

## **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

### **9.11 Staff Support**

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

### **9.12 Office Facilities**

The 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.

### **9.13 Audit Results**

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

### **9.14 Compliance**

The NANPA shall present a corrective action plan to the NANC within 20 days after the receipt of the auditor's report. The NANPA shall report monthly, or more frequently if appropriate, on the status of compliance efforts and notify the NANC upon completion of the corrective action plan.

In the event that the NANPA does not meet these obligations, all remedies, including termination, may be utilized to correct the default.

The NANPA shall bear the complete expense of compliance activities that arise out of the implementation of a corrective action plan.

## **9.2 Monitoring**

### **9.2.1 NANPA Client Feedback Survey**

The FCC or its designee shall develop a formal feedback survey to permit all interested parties to provide performance assessment data and recommendations to the NANC. The NANPA shall be responsible for working with the FCC or its designee in developing a methodology to recover the cost associated with hosting an on-line client feedback survey if such a mechanism is used.

### **9.2.2 NANPA Annual Operational Review**

The NANPA shall undergo an annual operational review to be conducted by the NANC or its designee in conjunction with the FCC.

The operational review shall consist of a review of appropriate NANPA operations and facilities to ensure that the NANPA is performing its functions and responsibilities in accordance with the requirements of the contract. The NANPA shall ensure that all data provided to the group conducting the operational review adheres to service provider confidentiality requirements.

The operational review shall at a minimum, contain the following information:

- State of the NANPA job aids and employee tools
- Status of the system
- Status of security plans and disaster recovery activities
- Status of NPA relief planning activities
- Status of NXX assignments
- Status of NRUF data collection and analysis activities
- Status of CIC, PCS NPA-NXX, 900 and other resources administered
- Status of continuing education programs for employees to ensure a knowledgeable workforce

### **9.2.3 Performance Problems and Corrective Action**

The NANPA shall implement remedial action, at no charge, to correct any identified performance problems.

The 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's 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 the NANPA and made available to the NANC and the FCC.

### **9.4 NRUF-Related Measurements**

The review of the 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, to include identification of missing utilization for assigned central office codes and one thousand blocks.
- Accuracy of tests for inconsistencies and anomalies.
- Accuracy and timeliness of calculation of exhaust projections for the NANP and individual NPAs.
- Timely notification to the NANC and industry of problems and unusual activity.
- Responsiveness to federal and state regulators.
- Responsiveness to industry.

### **9.5 Self Assessment and Reporting**

The 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. The NANPA shall provide the following information:

- Summary of areas in which NANPA experienced difficulty and how the NANPA corrected the problem (NANPA internal and external difficulties included).
- Incidences of user dissatisfaction and a description of the action taken by the NANPA to ensure the problem shall not reoccur.

- **A summary tally of written and oral complaints identified by performance metric.**
- **A summary list of major issues addressed by the NANPA including an evaluation of how the NANPA's activities influenced the outcome and how this outcome affected users.**

## 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 and an update to that Plan 30 days prior to the takeover of NANP Administration.

### 10.2 Security Plan

The contractor shall provide a Security Plan per Section 7.6 within 45 days of contract award and an update to that Plan 30 days prior to the takeover of NANP Administration. The Security Plan shall be updated annually 45 days prior to the beginning of each Option Year.

### 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. The Plan shall be updated annually 30 days prior to the beginning of each Option Year.

### 10.4 NANP Administration System Transfer List

The contractor shall provide the NANP Administration System Transfer List per Section 7.17 at the time of the new or modified systems acceptance and the list shall be updated annually.

### 10.5 System Test Plan

The contractor shall provide a System Test Plan within 75 days of contract award and whenever significant changes or modifications are made to the system per Section 7.12.

### 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 for implementing the requirements of Section 2.10 within 90 days after the start of the first Option Year. The Plan shall be reviewed and updated annually 60 days prior to the beginning of each Option Year.

## **10.8 Training Plan**

The contractor shall provide a Training Plan per Section 4.1 within 105 days of contract award. The Plan shall be reviewed and updated annually 30 days prior to the beginning of each Option Year.

## **10.9 System Maintenance Plan**

The contractor shall provide a System Maintenance Plan per Section 7.5 prior to new or modified system acceptance. The Plan shall be reviewed and updated annually 120 days prior to the beginning of each Option Year.

## **10.10 System Documentation Plan**

The contractor shall provide a System Documentation Plan per Sections 2.15.3 and 7.16 at the time of the new or modified systems acceptance and the plan shall be updated annually.

## **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's 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.

## **10.13 System Source Code**

The contractor shall provide the system source code, in machine-readable form, 180 days prior to contract termination.

## Section 11

# Enterprise Services

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

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:

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

### 11.2 Required Enterprise Service

The NANPA is required to support the following enterprise services:

- Provide rating and routing input to BIRRDs upon request from code applicants (Administrative Operating Company Number [AOCN] function). The information is contained in Part 3 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 database.
- Provide input of paper submissions (*e.g.*, NRUF data, CO Code applications), either fax or mailed copies, into the system.
- Provide testimony in state regulatory hearings. Any costs associated with testifying in such regulatory hearings shall be treated as enterprise services.

### 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 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 in the third quarter of the reporting year.

## List of References

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10. 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>.
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# 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 inter-Local Access Transport Area [LATA] 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

DIGITS	DESCRIPTION
	<p>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.</p>
23	<p>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.</p> <p>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.</p> <p>Some of the situations in which the ANI II 23 may be sent:</p> <ul style="list-style-type: none"> <li>• Calls from non-conforming end offices (CAMA or LAMA types) with combined coin/non-coin trunk groups.</li> <li>• 0-800 Calls</li> <li>• Type 1 Cellular Calls</li> <li>• Calls from PBX Trunks</li> <li>• Calls from Centrex Tie Lines</li> </ul>
24	<p>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.</p>
25	<p>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.</p>
27	<p>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 Local Exchange Carrier (LEC) or a non-LEC. II 27 is transmitted from the originating end office on all calls made from these lines.</p>
29	<p>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</p>

DIGITS	DESCRIPTION
	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 out-pulsing 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	Telecommunications Relay Service (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 Personal Communications Service (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

DIGITS	DESCRIPTION
	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).
67	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 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.** A CIC is a 4-digit numeric code primarily used to uniquely identify an access customer who has purchased access such as Feature Group B (FGB) and/or Feature Group D (FGD) access services. These types of CICs are primarily used for routing from a local network to the access purchaser and for billing between the local network and the access purchaser. In addition, as the result of a 2002 directive to NANPA from the FCC, switchless resellers may also be assigned CICs without the requirement to first purchase direct FG D truck access. Also, pursuant to agreement reached by the Industry Numbering Committee (INC) in 2006, Billing and Collection Clearinghouses that provide

third-party bill aggregation services on behalf of access purchasers may also be assigned CICs as identifiers only when the use of an ABEC (Alternate Billing Entity Code) is not technically feasible.

**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 North American Numbering Plan (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 NANP Administration vendor.

**Code Holder.** The code holder is the Local Exchange Routing Guide (LERG) assignee of the Numbering Plan Area (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.

**FCC Registration Number (FRN).** The FRN is a unique 10-digit number that is assigned to an entity that does business with the Federal Communications Commission.

**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.

**International Telecommunication Union (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 United States, the Federal Communications Commission (FCC) administers N11 codes, and recognizes only 211, 311, 511, 711, 811 and 911 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	Access to One Call Services to Protect Pipeline and Utilities from Excavation Damage (US); Non-Urgent Health Teletriage Services (Canada)
911	Emergency

**North American Numbering Council (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 Pooling Administrator (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:

- That the NANP facilitates entry into the communications marketplace by making numbering resources available on an efficient, timely basis to communications service providers;
- That the NANP does not unduly favor or disfavor any particular industry segment or group of consumers;
- That the NANP does not unduly favor one technology over another;
- That the NANP gives consumers easy access to the public switched telephone network; and
- 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.** The NANP is the basic numbering scheme for the Public Switched Telephone Networks (PSTNs) 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 (including Puerto Rico, the U.S. Virgin Islands, Guam, the Commonwealth of the Northern Mariana Islands and American Samoa). The format of the NANP is in compliance with 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 Telephone Number (TN) while changing vendors.

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

**Term of Administration.** Shall be the period of time for which these requirements shall apply. 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 NANP Administration 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.** Study Group A advises the State Department, through the United States Telecommunications Advisory Committee, on issues related to U.S. policy, standardization, regulatory, and competitive aspects of the operations and tariffs of telecommunications services.

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

**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, Commercial Mobile Radio Service (CMRS), etc. Services include call forwarding, automatic callback, customer originated trace, and many others. The format of a Vertical Service Code (VSC) is \*XX or \*2XX (touch-tone) and 11XX or 112XX (rotary). For example, call forwarding is activated by dialing \*72 or 1172.

## **Appendix B**

### **Interface Contact Information**

#### **Current North American Numbering Plan Administrator (NANPA) Vendor**

##### **Neustar**

John C. Manning

NANPA Director

46000 Center Oak Plaza

Sterling, VA 20166

Telephone: 571-434-5770

#### **Pooling Administrator**

##### **Neustar**

Amy Putnam

Director - Thousand Block Pooling Administration

1800 Sutter St., Suite 780

Concord, CA 94520

Phone: 866-neu-pool (866-638-7665)

#### **Number Portability Administration Center**

##### **Neustar**

46000 Center Oak Plaza

Sterling, VA 20166

Telephone: 1-888 NPAC HELP

#### **Local Exchange Routing Guide (LERG)**

##### **Telcordia Technologies**

Traffic Routing Administration

One Telcordia Drive, Room 4A738

Piscataway, NJ 08854-41567

Telephone: 732-699-6700

**Mobile Block Identifier (MBI) Administration**

**Vangent, Inc.**

3833 Greenway Drive

Lawrence, KS 66046

Telephone: 785-331-2323

Linda Link

MBI Administration Account Management

Telephone: 952-831-9663

Mitch Kaufman

MBI Administration Account Management

Telephone: 703-435-8255

Contact information is included to facilitate responses to this document by potential bidders and is not intended to endorse the particular organizations listed.

# **Appendix C**

## **Index to the Binder of Decisional Principles**

**A Compilation of Numbering Rules, Orders, and Industry Agreements**

Date of Last Update  
May 24, 2010

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## FCC Numbering Documents

Topic	Release	Adopted	Caption	Action
CICs	FCC 97-125	4-7-97	In the Matter of Administration Of The North American Numbering Plan Carrier Identification Codes (CICs); Petition for Rulemaking of VarTec Telecom., Inc.	Second Report And Order
CICs	FCC 97-364	10-09-97	Administration of the North American Numbering Plan Carrier Identification Codes	Further Notice of Proposed Rulemaking and Order
CICs	DA 97-1524	7-18-97	In the Matter of Administration of the North American Numbering Plan Carrier Identification Codes (CICs)	Order On Reconsideration, Order On Application For Review, And Second Further Notice Of Proposed Rulemaking
CICs	FCC 97-386	10-22-97	In the Matter of Administration of the North American Numbering Plan, Carrier Identification Codes (CICs)	Order On Reconsideration, Order On Application For Review, And Second Further Notice Of Proposed Rulemaking
CICs	DA 97-2439	11-20-97	In the Matter of Administration of the North American Numbering Plan Carrier Identification Codes (CICs)	Order
CICs	DA 98-412	3-3-98	North American Numbering Council Presents Report And Recommendations Concerning Use And Assignment Of Carrier Identification Codes (CICs) (CC Docket No. 92-237)	Public Notice
CICs	DA 98-828	5-1-98	In the Matter of Administration of the North American Numbering Plan Carrier Identification Codes (CICs)	Declaratory Ruling
CICs	FCC 00-255	7-21-00	In the Matter of Implementation of the Subscriber Carrier Selection Changes Provisions of the Telecommunications Act of 1996, Policies and Rules Concerning Unauthorized Changes of Consumers Long Distance Carriers	Third Report and Order and Second Order on Reconsideration
CICs	DA 01-1519	6-26-01	Common Carrier Bureau Directs The NANPA To Make Available For Assignment Additional Feature Group D Carrier Identification Codes	Public Notice

Topic	Release	Adopted	Caption	Action
CICs	DA 03-2765	8-28-03	American Telnet Request for Declaratory Ruling and Waiver	Order
CICs	None	4-20-05	Time Warner Cable Information Services Request for a Carrier Identification Code	Letter

Topic	Release	Adopted	Caption	Action
Local Competition	FCC 99-227	4-19-96	In The Matter Of Implementation Of The Local Competition Provisions In The Telecommunications Act Of 1996	Notice Of Proposed Rulemaking
Local Competition	FCC 99-170	8-1-96	In The Matter Of Implementation Of The Local Competition Provisions In The Telecommunications Act Of 1996; Interconnection Between Local Exchange Carriers And Commercial Mobile Radio Service Providers	First Report And Order
Local Competition	FCC 96-333	8-8-96	In The Matter Of Implementation Of The Local Competition Provisions Of The Telecommunications Act Of 1996; Interconnection Between Local Exchange Carriers And Commercial Mobile Radio Service Providers; Area Code Relief Plan For Dallas And Houston. Ordered By The Public Utility Commission Of Texas; Administration Of The North American Numbering Plan; Proposed 708 Relief Plan And 630 Numbering Plan Area Code By Ameritech-Illinois	Second Report And Order And Memorandum Opinion And Order
Local Competition	FCC 99-227	8-23-99	In The Matters Of Implementation Of The Telecommunications Act Of 1996: Telecommunications Carriers' Use Of Customer Proprietary Network Information And Other Customer Information; Implementation Of The Local Competition Provisions Of The Telecommunications Act Of 1996; Provision Of Directory Listing Information Under The Telecommunications Act Of 1934, As Amended	Third Report And Order In CC Docket No. 96-115, Second Order On Reconsideration Of The Second Report And Order In CC Docket No. 96-98, And Notice Of Proposed Rulemaking In 99-273
Local Competition	FCC 99-170	7-12-99	In The Matters Of Implementation Of The Local Competition Provisions Of The Telecommunications Act Of	First Order On Reconsideration