

2023 NANPA Survey

Information Page

Page description:

OMB Control No. 3060-1307,
March, 2023
10 minutes per response

PURPOSE: The Numbering Administration Oversight Working Group (NAOWG) of the North American Numbering Council (NANC) seeks aggregated input from your organization as to the yearly performance of the North American Numbering Plan Administrator (NANPA) services. Responses to the questions contained in this survey are intended to provide information relative to your satisfaction with the performance of the NANPA.

Please note that while the NANPA and Pooling organizations have been combined, the websites and systems are still separate. Therefore, this survey requests input on the performance of the **North American Numbering Plan Administrator (NANPA), and not the Thousands-Block Pooling Administrator (PA) or the Routing Number Administrator (RNA). If you wish to comment on those services, please complete the PA survey and the RNA survey.**

EVALUATION PERIOD: January 1, 2023 through December 31, 2023

SUBMISSION DEADLINE: 5 PM ET, March 31, 2024

QUALIFICATION: Respondents are asked to submit only one (aggregated) survey per functional entity, i.e., per service provider or per regulatory agency. If multiple surveys for an entity are received, the NAOWG will consolidate the responses so that one response per entity is counted.

SUBMITTING YOUR SURVEY: If you are not submitting your survey via the online tool, return your completed survey via email to the NAOWG contacts listed below. Ensure the name of your organization and your last name

are appended to the end of the file name, e.g., "**2023_NANPA_Survey - Telco Jones.doc.**"

SURVEY DESCRIPTION: Your satisfaction ratings will be combined with all other survey responses for each of the questions. Your comments recorded in the comment box at the end of the survey are strongly encouraged, especially if a rating of "Not Met" has been selected. Specific examples of your experiences with the NANPA will provide valuable information concerning current processes that are working well and in identifying areas where process improvements are needed.

Please complete all fields marked with an asterisk "**".

FURTHER INFORMATION: Direct all inquiries to the following NAOWG contacts:

Philip Linse	Karen Riepenkroger	Lara Walt
Lumen	T-Mobile	Public Service Commission of the
303-707-3844	913-315-8546	District of Columbia
philip.linse@lumen.com	karen.s.ripenkroger@t-mobile.com	202-626-9191
		lwalt@psc.dc.gov

SURVEY DOWNLOAD SITES: A copy of this blank survey is also available for downloading from the following websites: www.nationalnanpa.com or NANC - North American Numbering Council (nanc-chair.org).

SURVEY RESULTS: Overall survey results will be incorporated into the *NANPA/PA/RNA 2023 Performance Evaluation Report* and will be posted at NANC - North American Numbering Council (nanc-chair.org).

Contact Information

Your input will not be reviewed unless the following contact information is provided.

Full Name of Entity/Company/Agency *

First & Last Name of Contact *

Street Address *

City *

State *

Zip *

Telephone Number *

Email Address *

At the end of this survey, would you like to receive a copy of your responses via email? *

- Yes
- No

Please enter the email address to which you would like the survey copy delivered.

Type of Entity/Company/Agency

Type of Entity/Company/Agency (please check one) *

- Industry or Other
- State Regulatory Commission

Satisfaction Ratings

The following chart defines the Satisfaction Ratings that are to be used by you on the survey form to indicate your satisfaction with the NANPA's performance for the evaluation period of January 1, 2023 – December 31, 2023.

Satisfaction Rating	Used when the NANPA...
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MET	<ul style="list-style-type: none">• Performance was competent and reliable• Decisions and recommendations were within requirements
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NOT MET	<ul style="list-style-type: none">• Performance was unreliable and commitments were not met• Decisions and recommendations were inconsistent with requirements
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Not Applicable N/A	<ul style="list-style-type: none">• Did not use/observe the activity or does not apply to the respondent
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Central Office Code (NXX) Administration

Page description:

Central Office Code (NXX) Administration *

Met Not
Met Met N/A

NANPA provided timely, accurate, and courteous service in the assignment, reclamation, and administration of central office codes. *

Central Office Code (NXX) Administration *

Met Not
Met Met N/A

NANPA effectively managed the process of central office code administration and reclamation, and coordinated with state regulators to address abandoned resources.

NPA (Area Code) Relief Planning

Page description:

NPA (Area Code) Relief Planning *

Met Not
Met Met N/A

NANPA demonstrated regional knowledge and effective facilitation skills in NPA relief planning activities, and kept the industry apprised of the status and changes related to NPA relief projects. *

NPA (Area Code) Relief Planning *

Met Not
Met Met N/A

NANPA initiated communications with regulators and responded to their requests for assistance with and information about NPA relief planning and pending NPA relief activities.

Numbering Resource Utilization/Forecast (NRUF)

Page description:

Numbering Resource Utilization/Forecast (NRUF) *

Met Not
Met Met N/A

NANPA provided accurate and timely updates and assistance for completing and submitting utilization and forecast data via the NRUF Form 502 reporting process. *

Numbering Resource Utilization/Forecast (NRUF) *

Met Not
Met Met N/A

NANPA assisted states with access to and understanding of the NRUF utilization and forecast data available to them via NAS and/or the state NRUF database. *

Other NANP Resources

Other NANP Resources (5XX and 9YY NXXs, Carrier Identification Codes - CICs, and Vertical Services Codes) *

Met Not
Met Met N/A

NANPA provided direction in applying for resources, and provided assistance in understanding the purpose of these resources and associated reclamation processes. *

NANP Administration System (NAS)

Page description:

NANP Administration System (NAS) *

Met Not
Met Met N/A

NAS provided accurate numbering information and access to reports. The NAS-NANP Notification System (NAS-NNS) communicated planned NAS maintenance and availability, changes to system features and functions, and information pertaining to NANP administration (e.g., NPA relief planning, NRUF submissions, Planning Letters). *

NANPA Website and Reports

Page description:

NANPA Website and Reports *

Met Not
Met Met N/A

The NANPA website (www.nationalnanpa.com) was accessible and easy to navigate, and contained accurate and up-to-date information and reports. *

NANPA Industry Activities

Page description:

NANPA Industry Activities *

	Met	Not Met	N/A
NANPA representatives effectively participated in and contributed to discussion and/or resolution of numbering resource assignment and administration issues at industry forums such as the Industry Numbering Committee (INC) and North American Numbering Council (NANC). *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall Assessment of the NANPA

Page description:

Overall Assessment of the NANPA *

	Met	Not Met	N/A
Based upon your experiences in the current performance year, how would you rate the NANPA's overall service? *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments on Assessment of the NANPA

Page description:

Comments on Assessment of the NANPA

Provide comments to explain your assessment of the NANPA including any experiences you may have had, positive or negative, and describe the situation and the outcome. Your comments are encouraged and appreciated.

Final page before survey submission

You may save your responses by selecting the "Save and continue survey later" option on this page. Or if you are ready to submit your survey, please click on the "Submit" button below. Only submitted surveys will be incorporated into the NANPA/PA/RNA 2023 Performance Evaluation Report.

Thank You!

Your responses have been submitted.

Thank you for taking the **2023 NANPA Performance Survey**.

Overall survey results will be incorporated into the NANPA/PA/RNA 2023 Performance Evaluation Report and will be posted at www.nanc-chair.org.

