



North American Portability Management, LLC

Transition Oversight Manager

Transition Oversight and Education Plan

October 2015

Objectives

- **Provide transparency regarding the LNPA transition**
 - Update stakeholders regarding the LNPA transition, including key milestones and progress against them
 - Communicate testing requirements and schedules
 - Provide updates on Go-Live plans and readiness activities
- **Provide an open forum to gather and understand the concerns of interested parties**
 - Solicit input from interested parties concerning the LNPA transition
 - Provide a forum for stakeholders to ask questions and express concerns
- **Incorporate feedback into transition plan to improve communication and address identified issues and risks**
 - Analyze and report stakeholder feedback
 - Incorporate stakeholder feedback into the transition oversight plan

Audience

The Transition Outreach and Education Plan (TOEP) will span the breadth of interested parties

- Large and Small Service Providers
- Service Bureaus and Providers of Telecom Related Services (PTRS)
- Law Enforcement Agencies (Federal and State)
- Telemarketers
- Regulators
- Trade Associations
- Vendors
- Consumer Groups

Proposed Communication and Outreach Channels



Type

Webcast*

Description

- Establish a recurring webcast that provides updates on the LNPA transition status and allows for participation from any interested stakeholders
- Webcast supports tracking attendance through a short webcast registration feature
- Interested stakeholders can also ask questions/chat live during the webcast
- A real-time polling feature will be used to solicit feedback/concerns and display aggregate poll results anonymously and in real time



Dedicated
Email or Web
Query Form

- Establish either a dedicated LNPA Transition Outreach (LTO) email address or a web query form to allow direct stakeholder communication with the LTO team
- Email address or web query link to be publicized alongside LTO meeting and events information to provide ready access to LTO team
- Interested stakeholders to use email or web query form to learn more about LTO meetings, submit concerns or otherwise communicate with the LTO team



Survey

- Solicit feedback from interested parties via periodic short surveys, potentially tailored to different audiences, e.g., service providers vs. law enforcement agencies
- An initial survey will provide a baseline of the stakeholders' initial understanding of the transition
- Future survey results will be compared to baseline results to identify additional stakeholder education needs and gauge the effectiveness of past communications

* In person meetings may be conducted on an as needed basis

Outreach Meeting and Survey Plan

Initial frequency of outreach

- Monthly meetings*
- Quarterly surveys

▲ Monthly LTO Meetings
 📅 Quarterly Surveys

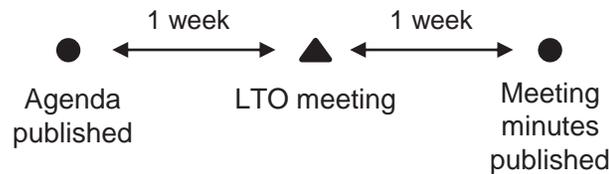


Proposed LTO meeting initiation point –
 FCC contract approval

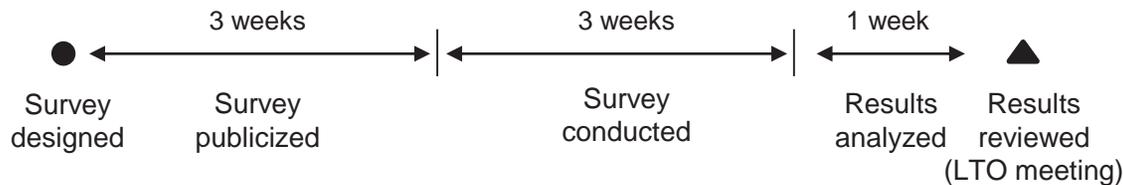
*Near the Go-Live date, meeting frequency may increase.
 Additionally, at key points in the transition, meetings may be tailored for specific audience.

Proposed key activities for outreach

Meetings

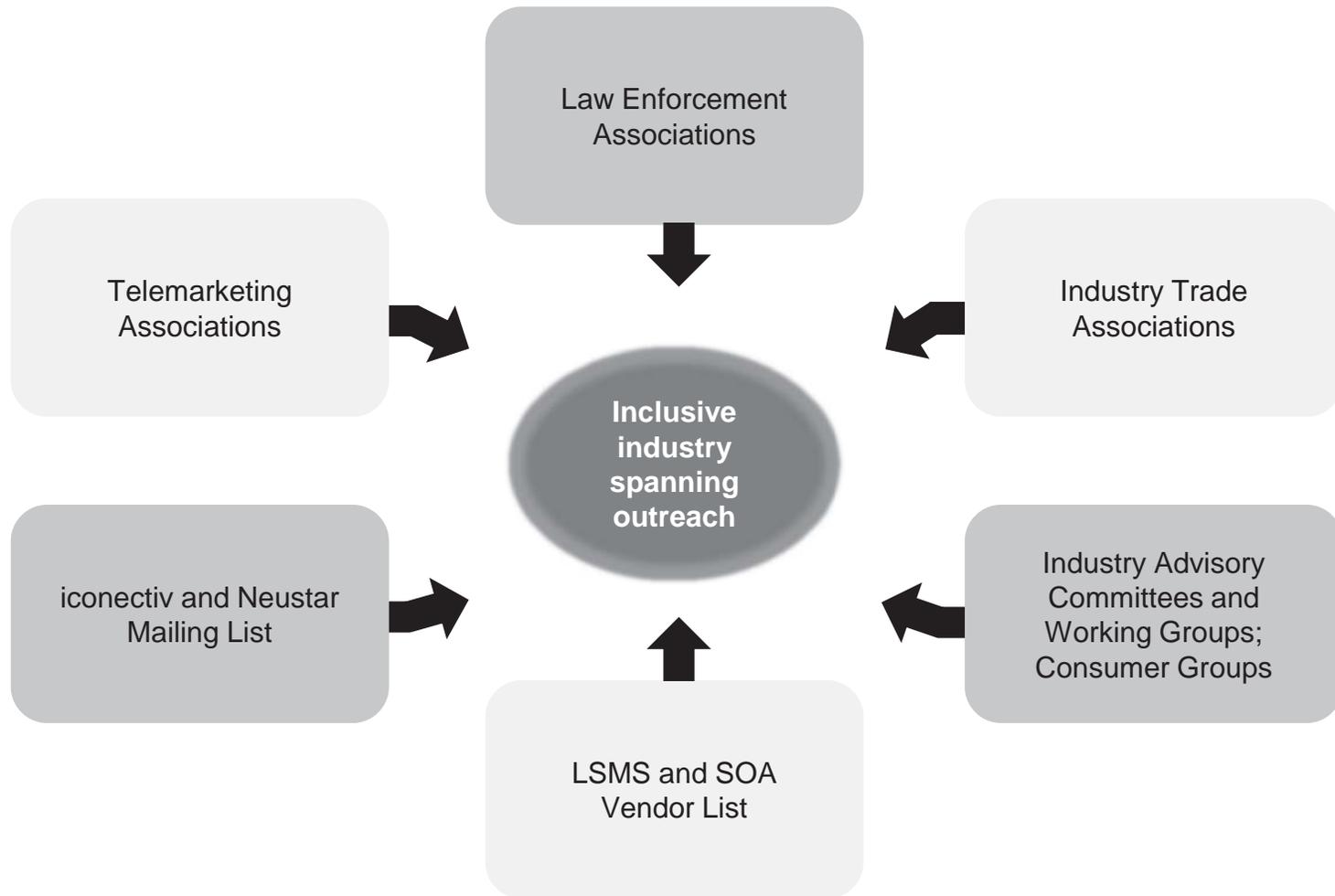


Surveys



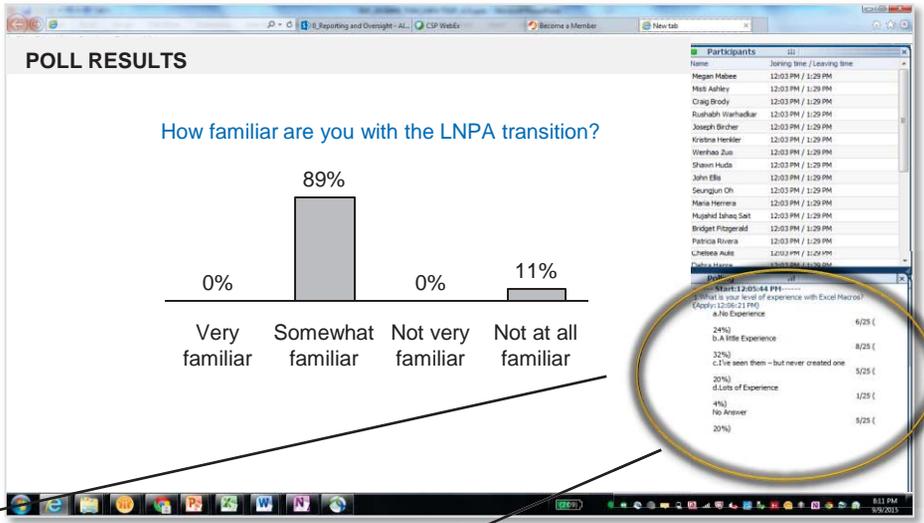
Publicizing Meetings and Surveys

The Transition Outreach and Education Plan (TOEP) will use a thorough approach to identify and invite LTO meeting attendees and survey participants



Example of Webcast Real-Time Polling

Illustrative



How familiar are you with the LNPA transition? Would you say you are...

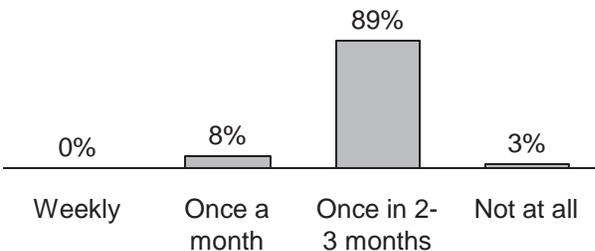
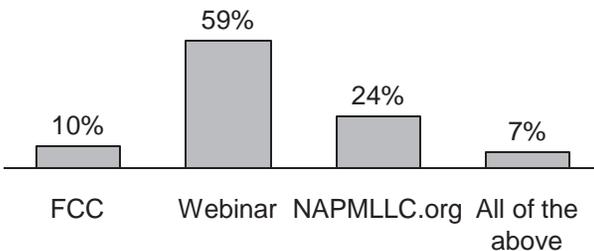
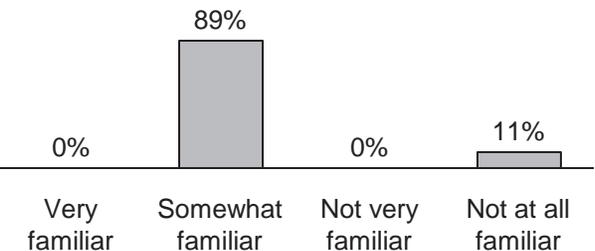
A. Very familiar	0/27 (0%)
B. Somewhat familiar	24/27 (89%)
C. Not very familiar	0/27 (0%)
D. Not at all familiar	3/27 (11%)

Where do you currently get updates on LNPA transition progress?

A. FCC	3/29 (10%)
B. Webinar	17/29 (59%)
C. NAPMLLC.org	7/29 (24%)
D. All of the above	2/29 (7%)

How often do you want to receive communication about the LNPA transition?

A. Weekly	0/28 (0%)
B. Once a month	2/28 (8%)
C. Once in 2-3 months	25/28 (89%)
D. Never	1/28 (3%)



Next Steps

Contact trade groups and other entities to build TOEP mailing lists

Work with NAPM LLC website resources to configure a webpage for TOEP communications, including potential web inquiry capability

Develop initial survey coverage and content