

2024 RNA Performance Survey

Information Page

OMB Control No. 3060-1307,
[month, year] Not yet approved by OMB
15 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 Routing Number Administrator (RNA) services. Responses to the questions contained in this survey are intended to provide information relative to your satisfaction with the performance of the RNA.

Please note that while the NANPA, Pooling and Routing Number Administration functions have been combined, the websites and systems were separate until 4Q 2024. Therefore, this survey requests input on the performance of the **Routing Number Administrator (RNA)**, and not the Pooling Administrator (PA) or North American Numbering Plan Administrator (NANPA).

EVALUATION PERIOD: January 1, 2024 through December 31, 2024

SUBMISSION DEADLINE: 5 PM ET, March 31, 2025

QUALIFICATION: Respondents are asked to submit only one (aggregated) survey per functional entity, e.g., per service provider/other RNA user or per state or territorial regulatory agency. If multiple surveys for an entity are received, the NAOWG will consolidate the responses to ensure that one response per entity type is counted.

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 RNA 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.riepenkroger@t-mobile.com	202-626-9191
		lwalt@psc.dc.gov

SURVEY RESULTS:

Overall survey results will be incorporated into the NANPA/PA/RNA 2024 *Performance Evaluation Report* and will be posted at [NANC - North American Numbering Council \(nanc-chair.org\)](http://nanc-chair.org).

We have estimated that your response to this collection of information will take an average of 15 minutes. Our estimate includes the time to log into the website, read the instructions, look through existing records, gather and maintain required data, and actually complete and review the response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD-PPM, Washington, DC 20554, Paperwork Reduction Act Project (3060-1307). We will also accept your PRA comments via the Internet if you send an e-mail to PRA@fcc.gov.

Please DO NOT SEND COMPLETED SURVEYS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-1307. THIS NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.

Privacy Act Statement

Authority: The Commission is authorized to pursue this collection pursuant to the authority contained in 47 U.S.C. §§ 151, 152, 154 (i)-(j) & (o), 155, 251(e)(1) & (3), 254, 257, 301, 303, 332, 402, 1302; and 5 U.S.C. §§ 602(c) and 609(a)(3).

Purpose: The purpose of this performance satisfaction survey is to provide input for the annual performance evaluation report of the Federal Communications Commission (FCC) vendor(s) acting as administrator for telephone number management functions. These functions may be performed by one or multiple vendors under one or multiple contracts. The relevant vendor contract(s) require that the FCC and/or its designee shall develop and conduct a performance survey for the administrator. The results of this customer satisfaction survey will provide FCC with indicators regarding how well the vendor(s) are acting as administrator. At least a portion of the survey results will be incorporated into the annual performance evaluation report. The survey will collect personally identifiable information (PII) in the form of the survey respondents' business contact information, including the name of entity representative submitting the survey. This PII needs to be collected to help monitor the accuracy of the survey, facilitate sending the respondent a copy of the survey, and allow any necessary follow-up communications with the respondent.

Routine Uses: The FCC may release information provided in this form to individuals and entities when necessary and appropriate under 5 U.S.C. § 552a(b) of the Privacy Act to: the public in FCC releases of notices or actions or when required to comply with federal laws or FCC regulations requiring public disclosure of the information contained in our records; to third parties, including individuals and businesses in the communications industry and public safety, FCC vendors and their contractors, and to other federal agencies or state, local, U.S. territorial, and Tribal government entities to administer, support, participate in, or receive information related to, FCC programs and activities; or to ensure compliance with the confidentiality and other rules regarding information sharing in the FCC's programs and activities; to other federal agencies or to other administrative or adjudicative bodies before which the FCC is authorized to appear; to federal, state, or local law enforcement when FCC becomes aware of an indication of a violation or potential violation of a civil or criminal statute, law, regulation, or order; to Federal agencies, non-Federal entities, their employees, and agents for the purpose of detecting and preventing fraud, waste, and abuse in Federal programs; to non-federal personnel, including contractors, grantees, and volunteers who have been engaged to assist the FCC in the performance of a contract service, grant, cooperative agreement, or other activity related to this system of records and who need to have access to the records in order to perform their activity; and, to appropriate agencies, entities, and persons when the FCC suspects or has confirmed that there has been a breach of information related to this system.

A complete list of the routine uses can be found in the system of records notice associated with this collection, FCC-2, Business Contacts and Certifications, posted at <https://www.fcc.gov/managing-director/privacy-transparency/privacy-act-information>.

Disclosure: Responding to this survey is voluntary. However, if you do not respond, it will harm the ability of the FCC to evaluate the vendor(s) performance pursuant to their contracts and the FCC will lack the necessary information to modify the vendor(s) policies and procedures. This will, in turn, harm the FCC's ability to meet its policy goals related to numbering.

Contact Information

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

Full Name of Entity*: _____

First & Last Name of Contact*: _____

Street Address*: _____

City*: _____

State*: _____

Zip*: _____

Phone Number*: _____

Email Address*: _____

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

Yes

No

Email page

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

Type of Entity

Type of Entity (please check one)*

Service Provider or Other RNA user that is not a State or Territorial Regulatory Agency

State or Territorial Regulatory Agency

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 RNA's performance for the evaluation period of January 1, 2024 – December 31, 2024:

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

Routing Number Administration (RNA)

Routing Number Administrator (RNA)

*

	Met	Not Met	N/A
The RNA provided timely, accurate, and courteous service when processing pseudo-Automatic Number Identification (p-ANI) applications.	()	()	()

Routing Number Administration System (RNAS) Functionality

Routing Number Administration System (RNAS) Functionality

*

	Met	Not Met	N/A
RNAS provided users the ability to effectively request, modify or return p-ANIs, input forecasts and annual utilization reports, and access existing data and reports.	()	()	()

RNA Website and Reports

RNA Website and Reports*

	Met	Not Met	N/A
The existing RNA website (www.nationalpani.com) and the new combined NANPA website (www.nanpa.com) were accessible, easy to navigate, and provided accurate and up-to-date information and reports.	()	()	()

RNA Customer Service Functions

RNA Customer Service Functions*

	Met	Not Met	N/A

RNA representative(s) provided customer service and assistance when needed (for example, Help Desk support), and responded to inquiries in a timely manner.			
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RNA Industry Activities

RNA Industry Activities

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	Met	Not Met	N/A
The RNA representative(s) effectively participated in and	()	()	()

<p>contributed to the resolution of p-ANI related issues at industry forums (e.g., the Industry Numbering Committee (INC) or the Emergency Services Interconnection Forum (ESIF)).</p>			
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Transition to Combined NAS

Transition to Combined NAS*

	Met	Not Met	N/A
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<p>NANPA provided sufficient testing and training for service providers and state and territorial regulators so that the transition from the separate NAS/PAS/RNAS systems to the Combined NAS did not unreasonably delay the processing of p-ANI applications by service providers or the processing of information requests by state and territorial regulators.</p>			
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Performance of Combined NAS*

	Met	Not Met	N/A
<p>The new combined NAS provided similar or better functionality.</p>			

Overall Assessment of the RNA

Overall Assessment of the RNA*

	Met	Not Met	N/A

Based upon your experiences in the current performance year, how would you rate the RNA's overall service?	()	()	()
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Comments on Assessment of the RNA

Comments on Assessment of the RNA

Provide comments to explain your assessment of the RNA 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 2024 Performance Evaluation Report.

Thank You!

Your responses have been submitted.

Thank you for taking the 2024 RNA Performance Survey.

Overall survey results will be incorporated into the NANPA/PA/RNA 2024 Performance Evaluation Report and will be posted at [NANC - North American Numbering Council \(nanc-chair.org\)](https://www.nanc-chair.org).
