
480	AZ	220	152	253	246	216	1,087
910	NC	217	232	226	253	152	1,080
585	NY	167	217	251	181	256	1,072
513	OH	151	168	160	364	224	1,067
440	OH	194	212	239	142	273	1,060
732	NJ	266	104	329	225	135	1,059
256	AL	252	201	214	195	188	1,050
757	VA	233	212	258	202	142	1,047
330	OH	323	166	223	172	160	1,044
208	ID	229	112	149	210	338	1,038
281	TX	285	184	220	217	131	1,037

<b>NPA</b>	<b>State</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>Total</b>
740	OH	271	156	176	206	219	1,028
302	DE	172	221	369	147	116	1,025
956	TX	239	180	239	233	127	1,018
843	SC	267	194	180	209	167	1,017
407	FL	214	152	228	186	235	1,015
914	NY	121	101	205	254	333	1,014
402	NE	258	150	146	299	150	1,003
814	PA	238	300	132	115	215	1,000
423	TN	223	211	199	225	137	995
818	CA	280	143	243	189	137	992
813	FL	266	146	224	160	195	991
805	CA	217	130	176	212	241	976
804	VA	246	206	209	149	163	973
970	CO	195	112	154	156	348	965
209	CA	193	134	147	276	211	961
313	MI	194	151	268	152	196	961
864	SC	306	171	156	168	160	961
916	CA	191	148	256	185	177	957
724	PA	285	220	144	147	155	951
619	CA	187	120	246	161	229	943
318	LA	208	96	171	365	102	942
530	CA	165	143	182	266	186	942
510	CA	173	152	164	211	237	937
314	MO	222	73	148	308	184	935
312	IL	201	71	255	224	178	929
856	NJ	282	164	154	156	171	927
650	CA	172	120	201	212	215	920
248	MI	207	141	192	203	173	916
801	UT	253	147	238	205	71	914
937	OH	221	149	145	207	190	912
214	TX	239	189	257	128	97	910
815	IL	209	150	268	168	115	910
954	FL	182	184	209	145	190	910
704	NC	268	195	191	140	115	909
504	LA	126	132	171	388	83	900



<b>NPA</b>	<b>State</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>Total</b>
816	MO	130	105	163	313	176	887
939	PR	126	154	274	263	61	878
561	FL	122	135	220	201	199	877
559	CA	180	135	190	187	180	872
949	CA	176	116	197	185	196	870
412	PA	195	161	117	155	240	868
817	TX	183	146	198	171	165	863
951	CA	173	144	223	170	150	860
857	MA	121	129	110	252	246	858
904	FL	221	120	229	141	146	857
972	TX	148	95	221	192	193	849
502	KY	146	100	82	178	336	842
352	FL	210	151	174	168	138	841
714	CA	307	139	179	95	118	838
516	NY	163	109	165	166	230	833
413	MA	224	117	118	156	216	831
406	MT	95	97	194	216	227	829
662	MS	279	84	137	234	95	829
505	NM	204	117	156	175	160	812
501	AR	123	104	152	352	78	809
626	CA	181	96	195	173	163	808
781	MA	186	114	151	164	190	805
503	OR	254	139	195	112	103	803
862	NJ	144	83	199	229	143	798
719	CO	157	99	194	118	228	796
850	FL	179	141	209	157	109	795
515	IA	154	75	166	162	237	794
520	AZ	179	142	123	107	238	789
360	WA	175	164	151	162	131	783
321	FL	121	127	200	176	158	782
603	NH	167	81	121	173	236	778
661	CA	208	96	155	167	151	777
301	MD	138	93	148	254	143	776
812	IN	165	91	125	220	174	775
573	MO	201	87	94	246	134	762

<b>NPA</b>	<b>State</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>Total</b>
262	WI	203	68	207	139	143	760
509	WA	265	121	101	159	114	760
920	WI	241	107	184	161	63	756
470	GA		12	74	234	430	750
980	NC	135	97	127	263	128	750
765	IN	140	106	135	161	203	745
252	NC	123	129	177	165	139	733
435	UT	76	49	169	241	198	733
334	AL	197	131	130	153	117	728
973	NJ	234	112	191	132	58	727
630	IL	180	86	155	190	110	721
562	CA	197	107	137	131	141	713
901	TN	118	164	165	146	120	713
925	CA	96	86	190	165	176	713
989	MI	143	165	118	143	141	710
931	TN	145	203	175	137	45	705
269	MI	122	164	155	139	124	704
217	IL	166	62	166	182	126	702
508	MA	239	121	139	90	113	702
616	MI	136	173	142	135	114	700
401	RI	159	72	91	208	163	693
828	NC	167	91	117	150	168	693
617	MA	185	106	155	153	93	692
417	MO	136	92	162	169	131	690
414	WI	229	72	114	181	93	689
908	NJ	183	74	196	141	87	681
225	LA	142	115	119	235	63	674
434	VA	116	86	130	203	139	674
912	GA	143	109	116	147	158	673
618	IL	136	141	113	140	139	669
763	MN	109	148	117	150	145	669
913	KS	121	90	147	176	133	667
734	MI	101	131	150	118	166	666
608	WI	160	61	151	189	103	664
517	MI	141	148	141	121	109	660

NPA	State	2008	2009	2010	2011	2012	Total
337	LA	123	89	105	250	92	659
865	TN	185	161	125	108	80	659
727	FL	125	109	187	111	124	656
213	CA	128	53	148	178	148	655
971	OR	35	70	134	215	201	655
270	KY	141	108	96	166	123	634
870	AR	88	67	84	292	100	631
830	TX	93	87	176	147	127	630
770	GA	123	84	143	140	136	626
785	KS	199	79	90	143	115	626
859	KY	112	79	76	143	205	615
425	WA	127	88	138	147	110	610
810	MI	126	118	146	90	129	609
206	WA	124	90	102	168	123	607
802	VT	172	106	149	112	58	597
858	CA	114	67	107	157	151	596
331	IL	129	102	110	119	135	595
636	MO	111	68	154	137	123	593
361	TX	142	140	100	145	65	592
216	OH	55	169	120	141	106	591
602	AZ	106	111	63	54	249	583
607	NY	76	95	182	115	115	583
863	FL	140	95	92	127	119	573
651	MN	144	58	139	133	95	569
309	IL	106	62	179	149	72	568
218	MN	92	54	113	150	155	564
567	OH	138	119	116	104	82	559
260	IN	144	68	138	93	115	558
612	MN	84	28	170	142	134	558
715	WI	111	100	107	147	93	558
682	TX	96	50	130	155	123	554
507	MN	93	55	182	127	87	544
985	LA	141	72	98	163	69	543
601	MS	152	75	126	122	63	538
219	IN	153	57	95	85	142	532

NPA	State	2008	2009	2010	2011	2012	Total
215	PA	204	109	82	75	54	524
847	IL	88	75	133	125	103	524
419	OH	179	111	85	85	58	518
605	SD	78	87	113	139	101	518
385	UT		52	62	167	236	517
316	KS	77	71	77	154	136	515
479	AR	92	74	60	217	72	515
231	MI	71	94	79	127	141	512
580	OK	126	60	44	170	108	508
234	OH	50	50	149	88	168	505
657	CA	43	46	164	92	159	504
928	AZ	90	61	73	82	196	502
775	NV	123	48	74	139	115	499
319	IA	79	46	136	94	140	495
713	TX	115	70	129	89	89	492
915	TX	101	69	125	105	88	488
305	FL	83	92	131	100	80	486
307	WY	76	49	78	91	192	486
701	ND	55	32	93	170	132	482
276	VA	102	83	83	115	98	481
586	MI	84	113	84	88	109	478
941	FL	107	92	95	102	81	477
251	AL	144	89	95	87	59	474
386	FL	147	71	89	96	71	474
575	NM	107	54	90	116	107	474
320	MN	100	28	106	114	125	473
239	FL	94	70	78	108	115	465
808	HI	94	37	82	110	139	462
229	GA	97	96	50	122	95	460
574	IN	134	45	100	92	86	457
254	TX	93	78	101	104	79	455
253	WA	97	87	83	100	80	447
787	PR	155	94	70	81	47	447
410	MD	98	43	72	154	78	445
620	KS	112	80	49	79	121	441

NPA	State	2008	2009	2010	2011	2012	Total
610	PA	139	91	72	63	72	437
409	TX	102	68	80	78	102	430
831	CA	79	69	87	111	80	426
979	TX	83	69	75	105	76	408
872	IL		28	69	196	109	402
806	TX	110	61	83	100	47	401
623	AZ	92	76	110	59	63	400
772	FL	81	56	85	76	97	395
606	KY	62	64	34	88	142	390
936	TX	52	59	68	130	80	389
779	IL	78	23	55	141	91	388
478	GA	76	74	50	111	72	383
703	VA	96	53	62	68	84	363
731	TN	57	45	68	97	61	328
681	WV		19	26	202	77	324
762	GA	27	56	75	102	62	322
712	IA	67	48	92	42	66	315
940	TX	62	51	72	76	54	315
310	CA	32	58	39	81	100	310
754	FL	22	24	48	134	81	309
952	MN	81	58	54	55	56	304
563	IA	36	22	87	74	80	299
848	NJ	23	19	67	77	107	293
432	TX	72	37	55	60	62	286
769	MS	112	54	33	64	20	283
641	IA	27	17	101	36	89	270
325	TX	66	30	38	54	26	214
660	MO	73	29	30	48	34	214
907	AK	32	13	33	42	90	210
228	MS	71	14	39	41	35	200
718	NY	57	17	28	76	16	194
339	MA	49	24	30	43	32	178
308	NE	31	26	11	29	80	177
303	CO	56	41	20	15	35	167
747	CA		2	56	41	62	161

NPA	State	2008	2009	2010	2011	2012	Total
475	CT		1	20	59	61	141
906	MI	13	26	36	14	45	134
442	CA			29	37	52	118
212	NY	3	3	27	67	16	116
551	NJ	29	10	20	6	3	68
430	TX	1	5	19	9	4	38
458	OR				7	27	34
947	MI	4	5	1	6	9	25
351	MA					17	17
984	NC					10	10
534	WI				1		1
	<b>Total</b>	<b>47,898</b>	<b>34,364</b>	<b>46,472</b>	<b>51,962</b>	<b>46,385</b>	<b>227,081</b>

**Table 10-14**  
**Total CO Codes Assigned by State and Type from 2008 through 2012**

State	Type	2008	2009	2010	2011	2012
AK	LRN			3	1	3
AK	Replenishment	2			1	6
AL	Dedicated	7	2			2
AL	LRN	21	18	12	9	9
AL	Replenishment	45	18	17	18	15
AR	Dedicated			2		
AR	LRN	11	7	6	12	2
AR	Replenishment	5	5	6	22	10
AZ	Dedicated	1	5	2	1	1
AZ	LRN	3	4	8	5	8
AZ	Replenishment	45	30	40	37	63
CA	Dedicated	7	13	3	5	9
CA	LRN	42	59	43	37	14
CA	Replenishment	133	83	244	174	244
CO	Dedicated	5	6	5		4
CO	LRN	6	5	7	8	8
CO	Replenishment	23	29	47	41	35
CT	Dedicated	5				1
CT	LRN	6	3	4	5	4
CT	Replenishment	23	3	13	23	15

State	Type	2008	2009	2010	2011	2012
DC	Dedicated	3				1
DC	LRN	3	1		3	
DC	Replenishment	14	13	20	32	12
DE	Dedicated	1	2	14		
DE	LRN			1	2	
DE	Replenishment	6	6	11	5	4
FL	Dedicated	5	3	16	2	4
FL	LRN	46	39	30	42	32
FL	Replenishment	57	51	148	130	117
GA	Dedicated	6	2	6	3	1
GA	LRN	39	20	28	21	24
GA	Replenishment	28	36	52	85	95
HI	LRN		4	2	1	13
HI	Replenishment		2		4	5
IA	Dedicated		2	2	1	1
IA	LRN	11	10	18	7	8
IA	Replenishment	9	12	43	16	14
ID	Dedicated		1			1
ID	LRN	4	3	3	3	5
ID	Replenishment	5	4	1	8	3
IL	Dedicated	9	7	7	3	1
IL	LRN	38	27	33	22	4
IL	Replenishment	97	68	70	112	80
IN	Dedicated	1	2	1	1	1
IN	LRN	26	25	16	24	9
IN	Replenishment	22	11	33	23	42
KS	Dedicated	1			1	
KS	LRN	19	8	11	4	5
KS	Replenishment	28	9	6	18	12
KY	Dedicated	3	4	1		1
KY	LRN	19	9	15	26	30
KY	Replenishment	6	2	8	25	38
LA	Dedicated	2	1	2		1
LA	LRN	23	18	12	6	11
LA	Replenishment	12	18	13	70	18
MA	Dedicated	5	5	3	3	2
MA	LRN	5	7	3	2	8
MA	Replenishment	29	15	27	39	35

State	Type	2008	2009	2010	2011	2012
MD	Dedicated	2	5	6	1	1
MD	LRN	7	4	7	6	4
MD	Replenishment	25	42	20	128	56
ME	LRN	6	2	3	1	3
ME	Replenishment	10	5	4	17	19
MI	Dedicated					2
MI	LRN	24	13	28	2	12
MI	Replenishment	35	34	49	40	49
MN	Dedicated	4	10	2	2	1
MN	LRN	54	12	18	12	7
MN	Replenishment	17	10	45	39	44
MO	Dedicated	2		1	1	
MO	LRN	19	4	13	13	3
MO	Replenishment	24	6	8	39	26
MS	Dedicated		1	1		
MS	LRN	14	4	11	7	3
MS	Replenishment	19	6	5	10	2
MT	LRN	5	2	4	7	8
MT	Replenishment	2	3	6	11	2
NC	Dedicated	4	3	2	3	9
NC	LRN	31	17	15	23	14
NC	Replenishment	24	40	45	75	35
ND	Dedicated				1	
ND	LRN	3	1	6	1	3
ND	Replenishment	1	1	13	5	5
NE	Dedicated	2	3	1	1	4
NE	LRN	5	8	3	8	2
NE	Replenishment	3	6	1	8	5
NH	Dedicated					2
NH	LRN	5		2	1	1
NH	Replenishment	3	15	2	3	5
NJ	Dedicated	1	1	7	3	3
NJ	LRN	18	13	8	20	15
NJ	Replenishment	52	25	56	69	53
NM	Dedicated	1			1	
NM	LRN	6	1	7	3	2
NM	Replenishment	23	8	16	15	13
NV	Dedicated	1		16		



State	Type	2008	2009	2010	2011	2012
NV	LRN	7	4	7	7	7
NV	Replenishment	26	14	24	25	26
NY	Dedicated	8	19	1	3	2
NY	LRN	37	20	37	21	35
NY	Replenishment	166	91	254	198	229
OH	Dedicated	4	2	3		4
OH	LRN	33	15	33	14	26
OH	Replenishment	32	37	34	80	94
OK	Dedicated	3	1	1	1	
OK	LRN	7	10	8	7	5
OK	Replenishment	23	9	5	38	79
OR	Dedicated	2	6	2		
OR	LRN	10	6	6	10	8
OR	Replenishment	60	18	9	19	22
PA	Dedicated	4	8	2	1	1
PA	LRN	35	17	14	8	17
PA	Replenishment	69	201	35	60	84
PR	Dedicated	7	1			
PR	LRN	2	2	1	2	
PR	Replenishment	15	17	25	26	1
RI	Dedicated		1			1
RI	LRN	6	1	2	1	2
RI	Replenishment	3	2	1	13	7
SC	Dedicated	2	2		2	2
SC	LRN	26	8	16	6	4
SC	Replenishment	33	22	19	20	19
SD	Dedicated				1	
SD	LRN	5	2	4		3
SD	Replenishment	3	5	15	5	3
TN	Dedicated	3			2	
TN	LRN	22	13	27	10	10
TN	Replenishment	27	46	44	46	33
TX	Dedicated	16	6	18	19	8
TX	LRN	73	48	90	46	25
TX	Replenishment	142	82	178	143	161
UT	Dedicated		2			1
UT	LRN	4	2	2	5	1
UT	Replenishment	13	12	25	32	24

State	Type	2008	2009	2010	2011	2012
VA	Dedicated	3	2	5	6	2
VA	LRN	27	22	16	17	7
VA	Replenishment	47	62	65	63	50
VT	LRN	2	2	4		3
VT	Replenishment	1	13	5	1	1
WA	Dedicated	3				
WA	LRN	13	11	3	8	6
WA	Replenishment	25	7	10	23	25
WI	Dedicated	4		2		1
WI	LRN	34	11	28	19	3
WI	Replenishment	33	14	17	19	23
WV	Dedicated		1			
WV	LRN	15	8	9	4	5
WV	Replenishment	7	2	10	19	9
WY	LRN	2	3	1	2	1
WY	Replenishment	3	3	1	3	4

#### 10.4 – Reclamation 2008 through 2012

The PA has been authorized to reclaim 394 blocks since 2008. Table 10-15 shows the total number of blocks reclaimed by state since 2008, ranked from highest to lowest.

**Table 10-15**  
**Total Number of Blocks Reclaimed by State from 2008 through 2012**

State	2008	2009	2010	2011	2012	Total
CALIFORNIA	1				124	125
MICHIGAN	8	2	50	0	1	61
INDIANA	41	2	5	7		55
VIRGINIA	0	27	0	0	0	27
NEW HAMPSHIRE	19	0	0	1	0	20
WASHINGTON	12		2	2	2	19
MARYLAND	0	0	17			17
TEXAS	0	5	2	0	3	10
WISCONSIN	0	4	1		5	10
ILLINOIS	8					8
WEST VIRGINIA	7					7

State	2008	2009	2010	2011	2012	Total
NEW YORK	2	4				6
NEW JERSEY	5	1				6
ARKANSAS	0		5			5
KANSAS	4					4
ALABAMA	3					3
COLORADO	3					3
GEORGIA	0	2				2
PENNSYLVANIA	2					2
UTAH	0	2				2
HAWAII					2	2
CONNECTICUT	1					1
IOWA	1					1
<b>TOTAL</b>	<b>117</b>	<b>49</b>	<b>82</b>	<b>10</b>	<b>137</b>	<b>394</b>

Table 10-16 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 for which reclamation has been initiated by year since 2008. Interestingly, the percent of new blocks to cumulative blocks has continued to increase annually since we began keeping track in 2009, but the number of new blocks on the list is the second lowest for the reporting period. This would indicate that, while Part 4s were delinquent, there are fewer old blocks on the list.

**Table 10-16  
Summary of Reclamation from 2008 through 2012**

Year	Number of Cumulative Blocks on the List	Number of New Blocks to the List <sup>8</sup>	Percent New Blocks to Cumulative Blocks on the List	Number of Blocks for which Reclamation has been Initiated <sup>9</sup>
<b>2008</b>	22,013			117
<b>2009</b>	9,839 <sup>10</sup>	1,962	20%	49

<sup>8</sup> We added new overdue Part 4s to the cumulative list in 2009.

<sup>9</sup> While a state may authorize the PA to initiate block reclamation, not all blocks in this category have actually been reclaimed. In some cases the reclamation process is halted if it is determined that the blocks are actually in service. For example, in 2012, the reclamation of 122 of the 137 blocks was halted by the state commission just prior to the actual reclamation taking place. In all, 15 blocks were actually reclaimed in 2012.

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

Year	Number of Cumulative Blocks on the List	Number of New Blocks to the List <sup>8</sup>	Percent New Blocks to Cumulative Blocks on the List	Number of Blocks for which Reclamation has been Initiated <sup>9</sup>
2010	6,156	2,026	33%	82
2011	10,070	3,655	36%	34
2012	7,631	2,508	33%	214

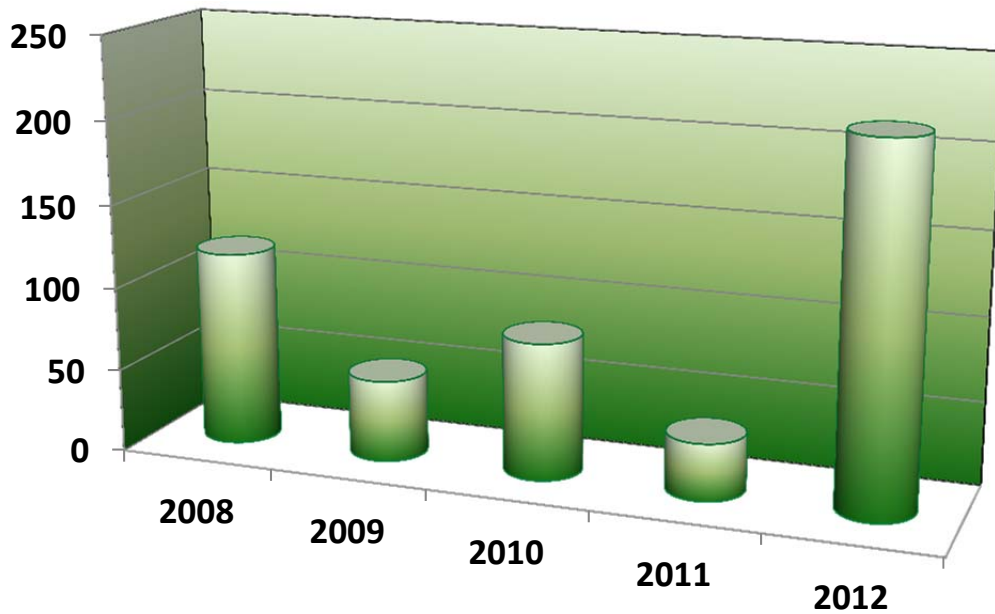


Figure 16: Blocks Reclaimed by Year from 2008 through 2012

### 10.5. Summary of Pooled Areas since 2008

The following sub-sections contain summary pooled area data since 2008.

#### 10.5.1 Aggregated Pooled Areas – 2008 through 2012

Table 10-17 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 2008. In the past five years of pooling, the total number of rate centers in pooling has increased approximately 8%, from 14,285 to 15,418. The number of service providers has increased approximately 7% from 2,350 at the end of 2008 to 2,505 at the end of 2012. 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.

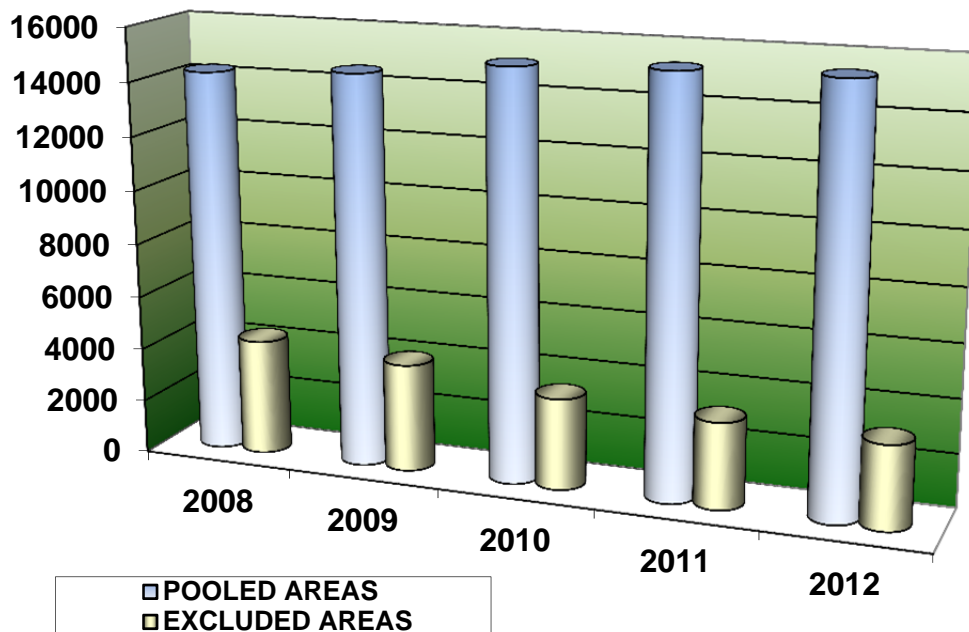
**Table 10-17**

**Aggregated Total Number of Service Providers and Pooling Areas from 2008 through 2012**

Year	Total Number of Distinct Pooling Service Providers	Pooled Areas
2008	2,350	14,285
2009	2,406	14,574
2010	2,467	15,148
2011	2,489	15,329
2012	2,505	15,418

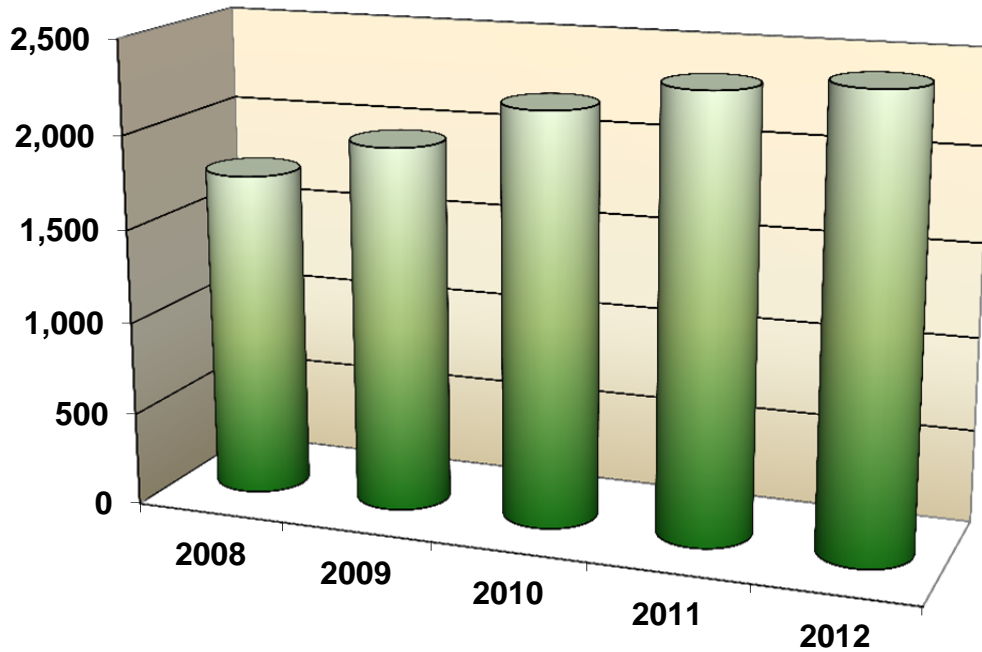
**10.5.2 Pooling versus Excluded Rate Centers – 2008 through 2012**

The number of pooling rate centers continued to increase in 2012. This is primarily the result of carriers entering excluded rate centers.



**Figure 17: Pooling versus Excluded Rate Centers – 2008 through 2012**

### 10.5.3 Total Number of Distinct Pooling Service Providers – 2008 through 2012



**Figure 18: Total Number of Distinct Pooling Service Providers**

Table 10-18 depicts the trends in rate center status between 2008 through 2012.

**Table 10-18  
Pooling Rate Center Facts Comparison by Year - 2008 through 2012**

	2008	2009	2010	2011	2012
<b>Total Number of Distinct Rate Centers</b>	18,600	18,597	18,549	18,546	18,540
<b>Total Number of Distinct Rate Centers Available for Pooling</b>	14,285	14,574	15,148	15,329	15,418
<b>Percentage of Distinct Rate Centers that are Available for Pooling</b>	76.8%	78.4%	81.7%	82.7%	83.2%
<b>Total Number of Mandatory Distinct Rate Centers</b>	7,688	7,739	8,001	8,389	8,439
<b>Percentage of Distinct Rate Centers that are Mandatory</b>	41.3%	41.6%	43.1%	45.2%	45.5%

	2008	2009	2010	2011	2012
<b>Total Number of Distinct Mandatory Single-Service Provider Rate Centers</b>	1,137	1,088	1,073	1,261	1,205
<b>Percentage of Distinct Rate Centers that are Mandatory Single-Service Provider</b>	6.1%	5.9%	5.8%	6.8%	6.5%
<b>Total Number of Distinct Optional Rate Centers</b>	5,460	5,747	6,074	5,679	5,774
<b>Percentage of Distinct Rate Centers that are Optional</b>	29.4%	30.9%	32.7%	30.6%	31.1%
<b>Total Number of Distinct Rate Centers Excluded from Pooling</b>	4,315	4,023	3,401	3,217	3,122
<b>Percentage of Distinct Rate Centers that are Excluded from Pooling</b>	23.2%	21.6%	18.3%	17.3%	16.8%
<b>Total Number of Rate Center Designations Changed in 2012 (see Section 2.4.2 for detail)</b>	1,165	348	960	892	170

That's all folks, until next year.....

