

## Answers to Written Questions

COMMON QUESTIONS FOR NANP/CO ADMINISTRATION  
RESPONDENTS

Outlying data will be determined by identifying abrupt changes of three or more standard deviations from a trend identified by a prediction function.

Steep changes in trends will be tracked by searching for patterns of successively larger than expected deviations from the trend. If necessary, the curve will be divided into two or more functions by the model.

If analysis of the combined runs yields a significant change in the NPA exhaust prediction results, a new COCUS report could be issued to industry (guidelines permitting) along with all the supporting data and model results.

During the transition phase for the COCA functions, as historical data is entered into the COC Database, Mitretek data analysts will determine the best set of prediction functions and data weighting functions to use for the model. Once the model comes on line, the operation will be automatic and will provide early warning of any unexpected condition within the numbering system.

The features of the Mitretek forecasting system that directly enhance the NPA exhaust prediction process are summarized in the following table:

## Answers to Written Questions

COMMON QUESTIONS FOR NANP/CO ADMINISTRATION  
RESPONDENTS

<b>Quality/Capability</b>	<b>Feature</b>	<b>Application to Jeopardy</b>
Appropriate historical data	Consistent, nationwide database. Continuous updating of assignment and new entrant data. Continuous running of forecast model.	More accurate forecast of exhaustion. More timely forecast of potential jeopardy situations.
Flexible prediction functions	Use of linear, higher order polynomial, and exponential functions.	Ability to model non-linear growth trends. More advance warning of explosive growth.
Identification of outlier data points	Use of automatic methods to detect data points more than three standard deviations from the trend.	Reduces false alarms and overreaction to one-time events versus trends.
Identification of changes in trends	Ability to use different prediction functions for different portions of a historical time line.	Early identification of an ever-increasing growth trend.

## Answers to Written Questions

COMMON QUESTIONS FOR NANP/CO ADMINISTRATION  
RESPONDENTS

### Question 4

What systems, software, and documents included in your proposal are to be considered proprietary and, therefore, unavailable to another organization who may take on the NANPA functions in the future?

#### *Answer:*

As a public interest firm, Mitretek will make available to the NANC all systems, software, documents, and data developed as part of our work as the NANP Administration. These systems, software, documents, and data will be made available at the end of the term of administration as described in Requirements Document Section 1.3. The system, software, documents, and data will be made available on an as-is and as-available basis under one of the following two methods:

1. Mitretek will transfer all systems, software, documents, and data to the NANC, or another NANC designated organization. This transfer will involve no cost to the NANC, or other designated organization.

Or

2. Mitretek will issue a no-cost, non-exclusive license for the systems, software, documents, and data.

Mitretek will retain the option of which method to use, but in either event the NANC, or successor NANP Administration, receives the benefits at no additional cost.

**Answers to Written Questions**

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COMMON QUESTIONS FOR NANP/CO ADMINISTRATION  
RESPONDENTS

**Question 5**

What are your proposed fees for providing hard copies of specific documents (i.e., paper, computer disks, facsimile)? Which documents will be provided for a fee? Which documents will be provided at no charge? Will you charge for document attachments to e-mail messages?

***Answer:***

[REDACTED]

[REDACTED]

[REDACTED]

**Answers to Written Questions**

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COMMON QUESTIONS FOR NANP/CO ADMINISTRATION  
RESPONDENTS

**Question 6**

Is your organization committed to attend all NPA relief activity meetings (including associated jeopardy meetings, regulatory meetings and hearings) within your price bid? Did you make any assumptions and, if so, what are your assumptions with respect to the number of meetings your staff will be required to attend for NPA relief activity?

***Answer:***

Mitretek personnel will attend any and all meetings associated with NPA relief planning activities as was stated in our response to the Requirements Document Section 5.2.4, pages 232-250. Mitretek will assume all NPA Relief Coordinator functions specified in the NPA Code Relief Planning Guidelines and Central Office Code (NXX) Assignment Guidelines.

Specific travel and number of meetings assumptions are included in the detailed price information provided in our answer to Common Questions on Respondent Pricing question number 3. Mitretek estimated between three and five non-local meetings per NPA exhaust situation, depending on the specific activity in the MCAC area as contained in the January 1997, NANPA Annual Planning Letter.

**Answers to Written Questions**

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COMMON QUESTIONS FOR NANP/CO ADMINISTRATION  
RESPONDENTS

We believe that this level of travel is required to be responsive to the NANC Requirements Document. We are willing to change our assumptions based on further NANC clarification.

## Answers to Written Questions

COMMON QUESTIONS FOR NANP/CO ADMINISTRATION  
RESPONDENTS

### Question 7

In your price proposal did you include the costs for meeting rooms for NPA relief planning meetings? If you did include costs for such meeting room expenses, what are they?

#### *Answer:*

The NPA Code Relief Planning Guidelines hold the NPA Relief Coordinator responsible for conducting the meetings, providing the moderator, answering questions, documenting meeting notes, forwarding notes if appropriate to regulators—see process flow chart Figure 5-3, page 236 of response. It is our understanding that the Guidelines do not require the NPA Relief Coordinator to find or pay for the meeting rooms. Mitretek assumed that the telecommunications companies involved in a particular relief activity to take their turn in hosting meetings. Mitretek has included a meeting room with audio conferencing capabilities in each of its MCAC facilities. This room will be made available for any NPA code relief planning meetings where the industry chooses to meet at the MCAC. If our understanding of this is incorrect, Mitretek will incorporate that cost into our proposal.

**Answers to Written Questions**

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COMMON QUESTIONS FOR NANP/CO ADMINISTRATION  
RESPONDENTS

**Question 8**

Item 5 in the NANC Requirements Document Section 5.2.4 states that the NANPA will perform the role of moderator for all relief planning meetings which includes issuing meeting minutes and other duties necessary to conduct the meeting. Does your fixed firm price for providing CO Code Administration include the provision of secretarial support associated with NPA Code Relief Planning?

***Answer:***

Yes, secretarial support from the MCAC staff will be provided for NPA Relief Planning activity.

**Answers to Written Questions**

**Question 1**

Proposal Overview

1a) How was the number of CO Administration Centers chosen? Would there be economies of scale with fewer centers? Please explain.

*Answer:*

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Answers to Written Questions**

MITRETEK QUESTIONS

[REDACTED]

1b) Does Mitretek's telecommunication capabilities provide for automatic call distribution?

***Answer:***

Mitretek's currently operational Fujitsu F9600 Private Branch Exchange (PBX) system supports Automatic Call Distribution (ACD) service. The F9600 system supports two levels of ACD service, namely, Basic and an advanced feature offering referred to as ACD/MIS (Management Information System). Basic service provides for call routing, defining of ACD groups, queuing of calls for busy ACD groups, agent call handling

## Answers to Written Questions

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MITRETEK QUESTIONS

identification, and a set of routine Maintenance and Administration functions. ACD/MIS service differs from Basic in that it offers real-time status displays, historical reporting and dynamic system reconfiguration.

Mitretek's current proposal accommodates the use of an ACD group within its current PBX configuration in support of its NANP Administration functions. As an example, Mitretek's proposal includes use of its ACD functionality to meet requirements of responding to inquiries on available Central Office Codes (e.g., Requirement 6, Section 5.2). Mitretek has indicated in its proposal that it will "...accept and respond to all inquiries regarding available CO codes. A centralized NPA-specific database, created by Mitretek, will facilitate responses to telephone inquiries on a real time basis." In meeting this requirement, Mitretek has provided for both a Web page solution as well as a database support solution for its agents to use when responding to telephone inquiries. Considering the sophistication of current users, the Web page information on CO code assignments and schedules are anticipated to serve as a major source of client information. However, when voice telephone inquires are made, Mitretek is prepared to direct calls to the appropriate person and database information source. Call routing, group directing, busy call queuing, and agent call handling will be implemented within Mitretek's PBX to support our operations as needed to fully satisfy the caller's needs.

**Answers to Written Questions**

MITRETEK QUESTIONS

**Question 2**

Section 4.1, Page 94 - Mitretek notes "it has included representatives of non-US countries as part of its staffing Plan." Please expand on this concept.

- a) What role will these representatives play in NANPA and which countries will they represent?
- b) Are these Staff members citizens of non-US countries rather than representatives of these countries?
- c) Which Government organization within these countries authorized these Staff Members to be their representatives?

***Answer:***

The referenced staff are citizens of non-U.S. countries, rather than official representatives of these countries. The referenced staff are Canadian. We apologize for any misunderstanding.

## Answers to Written Questions

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MITRETEK QUESTIONS

### Question 3

Section 4.1.9, Page 108 - Please explain in more detail, your intranet capabilities and how it will be beneficial?

*Answer:*

As part of its normal operation, Mitretek provides advanced intranet capabilities to its employees. These capabilities are based on World Wide Web technology and employ sophisticated security techniques.

Within the Mitretek facility, services are provided through a World Wide Web server and are accessible from all desktops using standard browsers (e.g., Netscape Navigator or Microsoft Internet Explorer). All company policies, procedures and document templates are published on the server. In addition, the company telephone directory is online, enhanced with many advanced features. For each employee, a picture of the employee is provided as well as the room, phone number, organization, level, and job title. Each person also has folders attached to his directory entry that may be accessed by anyone inside the facility. These include a personal World Wide Web page folder, a resume folder, a transfer folder where anyone can "drop" or "pick up" documents, and a publishing folder. The latter capability allows a staff member to move a document in word processor format into the folder and it will be automatically converted to Web format and be accessible to anyone on the intranet.

**Answers to Written Questions**MITRETEK QUESTIONS

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Within project groups, collaboration is accomplished through use of a Lotus Notes infrastructure. Tasks are assigned and tracked through action items; documents are created, reviewed, and finalized in a shared area; deliverables are archived and indexed electronically within the system.

External access to the intranet is accomplished through a fully functional security boundary using firewall and secure token technology. A Mitretek employee dialing into the firewall is authenticated and then has access to all the above capabilities as if he were at his work location.

All of these capabilities are being brought to bear on the design of the NANP Administration information systems. These technologies are not new to Mitretek. We have been using them to enhance our own productivity since their inception and we will continue to be on the cutting edge of information technology evolution.

## Answers to Written Questions

MITRETEK QUESTIONS

### Question 4

Section 4.2 - Mitretek has repeatedly articulated the importance of maintaining a relationship between the new NANP Administration and the CNA. (Section 4.2, p. 130, 136, 151, 157, 164, 179 etc.)

- a) What recognition of the Caribbean Nations' authority over numbering has Mitretek considered?
- b) What will Mitretek do to ensure that the Caribbean Nations interests are represented in the NANPA functions?

### **Answer:**

Mitretek recognizes that the NANP Administration will serve 19 nations. As the NANP Administration, Mitretek will ensure that all participating nations, including the Caribbean Nations, are appropriately consulted on all numbering administration issues, applications, or impacts. Mitretek will develop and maintain communications channels with all member countries who participate in the NANP to ensure numbering needs of all countries served by the NANP are met. These communications channels and relationships will be the responsibility of the Mitretek NANP Administration Director.

- a) In Section 4.1.1, page 95 of Mitretek's proposal response, entitled, "Establish and Maintain Relationships With U.S., Canadian, and Caribbean Governmental and Regulatory Bodies and Address Their Policy Directives" Mitretek's has explicitly stated its recognition of the Caribbean Nations having "*...the Right of Plenary*

## Answers to Written Questions

MITRETEK QUESTIONS

*Authority over the NANP resources assigned to it. The designated federal regulatory authority in each NANP country is responsible for ensuring that their country's rights and policies relative to participating in a shared NANP are met.*

*NANPA recognizes this and acknowledges that the final authority for all NANP related decisions involving a NANP country rest with that country's federal telecommunications regulatory authority."*

In addition, under Section 4.1.2, Mitretek noted: *"...The on-going design integrity and operational functionality of the NANP is in large part the result of activities in multiple industry fora and standards bodies which operate in the area served by the NANP. Principally, these committees are U.S. based (e.g., INC, NIIF, OBF, ANSI-T1). However, Canadian (e.g., CSCN) and Caribbean region industry committees also exist to focus on numbering issues which are peculiar to their geographic area."*

- b) To ensure that the Caribbean Nations interest are represented in the NANPA functions, Mitretek, in its proposal response Section 4.1.1 stated *"...In consideration of the above, NANPA will develop and maintain a list of the designated federal regulatory authority in each NANP country [inclusive of the Caribbean Nations]. NANPA will endeavor to establish and maintain a working relationship with all NANP regulatory authorities. To initiate this activity, the new NANPA will contact each NANP regulatory authority to apprise them of the change in NANP*

## Answers to Written Questions

MITRETEK QUESTIONS

*Administration, the rationale behind it, the new mandate and reporting structure, and most importantly, the on-going commitment of NANPA to recognize and respect the rights of all NANP nations [inclusive of the Caribbean Nations]. On an on-going basis, as is stated explicitly throughout Section 4.2 of the response, NANPA will consult with the designated federal regulatory authority whenever an issue involving their country arises in the course of our administration of the NANP resource. It is also noted that under certain circumstances (i.e., those defined in Section 10.0 of the NPA Allocation Plan and Assignment Guidelines), NANPA has an obligation to canvas all NANP federal regulatory authorities seeking their comments on any proposed changes to the make-up of the NANP (e.g., adding a new country/territory)."*

Stated further in Section 4.1.8, Mitretek indicated explicitly that its "*...staff will track state and federal, Canadian, and Caribbean regulatory issues relating to the NANP. We will remain current and informed about issues and proceedings relative to regulatory activity. Further, the Mitretek NANPA will serve as a resource to all regulators domestic and foreign with respect to the Plan for all nations in the area served by the NANP."*

In Section 4.1.11 of its proposal response, Mitretek focus may appear to be solely on the Canadian Number Administration (CNA). This was inadvertent. Mitretek fully recognizes its responsibility to ensure that the interests of all NANP nations [including

## Answers to Written Questions

MITRETEK QUESTIONS

the Caribbean Nations] are represented. Mitretek offers that its use of CNA was to serve only as an example of all NANP member nations. Given the stated direction of the Canadian Steering Committee on Numbering (CSCN), it is Mitretek's intent to have the same functional relationship with the representatives of the Caribbean Nations either in the form of a centralized steering committee or individually, where needed to ensure their interests are being served.

Under Mitretek's description of the NANP Administration NPA "Guidelines and Controls" (Section 4.2.1, B page 119 ), Mitretek indicated its complete adherence to the directives issued by NANP participating country's federal regulatory authority (e.g., FCC 96-333). In addition it indicated that it will "...*Consult with representatives from the Caribbean region regarding NPA related issues, as appropriate (reference Section 4.2.2).*"

## Answers to Written Questions

MITRETEK QUESTIONS

### Question 5

Section 4.2.1, Page 119, Item B - There is the statement that the NANPA will ensure that the client is familiar with the terms and conditions of the Guidelines, including Purpose, Assumptions, Principles, Criteria, etc. Please clarify how this will be accomplished.

#### *Answer:*

As the NANP Administration, Mitretek will utilize the following vehicles to assist the client in becoming familiar with the terms and conditions of the guidelines:

- Mitretek will train and utilize qualified personnel in assisting clients.
- Mitretek will have access to the guidelines readily available for clients.
- Mitretek will utilize:
  - Phone support
  - E-mail support
  - Internet web-based technology support
  - Face-to-face support at the NANP Administration location
- Mitretek will, as required by the NANP Administration Requirements Document, conduct training seminars for new clients under the enterprise services options.
- Mitretek personnel have been involved in the Industry process that developed the Guidelines (INC/ICCF), and therefore have a good understanding of the Guidelines— why and how they were developed.

**Answers to Written Questions**

**Question 6**

Section 4.2.4, Page 141 and Section 4.2.8, Page 162 - Mitretek proposal states “In either case, but particularly the latter (reclamation), NANPA’s workload will be impacted” and “all of the foregoing has the potential to significantly impact the resources required to administer the 555 resources.” These requirements are part of current industry guidelines. Please clarify if Mitretek’s price quote includes performing these functions.

**Answer:**

[Redacted Answer]

## Answers to Written Questions

MITRETEK QUESTIONS

### Question 7

Section 4.2.13, p 183 - Mitretek states, "In the new NANP Administration, Mitretek will refer to the NANC numbering issues not under the purview of a specific single forum".

- a) Which numbering issues would not be under the purview of the Industry Numbering Committee?

#### *Answer:*

Mitretek is not aware of any NANP numbering issue that is not under the purview of INC. Mitretek is aware that certain issues impacted by numbering administration (e.g., policy, routing, and network databases) may require coordination and information dissemination to industry and its fora beyond just the INC. Mitretek is aware that the INC itself requires liaison activities to parallel fora for the purposes of clarification and dissemination of information. The intention of Mitretek was to indicate that if it were to become the new NANP Administration, it would look to NANC to clarify the role of the NANP Administration in rare times of uncertainty regarding which forum should address a particular issue.

- b) In addition, in the past some numbering issues (e.g., Number Portability, Personal Communications Services (PCS) 500, Portability for LEC-only 500 and 900 numbers, etc.) related to activities of the INC and the forum formerly known as the ICCF were successfully addressed by these groups. As a point of clarification, if an issue contains

**Answers to Written Questions**

MITRETEK QUESTIONS

aspects of both numbering and interconnection, is Mitretek proposing to alter existing processes and refer these issues directly to the NANC? If yes, please explain in detail.

***Answer:***

Mitretek does not presume to, and in fact is not proposing to, alter any existing process. We fully endorse the current industry processes as being well-formed, consistent, and sufficient. We similarly endorse the FCC's adoption of the Industry Model as the appropriate model for overseeing the portions and functions of the North American Numbering Plan over which the FCC has plenary authority. Mitretek is aware that both the INC and the NANC are reviewing and beginning to clarify their mutual relationship. Mitretek anticipates that all industry-related organizations will continue to clarify their roles with respect to one another and develop a successful ongoing relationship. Mitretek fully believes it can work within the processes and relationships being established.

- c) Please clarify the circumstances or provide examples under which the Mitretek NANPA will "make recommendations for inclusion of new requirements in the NANP". (p183)

***Answer:***

If an industry body addresses an issue and is unable to come to consensus, the NANC may direct that the NANP Administration provide a study, do research, in order to make a

**Answers to Written Questions**

MITRETEK QUESTIONS

recommendation to the NANC and the industry bodies. The NANP Administration does not intend to perform this activity until formally directed to do so by the NANC.

**Answers to Written Questions**

**Question 8**

Section 5.0 - Mitretek has chosen to decentralize its Central Office Code Administrators.

- a) How will Mitretek ensure consistency in assignment procedures among the Central Office Code administrators?

**Answer:**

The basic procedures for CO code assignment are contained in the INC guidelines, which must be followed by all administrators. Mitretek has proposed an information systems approach to improving the productivity and consistency of the CO code assignments. A single database common to all Mitretek NANP Administration functions and organizational components will hold consistent information about CO codes, dialing plans, and available resources nationwide. Each CO Code Administrator will have access to the same tools and data at the workstation, regardless of their location. This, coupled with common training and procedure manuals, will provide a consistency that was never before achievable in the industry.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

## Answers to Written Questions

MITRETEK QUESTIONS

- [REDACTED]
  - [REDACTED]
  - [REDACTED]
  - [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

b) Please provide a more detailed explanation of the rationale used by Mitretek in selecting the specific cities for the regional COCA offices.

**Answer:**

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]