Section 9

Audits and Performance Monitoring

9.1 Audit by FCC

The NANPA shall be subject to audits by the FCC or its designees that include the following:

- Compliance with industry guidelines
- Compliance with regulatory directives
- Conflict of Interest
- Neutrality
- NANPA operations and financial viability
- Record verification
- Facilities
- Security
- Enterprise Services.

9.1.1 Staff Support

NANPA shall provide the FCC or its designees, access during normal business hours to NANPA's staff and books, records, and supporting documentation relating to the NANPA function being audited.

9.1.2 Office Facilities

NANPA shall provide office space, office furnishings, telephone and facsimile service, utilities, office-related equipment, and duplicating services that auditors may require to perform audits.

9.1.3 Audit Results

NANPA shall make audit results available to the public in a limited manner that protects any confidential information. The NANC shall receive a detailed summary of the audit results such that the content shall not identify any service provider.

If any audit results in NANPA being notified that it is not in compliance with any law, regulation, or requirement relating to its administration, NANPA shall be required to take actions to correct any non-compliance.

- Accuracy of tests for inconsistencies and anomalies
- Accuracy and timeliness of calculation of exhaust projections for the NANP and individual NPAs
- Timely notification to NANC and industry of problems and unusual activity
- Responsiveness to federal and state regulators
- Responsiveness to industry.

9.5 Self Assessment and Reporting

NANPA shall provide a self-assessment of its performance. An annual and quarterly report shall be delivered to the NANC or its designee within 30 days of the measurement period. NANPA shall provide the following information:

- Summary of areas in which NANPA experienced difficulty and how NANPA corrected the problem (NANPA internal and client external difficulties included)
- Incidences of client dissatisfaction and a description of the action taken by NANPA to ensure the problem shall not reoccur
- A summary tally of written and oral complaints from clients identified by performance metric
- A summary list of major issues addressed by NANPA including an evaluation of how NANPA's activities influenced the outcome and how this outcome affected NANPA clients.

- Status of continuing education programs for employees to ensure a knowledgeable workforce.

9.2.3 Performance Problems and Corrective Action

NANPA shall implement remedial action, at no cost to its clients, to correct any identified performance problems.

NANPA shall develop a Performance Improvement Plan (PIP) that addresses each area identified that requires performance improvement along with a time for completion. The PIP shall be presented to the NANC for review and acceptance prior to implementation. This presentation shall be at the NANC meeting following the NANC acceptance of that year's performance review report.

The annual assessment process shall not preclude telecommunications industry participants from identifying performance problems to the NANPA and the NANC as they occur, and from seeking resolution of such performance problems in an expeditious manner.

9.3 Performance Monitoring

The performance monitoring process shall include, but not be limited to, an internal, documented performance monitoring mechanism to be developed and implemented by NANPA and made available to clients.

9.4 NRUF-Related Measurements

The review of NANPA's responsibilities with respect to how well it discharged its duties related to NRUF shall include the following:

- Identification of all service providers utilizing NANP resources, including the maintenance of an up-to-date list of contacts for each service provider obtained from the semi-annual NRUF report and any subsequently updated contact information
- Distribution of notification of NRUF reporting requirements to all service providers allocated NANP resources
- Timely analysis of data
- Review of data to ensure service provider compliance with reporting requirements, including frequency and granularity
- Timely follow-up with carriers and regulators, as needed to ensure compliance
- Performance of tests for inconsistencies and anomalies

10.9 System Maintenance Plan

The contractor shall provide a System Maintenance Plan per Section 7.5 within 120 days of contract award.

10.10 System Documentation Plan

The contractor shall provide a System Documentation Plan per Section 2.15.3 within 135 days of contract award.

10.11 Performance Improvement Plan

The contractor shall provide a Performance Improvement Plan per Section 9.2.3 on an annual basis following the NANC acceptance of each year's performance review report.

10.12 Transition Plan

The contractor shall provide a Transition Plan per Section 2.15.4 180 days prior to contract termination.

Section 10

Contract Data Requirements List (CDRL)

All CDRLs shall be approved by the FCC.

10.1 Implementation Plan

The contractor shall provide an Implementation Plan per Section 2.14 within 30 days of contract award.

10.2 Security Plan

The contractor shall provide a Security Plan per Section 7.6 within 45 days of contract award.

10.3 Disaster/Continuity of Operations Plan

The contractor shall provide a Disaster/Continuity of Operations Plan per Section 7.13 within 60 days of contract award.

10.4 NANPA System Transfer List

The contractor shall provide the NANPA System Transfer List per Section 7.17 within 60 days of contract award.

10.5 System Test Plan

The contractor shall provide a System Test Plan per Section 7.12 within 75 days of contract award.

10.6 Change Management Plan

The contractor shall provide a Change Management Plan per Section 4.1 within 90 days of contract award.

10.7 Contract Change Management Plan

The contractor shall provide a Contract Change Management Plan per Section 2.11 within 90 days of contract award.

10.8 Training Plan

The contractor shall provide a Training Plan per Section 4.1 within 105 days of contract award.

11.3 Audit of Enterprise Services

Any and all approved Enterprise Service(s) will be subject to an audit by an independent auditor.

The NANPA vendor will contract with an auditor to have an audit of all enterprise service offerings the first, third and fifth year of their Term of Administration. The audit report will be conducted during the second quarter of the reporting year and the auditor's report must be provided to the NANC and all appropriate regulatory agencies the third quarter of the reporting year.

11.4 Changes to Scope of Work

The NANPA vendor may request additional funding for services that are a change in scope from the functions, requirements identified within this document.

The NANPA will follow the process as identified in Section 14.1 to seek additional funding to cover the costs associated with providing added services to its client.

Section 11

Enterprise Services

Enterprise services are additional services that may be implemented, for a specific fee, by NANPA. These are described as services that NANPA can provide but are limited to meeting the needs of a limited number of clients.

Enterprise services and their associated fees are subject to prior review by the NANC and approval by the applicable regulatory authorities before they can be implemented and made available to the requestor(s).

11.1 Operating Principles

The following operating principles apply to the provision of enterprise services.

1. The fees associated with enterprise services shall be fair and reasonable.
2. Enterprise service fees for the same service must be the same for all customers.
3. Enterprise services must be performed without jeopardizing NANPA duties and responsibilities.
4. Proprietary/confidential information provided to NANPA shall be protected in the provision of any enterprise service.
5. Fees associated with an enterprise service shall be collected by the NANPA vendor or the designated billing collection depending on the NANC recommendation and FCC approval.
6. Fees for enterprise services are independent of the firm, fixed-price bid.

11.2 Required Enterprise Service

The NANPA vendor is required to support these enterprise services:

1. Provide rating and routing input to the RDBS/BRIDS upon request from code applicants (AOCN function). The information is contained in Part 2 of the CO Code Administration Guidelines. This includes reviewing the information, assisting in the preparation of the information and the actual inputting of the information in the associated databases.
2. Provide input of paper submissions (*e.g.*, NRUF data, CO Code applications), either fax or mailed copies, into the system.

Bidders shall provide in their responses a proposed fee to be charged to the applicant requesting this service in compliance with the operating principles above.

9. Industry Numbering Committee: *Industry Numbering Committee (INC) North American Numbering Plan Numbering Resource Utilization/Forecast Reporting (NRUF) Guidelines*, INC 00-0619-026 (January 7, 2002), by the Industry Numbering Committee, a forum of the Carrier Liaison Committee, sponsored by the Alliance for Telecommunications Industry Solutions (ATIS). Available at: http://www.atis.org/atis/clc/inc/incdocs.htm.

10. Industry Numbering Committee: *Industry Numbering Committee (INC) Central Office Code (NXX) Assignment Guidelines*, INC 95-0407-008 (January 7, 2002) by the Industry Numbering Committee, a forum of the Carrier Liaison Committee, sponsored by the Alliance for Telecommunications Industry Solutions (ATIS). Available at: http://www.atis.org/atis/clc/inc/incdocs.htm.

11. North American Numbering Council: *Number Administration Auditor Technical Requirements* (July 18, 2000) by the North American Numbering Council. Available at: http://www.fcc.gov/ccb/Nanc/FinAudReg.rtf.

12. North American Numbering Council: *NANC Audit Framework* (November 16, 1999) by the North American Numbering Council. Available at: http://www.fcc.gov/ccb/Nanc/1116audit.pdf.

13. Industry Numbering Committee: *Industry Numbering Committee (INC) Automatic Number Identification (ANI) Information Digit Codes*, INC 98-0116-020 (September 18, 1998) by the Industry Numbering Committee, a forum of the Carrier Liaison Committee, sponsored by the Alliance for Telecommunications Industry Solutions (ATIS). Available at: http://www.atis.org/atis/clc/inc/incdocs.htm.

14. Industry Numbering Committee: *Industry Numbering Committee (INC) 900-NXX Code Assignment Guidelines*, INC 97-0404-012 (September 15, 2001) by the Industry Numbering Committee, a forum of the Carrier Liaison Committee, sponsored by the Alliance for Telecommunications Industry Solutions (ATIS). Available at: http://www.atis.org/atis/clc/inc/incdocs.htm.

15. Industry Numbering Committee: *Industry Numbering Committee (INC) 555 NXX Assignment Guidelines*, INC 94-0429-002 (August 29, 2001) by the Industry Numbering Committee, a forum of the Carrier Liaison Committee, sponsored by the Alliance for Telecommunications Industry Solutions (ATIS). Available at: http://www.atis.org/atis/clc/inc/incdocs.htm.

16. Industry Numbering Committee: *Industry Numbering Committee (INC) Personal Communications Services N00-NXX Code Assignment Guidelines*, INC 95-0407-009

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1. Federal Communications Commission: *In the Matter of Number Resource Optimization, Report and Order and Further Notice of Proposed Rule Making*, CC Docket 99-200, FCC 00-104 (March 31, 2000). Available at: http://www.fcc.gov/Bureaus/Common_Carrier/Orders/2000/fcc00104.pdf.

2. Federal Communications Commission: *In the Matter of Numbering Resource Optimization, Second Report and Order, Order on Reconsideration in CC Docket No. 96-98 and CC Docket No. 99-200, and Second Further Notice of Proposed Rule Making in Docket 99-200,* CC Dockets 99-200 and 96-98, FCC 00-429 (December 29, 2000). Available at: http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-00-429A1.pdf.

3. Federal Communications Commission: *In the Matter of Administration of the North American Numbering Plan,* CC Docket 92-237 (October 9, 1992). Available at: http://gullfoss2.fcc.gov/prod/ecfs/retrieve.cgi?native_or_pdf=pdf&id_document=1075810001

4. Federal Communications Commission: *In the Matter of Use of N11 Codes and Other Abbreviated Dialing Arrangements,* CC Docket 92-105 (May 4, 1992). Available at: http://gullfoss2.fcc.gov/prod/ecfs/retrieve.cgi?native_or_pdf=pdf&id_document=1021280001

5. Dorothy Attwood: *Letter from the FCC Chief of the Common Carrier Bureau to NANPA,* June 25, 2001.

6. North American Numbering Plan Administration: *NANPA Interim CIC Assignment Procedures,* July 10, 2001.

7. Industry Numbering Committee: *Industry Numbering Committee (INC) Thousands-Block Number (NXX-X) Pooling Administration Guidelines,* INC 99-0127-023, (January 7, 2002), by the Industry Numbering Committee, a forum of the Carrier Liaison Committee, sponsored by the Alliance for Telecommunications Industry Solutions (ATIS). Available at: http://www.atis.org/atis/clc/inc/incdocs.htm.

8. Neustar, Inc: *NeuStar NANPA Central Code Administration System (CAS) Requirements Specification, Revision 4.3s*, (February 23, 2000), by Neustar, Inc, 1120 Vermont Ave. Washington, DC, 20005.

23. Industry Numbering Committee: *Industry Numbering Committee (INC) Uniform Dialing Plan*, INC 97-0131-017 (July 1998) by the Industry Numbering Committee, a forum of the Carrier Liaison Committee, sponsored by the Alliance for Telecommunications Industry Solutions (ATIS). Available at: http://www.atis.org/atis/clc/inc/incdocs.htm.

24. Industry Numbering Committee: *Industry Numbering Committee (INC) International Inbound NPA (INT/NPA/NXX) Assignment Guidelines*, INC 94-0826-003 (January 11, 2002) by the Industry Numbering Committee, a forum of the Carrier Liaison Committee, sponsored by the Alliance for Telecommunications Industry Solutions (ATIS). Available at: http://www.atis.org/atis/clc/inc/incdocs.htm

25. Federal Communications Commission: *FCC Computer Security Program, FCCINST 1479.2*. Effective Date, 10/02/2001.

26. IEEE-SA Standards Board: *IEEE Standard for Software Test Documentation, IEEE Std 82901998*. Available at http://standards.ieee.org/catalog/olis/index.html

27. National Fire Protection Association: *NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs, 2000 Ed.* Available at http://www.nfpa.org/

28. Space and Naval Warfare Systems Command (SPAWAR): *Software Transition Plan (STrP), DID-IPSC-814294*. 10 January 2000. Available at http://www.ihsengineering.com/

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30. National Institute of Standards and Technology: *Guide for Developing Security Plans for Information Technology Systems, NIST Special Publication 800-18*. December 1998. Available at http://crsc.nist.gov/publications/nistpubs/800-18/planguide.pdf

31. Neustar, Inc: *NANP and NPA Exhaust Analysis*, (most recent) by Neustar, Inc, 1120 Vermont Ave. Washington, DC, 20005.

Appendix A

Terms

ANI II Digits. Automatic Number Identification (ANI) II digits are two-digit pairs sent with the originating telephone number. These digits identify the type of originating station.

Table of Assigned ANI Information Digits Codes

DIGITS	DESCRIPTION
00	Plain Old Telephone Service (POTS) - non-coin service requiring no special treatment
01	Multi-party line (more than 2) - ANI cannot be provided on 4 or 8 party lines. The presence of this "01" code shall cause an Operator Number Identification (ONI) function to be performed at the distant location. The ONI feature routes the call to a CAMA operator or to an Operator Services System (OSS) for determination of the calling number.
02	ANI Failure - the originating switching system indicates (by the "02" code), to the receiving office that the calling station has not been identified. If the receiving switching system routes the call to a CAMA or Operator Services System, the calling number may be verbally obtained and manually recorded. If manual operator identification is not available, the receiving switching system (*e.g.*, an interLATA carrier without operator capabilities) may reject the call.
06	Station Level Rating - The "06" digit pair is used when the customer has subscribed to a class of service in order to be provided with real time billing information. For example, hotel/motels, served by PBXs, receive detailed billing information, including the calling party's room number. When the originating switching system does not receive the detailed billing information, *e.g.*, room number, this "06" code allows the call to be routed to an operator or operator services system to obtain complete billing information. The rating and/or billing information is then provided to the service subscriber. This code is used only when the directory number (DN) is not accompanied by an automatic room/account identification.
07	Special Operator Handling Required - calls generated from stations that require further operator or Operator Services System screening are accompanied by the "07" code. The code is used to route the call to an operator or Operator Services System for further screening and to determine if the station has a denied-originating class of service or special routing/billing procedures. If the call is unauthorized, the calling

	party shall be routed to a standard intercept message.
10	Not assignable - conflict with 10X test code
12-19	Not assignable - conflict with international out pulsing code
20	Automatic Identified Outward Dialing (AIOD) - without AIOD, the billing number for a PBX is the same as the PBX Directory Number (DN). With the AIOD feature, the originating line number within the PBX is provided for charging purposes. If the AIOD number is available when ANI is transmitted, code "00" is sent. If not, the PBX DN is sent with ANI code "20". In either case, the AIOD number is included in the AMA record.
23	Coin or Non-Coin - on calls using database access, *e.g.*, 800, ANI II 23 is used to indicate that the coin/non-coin status of the originating line cannot be positively distinguished for ANI purposes by the SSP. The ANI II pair 23 is substituted for the II pairs, which would otherwise indicate that the non-coin status is known, i.e., 00, or when there is ANI failure. ANI II 23 may be substituted for a valid 2-digit ANI pair on 0-800 calls. In all other cases, ANI II 23 should not be substituted for a valid 2-digit ANI II pair which is forward to an SSP from an EAEO. Some of the situations in which the ANI II 23 may be sent: • Calls from non-conforming end offices (CAMA or LAMA types) with combined coin/non-coin trunk groups. • 0-800 Calls • Type 1 Cellular Calls • Calls from PBX Trunks • Calls from Centrex Tie Lines
24	Code 24 identifies a toll free service that has been translated to a Plain Old Telephone Service (POTS) routable number via the toll free database that originated for any non-pay station. If the received toll free number is not converted to a POTS number, the database returns the received ANI code along with the received toll free number. Thus, this 24 code indicates that this is a toll free service call since that fact can no longer be recognized simply by examining the called address.

25	Code 25 identifies a toll free service call that has been translated to a Plain Old Telephone Service (POTS) routable number via the toll free database that originated from any pay station, including inmate telephone service. Specifically, ANI II digits 27, 29 and 70 shall be replaced with Code 25.
27	Code 27 identifies a line connected to a pay station which uses network provided coin control signaling. II 27 is used to identify this type of pay station line irrespective of whether the pay station is provided by a LEC or a non-LEC. II 27 is transmitted from the originating end office on all calls made from these lines.
29	Code 29 is used to identify lines serving a confinement/detention facility that are intended for inmate/detainee use and require outward call screening (*e.g.*, 0+ collect only service). As per Sect. 276 (d) of the Telecom Act, inmate telephone service is considered included in the general category of payphone service. Accordingly, lines identified with ANI II 29 include both prison/inmate phones/payphones.
30-32	Intercept - where the capability is provided to route intercept calls (either directly or after an announcement recycle) to an access tandem with an associated Talc Operator Services System, the following ANI codes shall be used:
	30 Intercept (blank) - for calls to unassigned directory number (DN)
	31 Intercept (trouble) - for calls to directory numbers (DN) that have been manually placed in trouble-busy state by Talc personnel
	32 Intercept (regular) - for calls to recently changed or disconnected numbers
34	Talc Operator Handled Call - after the Talc Operator Services System has handled a call for an IC, it may change the standard ANI digits to "34", before outpulsing the sequence to the IC, when the Telco performs all call handling functions, *e.g.*, billing. The code tells the IC that the BOC has performed billing on the call and the IC only has to complete the call.
40-49	Unrestricted Use - locally determined by carrier
52	Outward Wide Area Telecommunications Service (OUTWATS) - this service allows customers to make calls to a certain zone(s) or band(s) on a direct dialed basis for a flat monthly charge or for a charge based on accumulated usage. OUTWATS lines can dial station-to-station calls directly to points within the selected band(s) or zone(s). The LEC performs a screening function to determine the correct charging and

	routing for OUTWATS calls based on the customer's class of service and the service area of the call party. When these calls are routed to the interexchange carrier via a combined WATS-POTS trunk group, it is necessary to identify the WATS calls with the ANI code "52".
60	TRS - ANI II digit pair 60 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS Provider and that the call originated from an unrestricted line (*i.e.*, a line for which there are no billing restrictions). Accordingly, if no request for alternate billing is made, the call shall be billed to the calling line.
61	Cellular/Wireless PCS (Type 1) - The "61" digit pair is to be forwarded to the interexchange carrier by the local exchange carrier for traffic originating from a cellular/wireless PCS carrier over type 1 trunks. (Note: ANI information accompanying digit pair "61" identifies only the originating cellular/wireless PCS system, not the mobile directory placing the call.
62	Cellular/Wireless PCS (Type 2) - The "62" digit pair is to be forwarded to the interexchange carrier by the cellular/wireless PCS carrier when routing traffic over type 2 trunks through the local exchange carrier access tandem for delivery to the interexchange carrier. (Note: ANI information accompanying digit pair "62" identifies the mobile directory number placing the call but does not necessarily identify the true call point of origin.)
63	Cellular/Wireless PCS (Roaming) - The "63" digit pair is to be forwarded to the interexchange carrier by the cellular/wireless PCS subscriber "roaming" in another cellular/wireless PCS network, over type 2 trunks through the local exchange carrier access tandem for delivery to the interexchange carrier. (Note: Use of "63" signifies that the "called number" is used only for network routing and should not be disclosed to the cellular/wireless PCS subscriber. Also, ANI information accompanying digit pair "63" identifies the mobile directory number forwarding the call but does not necessarily identify the true forwarded-call point of origin.)
66	TRS - ANI II digit pair 66 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS Provider, and that the call originates from a hotel/motel. The transport carrier can use this indication, along with other information (*e.g.*, whether the call was dialed 1+ or 0+) to determine the appropriate billing arrangement (*i.e.*, bill to room or alternate bill).
	TRS - ANI II digit pair 67 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS Provider and that the call

67	originated from a restricted line. Accordingly, sent paid calls should not be allowed and additional screening, if available, should be performed to determine the specific restrictions and type of alternate billing permitted.
70	Code 70 identifies a line connected to a pay station (including both coin and coinless stations) which does not use network provided coin control signaling. II 70 is used to identify this type pay station line irrespective of whether the pay station is provided by a LEC or a non-LEC. II 70 is transmitted from the originating end office on all calls made from these lines.
80-89	Reserved for Future Expansion "to" 3-digit Code
93	Access for private virtual network types of service: the ANI code "93" indicates, to the IC, that the originating call is a private virtual network type of service call.
95	Unassigned - conflict with Test Codes 958 and 959

AOCN. Administrative Operating Company Number. Also refers to the company that updates Traffic Routing Administration (TRA) databases under contract to a code holder.

Carrier Identification Codes. Carrier identification codes (CICs) are used to route and bill calls in the public switched telephone network. CICs are four-digit codes in theformat XXXX. To obtain a CIC, an applicant shall purchase access from an access provider, who shall in turn apply to NANPA for the assignment on behalf of the access purchaser. Reflecting their origin, CICs may be classified as Feature Group (FG) B or (FG) D, depending on the type of access purchased.

Auditor. Neutral Fourth Party vendor selected to audit the telephone number administration and assignment functions for the telephony industry in the United States and all NANP Administrators, including the Pooling administrator.

Bidder. The company submitting a bid response to this RFP.

Billing and Collection Agent. The designated vendor responsible for managing NANPA financial arrangements and payments between the industry and the NANPA administration vendor.

Client(s). The code applicants, code holders, regulatory organizations, and the general public that shall interface with NANPA all the functions and applications contained with this document.

Code Holder. The code holder is the LERG assignee of the NPA-NXX.

Contractor. The winning bidder for NANPA.

Easily Recognizable Codes. When the second and third digits of an area code are the same, that code is called an easily recognizable code (ERC). ERCs designate special services; *e.g.*, 888 for toll-free service.

Enterprise Services. Functions performed by the Administrator that are outside of the requirements and responsibilities detailed within this proposal and associated industry guidelines and regulatory orders.

Feature Group B. Provides trunk side access to telephone company end office switches with an associated uniform 950-XXXX access code for an InterExchange Carrier's use in originating and terminating communications.

Feature Group D. Provides trunk side access to telephone company end office switches with an associated 101XXXX access code for an InterExchange Carrier's use in originating or terminating communications; no access code is required for calls to an InterExchange Carrier over Feature Group D switched access service if the end-user's telephone number is subscribed to that InterExchange Carrier.

Knowledge Base. A database provided on a Support Web Site programmed with application-specific, self-help information, that is constantly being improved, added-to, and updated based on information gathered from use of the Application.

INC. The Industry Numbering Committee (INC) is an industry forum operating under the auspices of the Alliance for Telecommunications Industry Solutions (ATIS). Their mission is to provide an open forum to address and resolve industry-wide issues associated with the planning, administration, allocation, assignment and use of numbering resources and related dialing considerations for public telecommunications within the NANP area.

ITU Study Group. There are 15 ITU study groups that focus on a variety of topics. See: http://www.itu.int/ITU-T/studygroups/

NCS Pearson. NCS Pearson is a global provider of applications, services, and technologies for education, testing, assessment, government and complex data management. See: http://www.ncspearson.com/

N11 Codes. Service codes, commonly called N11 codes because of their format, are used to provide three-digit dialing access special services. In the U.S., the FCC administers N11 codes, and recognizes only 211, 311, 511, and 711 as nationally assigned.

211	Community Information and Referral Services
311	Non-emergency Police and Other Governmental Services (U.S.)
411	Local Directory Assistance

511	Traffic and Transportation Information (U.S.)
611	Repair Service
711	Telecommunications Relay Service (TRS)
811	Business Office
911	Emergency

NANC. The NANC is a Federal Advisory Committee established pursuant to the United States Federal Advisory Committee Act, 5 U.S.C., App. 2 (1988) (FACA). The NANC was established to advise the FCC and other NANP member countries on issues related to NANP administration, and to advise the Commission on local number portability administration issues in the United States. The NANC also develops policy recommendations on numbering issues, initially resolves disputes and provides guidance to the PA as well as the NANPA.

The NANC's Charter under the FACA provides that, in carrying out its responsibilities, the NANC shall assure that all NANP administrators support the following policy objectives:

1. That the NANP facilitates entry into the communications marketplace by making numbering resources available on an efficient, timely basis to communications service providers;
2. That the NANP does not unduly favor or disfavor any particular industry segment or group of consumers;
3. That the NANP does not unduly favor one technology over another;
4. That the NANP gives consumers easy access to the public switched telephone network; and
5. That the NANP ensures that the interests of all NANP member countries are addressed fairly and efficiently, fostering continued integration of the NANP across NANP member countries.

NANP. North American Numbering Plan (NANPA) is the basic numbering scheme for the public switched telecommunications networks in the following 19 countries (formerly known as World Zone 1): Anguilla, Antigua & Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Trinidad & Tobago, Turks & Caicos Islands, and the United States. The format of the NANP is in compliance with International Telecommunications Union (ITU) standards as detailed in Recommendation E.164.

NXX. The format of an NPA code or a central office code (N=2-9, X=0-9)

Ported Telephone Numbers. This refers to the ability to maintain a subscriber's TN while changing vendors.

Rate Area. Identifies the geographic area used to distinguish rating and billing boundaries.

Term of Administration. Shall be for the period of time between February 2003 and January 2008. At any time prior to the termination of the initial or subsequent Term of Administration, the Term of Administration may be renewed up to five years in length with the approval of the NANPA vendor and the appropriate regulatory authorities.

Query. The ability to request and retrieve data stored in the NANPA system

Respondent. The company submitting a bid response to this RFP.

Subcontractor. One not in the employment of the contractor, who is performing designated services and functions contained within this document.

U.S. Department of State Study Group A.

Vertical Service Codes. Vertical service codes (Viscous) are customer-dialed codes that provide customer access to features and services provided by local exchange carriers, interexchange carriers, CMRS, etc. Services invoked by Viscous include call forwarding, automatic callback, customer originated trace, and many others. The format of a VSC is *XX or *2XX (touch-tone) and 11XX or 112XX (rotary). For example, call forwarding is activated by dialing *72 or 1172.