

# 2024 PA Performance Survey

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## 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 Pooling Administrator (PA) services. Responses to the questions contained in this survey are intended to provide information relative to your satisfaction with the performance of the PA.

Please note that while the NANPA, Pooling Administration, 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 **Pooling Administrator (PA)**, and not the Routing Number Administrator (RNA) or the North American Numbering Plan Administrator (NANPA). If you wish to comment on those services, please complete the RNA survey and/or the NANPA survey.

**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 PA 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 PA 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**  
**Lumen**  
**303-707-3844**

**philip.linse@lumen.com**

**Karen Riepenkroger**  
**T-Mobile**  
**913-315-8546**

**karen.s.riepenkroger @t-mobile.com**

**Lara Walt**  
**Public Service Commission of**  
**the District of Columbia**

**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 \(nanc-chair.org\)](https://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 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](mailto: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.

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## 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

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## **Email page**

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

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## **Type of Entity**

**Type of Entity(please check one)\***

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

State or Territorial Regulatory Agency

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# 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 PA’s performance for the evaluation period of January 1, 2024 – December 31, 2024

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

## Pooling Administrator (PA)

Pooling Administrator (PA)\*

	Met	Not Met	N/A
PA provided timely, accurate, and courteous service in the assignment, administration, and reclamation of thousands-blocks.			

**Pooling Administrator (PA)\***

	<b>Met</b>	<b>Not Met</b>	<b>N/A</b>
PA effectively managed the process of administration and reclamation of thousands-blocks, and coordinated with state regulators to reclaim abandoned resources.			

## Pooling Administration System (PAS) Functionality

### Pooling Administration System (PAS) Functionality\*

	Met	Not Met	N/A
PAS provided users the ability to effectively request numbering resources, make block returns and/or modifications, input forecasts, and access data and reports.			

## PA Website and Reports

### PA Website and Reports\*

	Met	Not Met	N/A
The existing PA website ( <a href="http://www.nationalpooling.com">www.nationalpooling.com</a> ) and the new combined NANPA website ( <a href="http://www.nanpa.com">www.nanpa.com</a> ) were accessible and easy to navigate, and contained accurate and up-to-date information and reports.			

## PA Customer Service Functions

**PA Customer Service Functions\***

	<b>Met</b>	<b>Not Met</b>	<b>N/A</b>
PA representative(s) provided customer service and assistance when needed (for example, Help Desk support), and responded to inquiries in a timely manner.			

**PA Industry Activities**

**PA Industry Activities\***



	<b>Met</b>	<b>Not Met</b>	<b>N/A</b>
PA representatives effectively participated in and contributed to discussion and/or resolution of numbering resource assignment and administration issues at industry forums (e.g., the Industry Numbering Committee (INC))			

## **Transition to Combined NAS**

**Transition to Combined NAS\***

	<b>Met</b>	<b>Not Met</b>	<b>N/A</b>
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 numbering resource applications by service providers or the processing of information requests by state and territorial regulators.			

**Performance of Combined NAS\***

	<b>Met</b>	<b>Not Met</b>	<b>N/A</b>
The new combined NAS provided similar or better functionality than the separate PAS.			

**• Overall Assessment of the PA**

**Overall Assessment of the PA\***

	<b>Met</b>	<b>Not Met</b>	<b>N/A</b>

Based upon your experiences in the current performance year, how would you rate the PA's overall service?			
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## **Comments on Assessment of the PA**

### **Comments on Assessment of the PA**

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

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## **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.**

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**Thank You!**

**Your responses have been submitted.**

**Thank you for taking the 2024 PA 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).**

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