- Be a distinguishable area with secure access points.
- Be contiguous space where personnel are physically located within the same area.
- Provide sufficient backup power to maintain operation through electrical outages for at least eight hours.

7.4 System Data

NANP numbering resource data and information shall be stored in the NAS in accordance with the categories and formats that correspond to those currently used and/or as may be defined in the future by regulatory directives and industry guidelines.

7.4.1 Data Integrity

The NANPA shall ensure that all data stored is accurate and take commercially reasonable steps to confirm that data processed is accurate.

7.4.2 Confidential Treatment

All individual user-specific data submitted to the NANPA, in any form, shall be treated as confidential.
Any data that contains proprietary user information shall not be accessible by the public on the NANPA web site, or published by the NANPA. The NANPA shall only publish and distribute aggregated data.

7.4.3 Automated Submittal

The NANPA shall use the data interface protocols previously adopted and in use between service providers and the current NANPA vendor.

Except as noted, the NAS shall offer a web interface and/or allow for automated data input via EFT for applications and data forecast reports, as well as support an e-mail attachment transfer capability.
The EFT capability shall permit users to forward data in a predetermined format, which the NANPA shall then use to initiate processing within the NAS.

7.4.4 Automated Data Output Capabilities

The NANPA shall also accommodate automated data output via EFT when transmitting responses and other industry forms/data or reports to users per the appropriate industry guidelines.

7.4.5 Mechanized Interface with the Pooling Administrator

The NANPA will maintain a functional, mechanized interface between NAS and Pooling Administration System (PAS) that allows for the passing of information between the two administration systems and where appropriate, from SPs to the NANPA via the PAS and vice versa. This information includes the Part 1, Months-to-Exhaust Forms, Part 3, Part 4 and Part 4A.

7.4.6 Alternative Data Capabilities

The NANPA shall also support fax and e-mail submissions of user documentation (*e.g.*, applications, forms, forecast reports).

7.5 System Maintenance

The details of a proposed system maintenance schedule shall be provided in the NANPA's System Maintenance Plan.

7.6 System Security

The NANPA shall maintain and enforce system safety and physical security procedures in accordance with the *FCC Computer Security Program* (Reference 25). The NANPA shall maintain confidential and proprietary information and institute any physical and safety procedures required.

Following contract award, the NANPA shall prepare a NANPA Security Plan following, as appropriate, the National Institute of Standards and Technology (NIST) *Guide for Developing Security Plans for Information Technology Systems* (Reference 30).

7.7 System User Profile Application

The NANPA shall develop and maintain a User Profile application process for the NAS to ensure that there is a mechanism to distinguish one system user from another. The NANPA shall maintain the capability to reach all service providers by maintaining automated and up-to-date lists of addresses corresponding to all contacts. The NANPA shall update the list of contacts quarterly. The contact list shall be automated, facilitating mailing via U.S. Mail or electronically via e-mail.

The User Profile application shall contain at a minimum the contact information for each client, and other relevant identifying factors such as service provider operating company number (OCN) and FCC Registration Number (FRN). The NANPA is not responsible for assigning the OCN.

7.7.1 User Logon System

The system shall be able to support access to the NAS data with a unique logon ID and password upon receipt and approval by the NANPA of a request form.

7.7.2 Logon System Access

Access is initiated upon receipt by the NANPA of a completed logon ID request form having the proper signature approvals from the requesting organization.

7.7.3 Logon System Approval

After access approval, the NANPA shall assign the unique logon ID and appropriate security level corresponding to the type of user requesting access.

7.7.4 Logon System Security Level

The user's security clearance sets the correct level of record access and system capabilities.

7.7.5 Logon System Password

After the logon is initialized and entered into the system by the NANPA, the users shall be informed of the logon activation, and a completed logon ID request form shall be sent back to the requestor for its records.

7.7.6 Logon System Problems

Users experiencing problems in obtaining a logon ID shall contact the NANPA for resolution.
The NANPA shall resolve all logon problems within one business day.

7.7.7 User Access Permission Classes

The NAS is responsible for assigning new users the appropriate security permission class. The NANPA shall control access to all records.

7.7.8 Password Changes

All user passwords shall be changed every 180 days. If an individual ends employment with the user, the NANPA shall be immediately notified and a new password assigned.

7.7.9 Unauthorized Client User System Access

In the event the NANPA becomes aware of an unauthorized access to the NAS or user data, the NANPA shall immediately:

- Notify the FCC, and the applicable user(s) electronically.
- Report to the NANC that a breach has occurred and that the affected party has been notified.
- Subject to reasonable access, security, and confidentiality requirements, provide the FCC, affected users, and their respective designees with reasonable access to all resources and information in the NANPA's possession as may be necessary to investigate the unauthorized access.

The FCC, or its designee, shall have the right to conduct and control any investigation relating to the unauthorized access as it determines is appropriate.

7.8 System Inspection

Subject to the NANPA's reasonable access, security, and confidentiality requirements, a NANP member country or a designee, upon notice to the NANPA, shall have the right to make visits to the NAS facilities to review safety/security applications.
However, the NANPA is not required to support more than four visits in any 12-month period (excluding any follow-up visits referred to in the following sentence).

If any of the safety and physical security procedures as stated in the selected vendor's proposal are not implemented and maintained throughout its Term of Administration, the vendor shall be deemed noncompliant. Failure to correct such noncompliance within ten days shall subject the vendor to termination.
The NANPA shall:

- Implement corrective measures.
- Give notice of such implementation in preparation for one or more follow-up visits to the affected facility, as necessary, to confirm that the deficiency has been rectified.

7.9 System Report Administration

The NAS shall be capable of generating and distributing reports upon request. All reports, except individual user-specific data, shall be available and accessible electronically on the NANPA web site. All individual user-specific data submitted to the NANPA, in any form, shall be treated as confidential. Any data that contains proprietary user information shall not be accessible by the public on the NANPA web site, or published by the NANPA. The NANPA shall only publish and distribute aggregated data.

7.9.1 Report Distribution

Reports generated by the NAS shall be capable of being distributed and updated automatically. The report distribution system shall support an exploder list for automatic signup for updated report notification.
The NANPA shall distribute via the NANPA web site all summaries and comprehensive reports made known to the NANPA or produced by the NANPA or its affiliate contractor(s) performing NANPA duties in part or whole.
Reports shall be distributed by paper (including via U.S. Mail) and facsimile when requested.
The Bidder shall describe its report distribution mechanism in its response.

7.10 Help Desk

The NANPA shall maintain a help desk that is accessible during the NANPA's regularly scheduled business hours.
The Help Desk shall be available to assist users with the input and the interpretation of system-generated reports.
The NANPA shall:

- Report problems with the web site, facsimile, voice mail or e-mail; for each problem the Help Desk will open a trouble ticket.
- Receive and transmit trouble tickets concerning communications problems with other vendors.
- Require that each trouble ticket be time stamped with minute accuracy and stored for recall for up to two years.
- Require that once a trouble ticket is closed, the originator of the trouble ticket shall be notified of disposition of the problem.

- Summarize the quantity and type of trouble tickets opened and closed during the year in the annual report.
- Require the help desk to assist customers to fill out applications or reports or to gain access to other authorized FCC or industry information.
- Require that if out-of-service conditions exists, the time stamped on the trouble ticket shall be used as the time for the start of the out-of-service period; when the out-of-service condition has been cleared and the originator of the trouble ticket notified, the time stamped on the last update of the trouble ticket shall be used as the end of the out-of-service period.

7.10.1 Contact

The telephone number for the Help Desk shall be posted on the NANPA web site along with other relevant contact information to help users.
The NANPA shall provide mechanisms; *e.g.*, web, voicemail, e-mail, and facsimile, to be accessible on a 24-hour basis.
With e-mail, the NANPA shall have the capability of transmitting and receiving e-mail messages with and without attached files. The NANPA shall provide "firewall" protective screening of all incoming e-mail messages and attachments based on a security profile established by the NANPA and approved by the FCC. The NANPA shall additionally provide virus protection software on all devices that receive e-mail. The NANPA shall maintain the most recently updated version of virus software as defined by the software provider.
With facsimile, the NANPA shall provide the capability of transmitting and receiving ITU G.3 and G.4 facsimiles.

7.10.2 Help Desk Referrals

Response to user inquiries for assistance shall include, where appropriate, referral to a NANPA Subject Matter Expert.

7.10.3 Help Desk Actions

Any frequently asked questions (FAQs) and their answers shall be added to the FAQ page on the web site on at least a monthly basis.
Responses shall be provided within one business day of the request being sent to the NANPA.

7.11 System Generated Notifications

The NAS shall support an email distribution list that both registered and non-registered NAS users can apply to and receive system generated notifications. Such email distribution list may be used to send a general notice to all users, both registered and non-registered.

7.11.1 Customized Notifications

The NAS shall allow users to customize notices by geographical location (*e.g.*, NPA relief planning by NPA or state) and/or resource type that allows users to select categories of notices they want to receive.

The following subjects shall warrant customized notification support:

- Instructions for users to subscribe to lists on www.NANPA.com.
- Topic and geography specific notifications.
- NPA relief planning, guideline changes, regulatory directives, NANPA process changes.
- NPA exhaust notification and relief planning.
- General broadcast of system availability.
- User education opportunities.
- New items on the web site.
- New personnel announcements.
- International activities impacting the NANP.
- Data related to the status of resources associated with state conservation deliberation.

7.12 System Testing

Prior to any new system functionality and feature implementation and turn up, the NANPA shall provide a System Test Plan to the FCC. This plan shall contain the selection criteria for users to participate in system testing and the timeline and specific NAS elements to be tested. The System Test Plan shall follow the format, where applicable, of Reference 26, *IEEE Standard for Software Test Documentation.*

7.12.1 System Test Results

Upon completion of the NAS test, the NANPA shall publish the results of said test. These results shall be readily available to all interested parties.

7.13 System Disaster Recovery

A disaster recovery process shall be developed to restore the NAS within two business days. The NANPA shall develop and implement a detailed Disaster/Continuity of Operations Plan, following the format, where applicable, of Reference 27, *NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs.*

In the event of a disaster, the NANPA shall cover all costs associated with rebuilding or recovering the applications systems, records, and related information that existed prior to the disaster.

7.14 System Backup

The NANPA shall initiate and maintain a backup process that ensures that the data contained in the system can be restored as needed. System backup information shall be generated, at least daily, and stored in a secure off site location that can be accessed within one business

day if backup data is necessary for system restoration. Files shall be retained online for two years and archived for five years.

7.15 System and Equipment Inventory

Inventory data (hardware model, serial numbers and descriptions) on equipment shall be reported as part of the NANPA's annual reporting requirements, as well as any upgrades or replacements, including the license numbers of any Commercial Off-the-Shelf (COTS) software.

7.16 System Documentation Plan

The NANPA shall provide the FCC designated Contract Administrator with copies of the:

- System Design documentation describing the system's structure, modules, and interactions.
- System Operations documentation describing how to load, operate, and maintain the system.
- System User documentation describing the system and its features from the end user perspective.

This documentation should be consistent with Reference 32, *IEEE Recommended Practice for Software Design Descriptions*, Reference 33, MIL-STD-498, *Computer Operation Manual (COM)-Data Item Description (DID)*, and Reference 29, *IEEE Standard for Software User Documentation*, respectively.

7.17 NANP Administration System Transfer to Successor

The NANPA shall transfer to a successor in the case of termination or at the expiration of the Term of Administration, designated hardware and software property developed with funding from this contract, including:

- NAS and its software
- Designated hardware
- Computers and related equipment
- Other peripheral devices
- Records, both current and historical

The NANPA shall provide the FCC with a list of items that are subject to transfer at the end of its term. The list shall be filed at the time of the new or modified systems acceptance. Thereafter, the NANPA shall update the list annually, and provide such list to the FCC.

7.17.1 Transfer Efficacy

Transfer of such physical property shall be performed in such a manner as to ensure an efficient and orderly transition of the NAS and associated equipment to a successor's environment in a fully operational state without service interruption to any client.

7.17.2 System Software Source Code Escrow

The FCC shall be the custodian of a copy of the source code.

7.17.3 System and Equipment Transfer

System equipment shall transfer with lien-free title to the FCC or the FCC's designee, without charge.

7.18 Tools

The NAS shall maintain the applications and tools necessary for users to access and use the system to perform the applicable tasks and functions.

7.18.1 Exhaust Forecasting

Exhaust forecasting currently uses the NRUF tool. Other tools and data may be needed and used to successfully forecast NPA and NANP exhaust.
The NAS shall validate data submissions for users, process them, and then the NANPA will prepare and present an accurate NPA and NANP exhaust forecast report.
The NANPA exhaust report shall be published biannually and as warranted when information materially affecting the life of an NPA and/or the NANP becomes known to the NANPA.
The NANPA shall maintain NRUF interface specifications and post them to the NANPA web site.
The NANPA and the system shall be able to:

- Produce timely forecasts that are reasonably accurate, currently at least 36 months in advance of exhaust as indicated in INC guidelines.
- Retain the models used, the forecast and actual exhaust date for each NPA, and a comparison showing the accuracy of each model and forecast over the past five years.
- Produce the NPA Exhaust Report when new data materially affecting NPA exhaust becomes available (*e.g.*, within 30 days of NRUF deadline).
- Post all forms and job aids related to NPA Exhaust Forecasting and NANP Exhaust Forecasting for users on the NANPA web site.
- Prepare and present monthly NPA relief tracking report to NANC during the NANPA's NANC report.
- Maintain historical NRUF data by individual service provider so that it shall be available to the service provider for the previous five years. Additionally, provide service provider access to its NRUF data for the current submission cycle within the system.
- Post exhaust forecasts and actual exhaust dates (without rationing) on the NANPA web site.
- Maintain the forecasting system so that it shall be capable of accessing the five prior years of NRUF data forecasts and the corresponding actual consumption by service provider and rate area.

7.18.1.1 Application Processing

The NAS and tools shall provide real time access to resource usage and status data.
The NAS shall support standard electronic filing capabilities, as well as on-line application processing capabilities via the NANPA web site.

7.18.2 CO Codes

Resource application submission shall be available via e-mail, on-line with the NANPA web site, and by FTP.
The NAS shall process applications by performing application data validation, resource eligibility verification, and receipt of request and acceptance/rejection notification to service providers.
The NANPA shall:

- Complete administrative forms online to avoid the need to send faxes and/or e-mail attachments. Web based tools shall be provided for use in performing code activities, including Code Requests (Part 1), In Service Notification (Part 4), and submission of MTE information.
- Provide service providers with a web-based application that confirms Part 1 data field input accuracy and consistency using drop down menus for all appropriate fields, *e.g.*, OCN, FRN, rate area, homing tandem, switch COMMON LANGUAGE® Location Identification (CLLI™).
- Display on its web site the status of each NXX block as (1) assigned, (2) available for assignment, to include codes in the pooling set-aside status, and (3) pending disconnect.
- Provide accurate assignments, avoid rating and/or routing conflicts, and conform to established dialing plans.
- Send a fax confirming receipt of CO Code applications to applicants who do not have electronic capabilities.

7.18.3 NPA Exhaust Relief Planning

The NAS shall broadly distribute all meeting notices and Initial Planning Documents (IPD) via an electronic distribution system, providing sufficient advance notice of forecasted exhaust and corresponding anticipated relief meetings.
The NANPA shall facilitate and assist regulators in understanding and approving the final industry recommendation for relief, and advise the industry, the NANC, and the FCC on its progress and the status of the approval of the NPA Relief Plan.

7.18.4 Federal and State Directives/Orders

The NANPA and/or a system application shall be capable of responding to a request by a regulator for assistance and/or advice on a numbering resource issue that may affect existing processes and procedures used today by users in managing NANP resources.

Upon completion, the analysis shall be posted on the NANPA web page when information becomes releasable so that interested parties can understand the impact of the selected issue resolution.

The NANPA and the system's applications shall be capable of:

- Documenting the impact upon users in terms of: (1) the resource assignment/change/disconnect application process, (2) the application approval criteria, (3) all application forms, and (4) reports given to NANPA and reports generated by NANPA for users.
- Documenting the impact upon: (1) forecast analysis, (2) the timeliness of NPA Relief, (3) the need for rationing, and (4) the availability of numbering resources.

7.18.5 Federal and State Code Conservation Data

The NAS applications shall provide prompt data updates no later than the next business day after the information has been received. The NANPA web site shall be updated in the same timeframe.

The system shall produce timely and accurate documents displaying data and statistics for all numbering resources for viewing by designated users per confidentiality requirements and data access arrangements specified by appropriate NANP member regulatory authorities.

Users shall be able to check the status of resources in real-time and "look-up" specific conditions and administrative practices required by local jurisdictions, including dialing and geographic characteristics impacting the assignment and use of numbering resources.

The NANPA shall prepare summaries that describe local conditions and geographic characteristics that vary from national guidelines. The system shall also maintain existing NANP administrative duties, and user application processes. The system's application shall be capable of assembling this information so that it is readily available for user access.

7.18.6 CIC Access and Usage Report Processing

CIC holders shall provide a usage report to the NANPA per the industry CIC guidelines. With respect to CICs subject to reclamation as a result of the NANPA's usages analysis, the NANPA shall first contact the user to verify that the CIC should be reclaimed. The NANPA shall, in accordance with industry guidelines, notify the NANC and the INC of CICs subject to reclamation and simultaneously post this information to the NANPA web site.

The NAS shall be capable of accepting CIC usage reports per guideline requirements on January 31 for the period ending December 31 and no later than July 31 for the period ending June 30. These reports may also be mailed and accepted by the NANPA in paper form.

The CIC holder interface specifications and programs and processing used by the NANPA when determining reclamation and recording and storing the status of CIC codes shall be posted on the NANPA web site. Any new specifications and reporting requirements shall be reviewed by the NANC prior to any change.

7.18.7 Contact Information

The NAS applications shall record any contact information provided by resource or subject category. The record shall contain the name, address, telephone number, company name, title and area of responsibility (i.e., code administrator, regulatory liaison for a state or the FCC), and the date the record was verified, entered or updated.

The NAS and its applications shall be capable of report generation using any of the entered fields for users and the NANPA. Such requests shall be accessible through the NANPA's web site.

Users shall use the data to facilitate contact and correspondence among the NANPA, users, the NANC, and industry fora and standards bodies.

7.19 Web Site

The NANPA shall provide and maintain an Internet web site.

7.19.1 Web Site Content

The NANPA web site shall contain nonproprietary data on all NANP resources administered by the NANPA. It shall also contain links to the industry guidelines, industry committees and relevant regulatory agencies, and other information to assist users in obtaining NANP numbering resources and the public with understanding NANP resources.

Table 7-1. Content on the NANPA Web Site

Category	Content
1. NANPA Information	NANPA general information All relevant contact names, updated as necessary Telephone numbers Facsimile numbers E-mail addresses
2. NPA Information	Assigned, reserved for possible geographic relief (Specific areas not indicated) Other non-available NPA codes NPAs assigned by state or region Locations served by NPA Dialing plans per NPA Relief plan, planning and implementation meetings, and implementation status

Category	Content
3. NPA NXX Code Information	NPA-NXX assigned, the carrier to which the NXX is assigned, effective date NPA-NXX test numbers Unavailable NXXs Summary of assigned and available NXXs per NPA During NPA relief activities: current data reflecting relief activity (*e.g.*, NXX code assignments in each NPA, key dates, etc.)
4. 900 NXX Information	List of assigned 900 NXX codes and the carrier to which the NXX is assigned
5. PCS NPA NXX Information	List of assigned PCS NXX codes and the carrier to which the NXX is assigned
6. CIC Information	List of assigned CICs and the carrier to which the CIC is assigned and date assigned
7. Vertical Service Code Information	List of assigned VSCs and their respective purpose
8. 456 NXX Code Information	List of 456 NXX codes and the carrier to which the NXX is assigned
9. ANI II Digits Information	List of assigned ANI II digits and the stated purpose of the code
10. 555-XXXX Line Number Information	List of 555 line numbers and the carrier/service provider to which the 555-XXXX line number is assigned
11. N11 Service Code Information	List of assigned N11 Service Codes and a description of the service to which the N11 code is assigned
12. 800-855 Number Information	List of assigned 800-855 numbers and the carrier/service provider to which the 800-855 number is assigned
13. Description of and details on new numbering resources as may be identified and defined in the future	Information concerning any new numbering resources made available by the North American Numbering Plan (NANP)
14. INC Number Assignment Guidelines	List of links to the INC Number Assignment Guidelines
15. NANPA Planning Letters relative to NPA Code Relief (*i.e.*, notification of assigned NPA and key dates associated with implementation)	List of all NANPA Planning Letters by year
16. Other NANPA information as directed by the NANC or appropriate regulatory authorities	Document and other information concerning number assignment and administration made by NANC and/or regulatory agencies

Category	Content
17. NANPA Reports	List of NANPA Reports concerning numbering resources (does not include enterprise service reports) Annual report (downloadable in a machine-readable form using standard word processing and spreadsheet programs, as appropriate).
18. NANP member countries and any applicable information.	List of all NANP member companies and appropriate contact information.
19. Index of reference documentation also called the Binder of Decisional Principals	FCC related directives State directives under delegated authority Other NANP member nation directives

7.19.2 Content Posting

New information and documentation shall be posted to the NANPA web site within one business day of its release.
Information contained on the web site shall be updated within one business day of any change or document release.

7.19.3 Web Site Design

The NANPA web site (www.nanpa.com) shall be reliable and be able to quickly fulfill reasonable user expectations. The NANPA's web site shall be designed and maintained to ensure its accessibility according to the following principles:

- Maintain a NANP web site easily accessible by all users.
- Allow web site pages to be navigated by keyboard.
- Provide alternative methods to access non-textual content, including images, scripts, multimedia, tables, forms and frames for users who do not wish to display them.
- Use accepted web site features (*e.g.*, drop down menus) to provide information about the purpose and function of web site elements.
- Provide a search engine to facilitate site navigation.

7.19.4 Availability and Access

The NANPA web site shall be available 24 hours a day, 7 days a week.
The web site shall be able to support up to 500 simultaneous users with an average holding time of 0.5 hours.

7.19.5 System Responsiveness

The NANPA shall provide rapid response when accessing the web site. The NANPA shall provide a system such that a 56 Kbps modem-equipped user will be able to view the complete home page in less than 8 seconds, 95% of the time over any 12-month period.

If a user is experiencing greater than 12 seconds to view the complete home page, the NAS shall have the capability to sense this condition. The NANPA shall open a trouble ticket to investigate whether the problem is between the web site and the Internet Service Provider (ISP) or is in the NAS. If the user reports to the help desk a problem with accessing information on either the web site or the NAS, a trouble ticket shall be initiated to determine if an "out of service" condition exists.

7.19.6 Out-of-Service

The NANPA web site shall be operational 99.9% of the time over any 12-month period, excluding scheduled maintenance. NANPA's inability to deliver services at this level shall be deemed "out of service." This figure excludes problems due to the customer's network or equipment.

All scheduled maintenance activities shall occur during non-core business hours, shall require prior approval of the FCC, and shall not exceed a four-hour period unless approved by the FCC.

The NAS shall be capable of "pinging" its ISP(s) every five seconds to confirm that the round-trip latency is less than or equal to 10 milliseconds. If the latency is greater than 10 milliseconds, the connectivity between the web site and ISP(s) shall be considered out of service and a trouble ticket opened.

7.19.7 Out-of-Service Notification

The NANPA shall be the point of contact for system recovery. The NANPA shall be capable of distributing system status and outage reports to all registered users.

All scheduled maintenance activities shall be approved in advance by the FCC prior to commencing the activity. Once the FCC has approved the scheduled maintenance activity, the NANPA shall provide notification to all registered users as to when the activity will begin and end, as well as the impact on the users.

7.19.8 Web Site Privacy

Web site privacy shall be monitored every time content and transaction functionality is added or changed to avoid any risk of exposing the web site to privacy risks and inappropriate access to the content.

7.19.8.1 Privacy Management

Privacy management shall include the rules that govern the collection, use, retention, and distribution of data. It shall address the privacy needs of users by assessing the risks to confidential data; managing the implementation of privacy policies and associated procedures; ensuring on-going compliance; monitoring developments, accommodating changes, and raising awareness within the NANPA's organization; and training NANPA staff.

7.19.8.2 Privacy Compliance

The NANPA's privacy practice shall contain details listing the compliance with the Gramm-Leach Bliley Act of 1999 regarding regulating the privacy of personally identifiable, non-public financial information in the United States, and the privacy requirements per the Personal Information Protection and Electronic Documents Act in Canada.
The NANPA shall prominently display its privacy statement explaining NANPA's information handling practices.

7.19.8.3 Privacy Breaches

The NANPA shall monitor web site access to ensure that identified privacy practices are not compromised in any fashion.
Any web site data privacy breach shall be documented and reported to the affected user and the appropriate regulatory authority. The NANPA shall report the web site privacy breach to the FCC.

7.19.9 Maintenance of NANC Chair Web Site

The NANPA shall support and maintain an independent web site, the NANC Chair web site (www.nanc-chair.org). The NANPA is the administrator of the NANC Chair web site and as such shall be required to maintain the web site in the same manner (*e.g.*, accessibility, security) as the NANPA web site.

7.19.8.4 Responsibilities

The NANC Chair web site administrator shall post documents as requested by NANC members, members of the industry and regulatory agencies to the web site in a timely manner prior to NANC meetings. In addition, the administrator shall post documents and meeting records from the NANC's designated supporting groups, *e.g.*, Working Groups and Issue Management Groups (IMGs), and make those records easily accessible. Finally, the NANPA will secure appropriate transcription services to be used for providing a written record of NANC meetings.

7.19.8.5 Content

The following is a partial list of the content contained on the NANC Chair web site:

- Links to relevant web sites (*e.g.*, those administered by the FCC, the NANPA, and the INC).
- Specific documentation (*e.g.,* NANC meeting minutes).
- Working Group and IMG documentation (e.g., meeting records, work in progress).
- NANC, Working Group, IMG, and appropriate industry forum meeting dates by calendar year.

Section 8

Reporting

The following section discusses the numbering resource reports and the web site requirements for the NANPA.

NANPA reporting shall take three forms: the first form shall be as an update to a table or document on the NANPA web site; the second form shall be as an electronic attachment to an e-mail distribution list; the third form shall be as paper documents physically distributed at meetings.

The NANPA shall provide regular reports on all NANP numbering resources to the NANP distribution list. The NANPA shall provide reports in March and in September on all numbering resources administered by the NANPA. Reports shall contain a written summary interpreting trends and the impact of new data upon numbering resources and the NANP in general. The report shall contain, at a minimum, the following information:

- Assignments (assigned and available resource)
- Assignment rates
- Historical trends
- Projections (*e.g.,* NPA exhaust)
- Triggers for user action

The NANPA shall report semi-annually its projection for NANP exhaust. Further, the NANPA shall notify the FCC, the NANC and other necessary parties of any significant changes, as they occur, that might substantially alter the NANP exhaust projection.

The report format shall be subject to change and shall include any other information the NANC or the FCC deem necessary. The reports shall be for all resources not in a designated form of jeopardy. For those jeopardy resources the NANPA shall publish reports on a monthly basis when there are high assignment rates and the resources are in danger of being depleted within two years.

In addition, the NANPA shall identify and develop other reports deemed necessary for managing the NANP resources in the future.

8.1 Annual Report

The NANPA shall publish this document annually to report on the status of the NANP, NPAs, and CO Codes.

The report shall be published during the first quarter of each year. It shall contain the results of the previous year-end NRUF survey results. The annual report shall also be reviewed during the NANC annual performance review process.

The annual report shall contain at a minimum, but not be limited to:

- Brief description of the NANP
- Historical trends
- Highlights/significant milestones reached during previous year

- Current NPA Code assignment listings-Alphabetical by State/Province and in numerical order
- Current list of reserved NPAs
- NRUF forecast results-Current year forecast
- Exhaust projections for individual NPAs and the NANP
- Status of NPA Codes
- NPA-specific dialing plans
- Description of all numbering resources assigned by the NANPA and appropriate points of contact
- Activities identified in the Annual Report shall also be placed on the NANPA web site

8.2 NRUF Report

This report shall be produced and delivered to the FCC, to the NANP member nations, and the NANC. The NANPA shall provide aggregated forecast and utilization data to any requesting U.S. state user twice per year consistent with the dates of the NRUF reporting process.

Within ten calendar days of the request, the NANPA shall provide to any requesting state commission a single report containing only disaggregated data reported by service providers in that state, so long as the request is made 30 days after the deadline for NRUF reporting and before the subsequent NRUF reporting deadline.

Because state commissions might wish to perform their own data analyses, the NANPA shall provide the data to requesting states via electronic transfer, which may include e-mail, or by computer disk. In the alternative, upon request from a state commission, the NANPA shall provide the data in paper copy form without additional charge to the state commission.

8.2.1 Data Anomalies

The NANPA shall provide a statement of any identified anomalies along with documented explanations for each anomaly in all NRUF reports to assist users in assessing the reports' impact and results.

These reports shall serve several different functions, including the following:

- Assist in interpreting the NRUF data.
- Review the NANPA's data management and analytical performance.
- Assess the effectiveness of numbering resource optimization efforts.

8.2.2 Reports to Regulatory Authorities

The NANPA shall produce a list of all standardized NRUF data reports offered to users. The NANPA and interested regulatory authorities shall meet annually to determine the reports' format and content. These reports shall be produced by the NANPA upon demand from an appropriate regulatory authority, and at no charge to the requestor. Agreed-upon changes or modifications to these reports shall be at no charge to the requestor.

These reports, once requested by a regulatory authority, shall be delivered continually until the regulatory authority notifies the NANPA otherwise. The NANPA shall also be prepared to produce a state-level summary of any of the NRUF reports.
Comparison calculations shall properly compensate for the change in geographic coverage of both existing and new NPAs within areas that experienced area code splits during the designated reporting periods.
The list below is not meant to be exclusive of any information, nor of the extent or format of the data requested and required by regulatory authorities or other users. These reports shall support a variety of formats, including, but not limited to, text, Microsoft Excel, and Microsoft Access.

- Number of carriers in a rate center and/or NPA, identified by type. The NANPA shall produce on an as-needed basis a report that identifies the number of carriers that provided a NRUF report in a rate center and/or an NPA categorized by type as defined in FCC Form 502.
- Comparison of actual NPA exhaust with past five exhaust projections. To test the assumptions and gauge the NANPA's accuracy, the NANPA shall produce annually in April and in September reports that compare the actual exhaust dates of each NPA with the NANPA's projections for that NPA over the previous five reporting periods.
- Comparison of most recent NPA and NANP exhaust projections with past five exhaust projections. To test the assumptions and gauge the NANPA's accuracy, as well as to identify any problems that need to be addressed immediately, the NANPA shall produce reports that compare the most recent projected exhaust dates of NPAs and the NANP with the projected exhaust dates of the previous five reporting periods.
- Comparison of aggregated or disaggregated Service Provider (SP) forecasts in an NPA with actual growth, with and without rationing. To gauge the accuracy of SP forecasts, the NANPA shall produce in April and in September reports that compare previous (aggregated) SP forecasts within an NPA with actual code demand for that same NPA.
- Comparison of actual unidentified demand with non-forecasted demand growth additive. To test the validity of the non-forecasted demand growth additive formula being used, the NANPA shall produce a report in April and in September (after three reporting periods) that compares the output of the formula with the actual quantity of non-forecasted demand that materialized.
- CO Code growth rate by NPA. The NANPA shall produce a semi-annual report that provides the CO Code growth rate by NPA for the current and previous five reporting periods. The NANPA shall also produce a report that compares aggregated growth rates in pooled NPAs with growth rates in those NPAs prior to pooling. To test any conclusions drawn from this report, the NANPA shall also compare growth rates over the same period of time in NPAs that have not been pooled.

8.3 NPA Relief Activity Status Report

The NANPA shall report the status of NPA relief planning efforts to the FCC and the NANC, and post its report on the NANPA and NANC-chair web sites on a monthly basis. The report shall contain the following categories:

Category	Detail
NPA	NPA needing relief.
Jurisdiction	NANP member country, state, and locality of NPA needing relief.
Date Relief Need Identified	Date the NANPA determined that relief was needed.
Declaration Date	Date the NANPA notified the industry and regulators.
Exhaust Date upon Declaration	Projected exhaust date when the need was declared.
Current Exhaust Date	Current projection for exhaust.
Forecasted Exhaust Date	The exhaust date of the NPA based on the latest NRUF data.
Number of Remaining NXXs	Number of NXXs that are available for assignment.
Number of Unavailable NXXs	Number of NXXs that are unavailable for assignment.
Initial Relief Planning Meeting Notice Date	Date the first NPA relief planning meeting notice was distributed.
Actual Filing Date	The date relief plan was actually filed with the appropriate regulatory authority.
Requested Implementation Date	The requested date included in the relief plan when NPA relief shall take place, *e.g.*, end of mandatory dialing for a split, or the effective date for an overlay. When no date is requested, "none" is indicated.
Requested Relief Type	The recommended NPA relief solution indicated in the relief plan filed with the state commission if the industry was able to reach consensus. In some circumstances, the industry may have reached consensus on more than one alternative.
Requested Approval Date	The date indicated in the relief plan that regulatory authority approval is requested.
Approval Date	The date the relief plan was approved by the regulatory authority.
Approved Relief Type	The type of relief plan approved by the regulatory authority (*e.g.*, split, overlay).

Category	Detail
Approved Implementation Date	The date the regulatory authority has directed that the new NPA is to be implemented, *e.g.*, end of mandatory dialing for a split or the effective date for an overlay. In certain situations, a relief implementation date is not provided. The date may be determined at a later time or a trigger is identified (*e.g.*, 60 days after the last NXX code is assigned in the existing NPA).
First Scheduled Implementation Meeting	The date of the initial NPA implementation meeting that the NANPA shall conduct.
Rationing Date	Date rationing began. If no rationing, leave blank.
Jeopardy Declared	Date on which jeopardy was declared.

8.4 CO Code Activity Status Report

The NANPA shall report the CO Code activity status to the FCC and the NANC, and post on both the NANPA and NANC-chair web sites a monthly status report. This report shall reflect the CO Code administration activity by state, and applicable NANP member country. The report shall contain the following categories:

Category	Detail
New Applications	All applications that the NANPA is handling for the first time.
Assignments	The number of applications that resulted in the assignment of a new central office code.
Denials	The number of applications that were denied because the applicable criteria were not met.
Reclamations	The number of assigned central office codes reclaimed by the NANPA or returned by the assignee.
Total	The sum of the above categories, equal to the total number of applications processed.

8.5 Other NANP Activity and Status Reports

The NANPA shall provide a status report on any activity that occurs with other NANP resources that it administers. These reports shall be provided to the FCC, the NANC and posted on the appropriate web sites on a monthly basis. The reports shall provide details as appropriate to the resource and the activity, including the NANP member country in which the activity occurred.

8.6 Requests for Additional Reports

The NANPA may also be requested to produce additional reports as needed.

The NANPA may create and provide data in different formats to accommodate requests to cull data and provide customized reports as enterprise services for a fee that is reasonable and based on its costs. (*See* Section 11 for details on enterprise services).
Note that enterprise services shall be reviewed by the NANC and approved by the FCC, but, once approved, the NANPA shall be free to negotiate a reasonable price with requestors.

8.7 Reference Documentation

The NANPA shall maintain and make readily available an addendum of reference documentation to assist interested parties. The list shall include the most recent version of all guidelines and all NANP-related regulatory directives and requirements. This addendum shall be posted on the NANPA web site and updated as needed.

8.8 Standardized Reports for State Commissions

The NANPA shall produce a series of standardized reports on CO Code assignment activity. A weekly report of codes assigned and available by NPA shall be available on the NANPA public website and, at a minimum, include the following information:

- NPA-NXX
- Use (Available, Assigned, Protected, Reserved, Unavailable)
- OCN
- Company
- Rate Center
- Initial/Growth
- Assignment Date
- Effective Date

This same report will be available in the password protected portion of NAS and will include switch information in addition to the above data elements.
In addition, the NANPA shall provide a report on the NANPA public website that includes the quantity of CO Codes assigned by the NANPA on a monthly basis. The report shall include the following information:

- ST-State
- NPA-Area code
- NPA Status (*e.g.*, jeopardy, exhausted)
- Monthly Rationed Amount
- Total Number on Priority List-If an NPA is in rationing and a priority list is used, the total number of code requests on the priority list
- Month-Each month of the year and the quantity of codes assigned in that month
- Current Month's Return-The total number of codes returned to the NANPA and made available for assignment
- Year-to-date Returns-The total number of codes returned up through the last reported month

- Protected-The number of protected codes
- Total Unavailable-The total number of codes unavailable for assignment; these include codes assigned, reserved or otherwise unavailable for assignment
- Total Available-The total number of codes available for assignment (i.e., vacant codes)

NANPA will also provide a state-specific report to those states with appropriate confidentiality protections in place that contains pertinent information from the Part 1 application submitted by service providers and information from the Part 3 response. States will be able to select daily, weekly or monthly distribution of this report.

8.9 Summary of NANPA Technical Reports

Table 8-1 Summary of Technical Reports

Name	Reference	Frequency
Numbering Plan Area	8.0	Weekly and Monthly. Biannually in March and in September.
Central Office Code Status	4.1, 4.2.2, 4.2.4, 8.0	Assigned and available posted daily; status monthly. Biannually in March and September.
International Inbound NPA Code	8.0	Within five days of a new assignment; status monthly. Biannually in March and September.
Personal Communications Service Code	8.0	NRUF form semi-annually; upon any new assignment. Status monthly. Biannually in March and September.
900 Code	8.0	NRUF form semi-annually; upon any new assignment. Status monthly. Biannually in March and September.
800 Code	8.0	Semi-annually; status monthly. Biannually in March and September.
N11 Code	8.0	Semi-annually; status monthly. Biannually in March and September.
555 Code	8.0	New assignments within five days; status monthly. Biannually in March and September.
Carrier Identification Code	6.18.6, 7.5, 9.5.2.4 3.9	Semi-annual incorporating Entity Usage 1 Access Reports; upon any new assignment. Status monthly. Biannually in March and September.

Name	Reference	Frequency
Vertical Service Code	7.18.6, 8.0	Existing VSCs, new VSCs, and updates; status monthly. Biannually in March and September.
Automatic Number Identification	8.0	Existing ANI, new ANI, and new assignments within five business days; status monthly. Biannually in March and September.
Numbering Resource Utilization Form	3.2, 6.0, 6.1.5, 8.0, 8.2.2	Semi-annually on February and August 1st.
Code Relief Planning Report to NANC	5.1.5	Quarterly.
Status of Pending Relief Plans	5.1.9	Monthly, to FCC/NANC.
Contact List Maintenance	4.4, 6.1.2, 7.7	Quarterly.
NANP/NPA Exhaust Analysis	6.16, 7.18.1	Contingent upon material impact and annually.
NPA/NANP Life Impact	6.1.8	Contingent, within 30 days of receipt of the updated NRUF Report.
Reports to Regulatory Authorities	6.1.9, 8.2.2	Contingent, within ten days of request following 30 days after the NRUF reporting deadline.
NRUF Anomalies	6.1.11, 6.3.3, 8.2.1	Contingent, in case of unresolveable anomalies, to State Regulatory Commissions or FCC. Also annually.
NANC Annual Report	7.10, 7.15, 8.1	Annually during first quarter.
CO Code Growth Rate by NPA	8.2.2	Semi-annually.
Aggregated Growth Rates, Pooled vs. Non-Pooled	8.2.2	Upon demand.
Aggregated Utilization Data	8.2.2	Upon demand.
NPA Relief Activity Status Report	8.3	Monthly.
Disaggregated Data by State	8.2	By request, 30 days after the deadline for NRUF reporting and before the subsequent NRUF reporting deadline.
Number of Carriers in rate center and/or NPA, by Type	8.2.2	Upon demand.
Comparison of Actual NPA Exhaust, with Past Five Exhaust Projections	8.2.2	Upon demand.
Comparison of Most Recent NPA/NANP Exhaust Projections with Past Five Exhaust Projections	8.2.2	Upon demand.
Comparison of Aggregated SP Forecasts in a NPA with Actual Growth, with and	8.2.2	Upon demand.

Name	Reference	Frequency
without Rationing		
Comparison of Actual Unidentified Demand with Non-Forecasted Demand Growth Additive	8.2.2	Upon demand.
Standardized Report for State Commissions on CO Codes Assigned by the NANPA	8.4, 8.8	Weekly and monthly.
Part 4 Form Delinquency Notifications	4.4	Contingent, for code holders not submitting Part 4 forms.
Relief Planning Report	5.1.5	Quarterly.

8.10 Summary of NANPA Performance Reports

Table 8-2 Summary of Performance Reports

Name	Reference	Frequency
Customer Response Rates	2.7.1	Contingent and annual.
Dispute/Plan of Action	2.1.2	Contingent, to be prepared within one business day.
Self-Assessment	7.10, 9.5	Annually and Quarterly to NANC.
Post-Audit Corrective Action Plan	9.1.4	Within 20 days after receipt of the auditor's report and monthly until completion.
Unauthorized User Access	2.13.5, 7.7.9	Contingent upon occurrence.
System Outage	7.19.7	Contingent upon occurrence to all clients.
Privacy Breach	7.19.8.3	Contingent upon occurrence, to affected client, regulatory authority, and FCC
Complaints	2.1.2, 7.10	Contingent, to be prepared within one business day.