

NORTH AMERICAN NUMBERING PLAN ADMINISTRATION (NANPA)

PERFORMANCE FEEDBACK SURVEY

EVALUATION PERIOD: _____

As a user of NANPA services, your completion of the Performance Feedback Survey is requested. The survey form is also available on the ATIS Web Site at: www.atis.org/atis/nanp/overdocs. The survey includes three sections: Number Administration, NPA Relief Planning, and Overall Assessment of NANPA.

Responses to the questions contained in this survey are intended to provide information relative to the performance of the NANPA. This Performance Feedback Survey is **NOT** applicable to any functions still performed by the incumbent local exchange carrier number administrator. Multiple responses from a single company, commission, or other industry participant will be accepted, but may be averaged with others from the same entity if the NANPA Oversight Working Group considers it appropriate.

All responses to this survey, including names and comments, are considered public information. Survey input will only be considered when the following contact information is provided:

Name _____
Company _____
Phone _____
Email _____

INSTRUCTIONS

Please return your completed survey to either of the North American Numbering Council NANPA Oversight Working Group co-chairs:

Ms. Karen Mulberry
2400 N. Glenville Dr.
B4100
Richardson, TX 75082
Fax: (972) 729-3860
karen.mulberry@wcom.com

Mr. Pat Caldwell
675 W. Peachtree St.
38L64
Atlanta, GA 30375
Fax: (404) 885-9920
Pat.Caldwell1@bridge.bellsouth.com

Please respond to the following questions indicating your level of satisfaction. Enter a single digit, 1 through 5, based upon the following scale:

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

In addition to the numerical ratings, explanatory notes or other comments are encouraged. **We are particularly interested in any specific written comments you may have.** If such comments are associated with a survey question, please identify the question.

SECTION A - NUMBER ADMINISTRATION (NANPA)

Indicate the type of resource involved (check [√] all that apply):

CO Code [Indicate State (s)] _____ CIC 900 500 555

Other (explain) _____

Indicate the activity associated with your interaction with NANPA (check [√] all that apply):

Assignment Request Transfer of Assignment General Information Request

Other (explain) _____

Using the scale (1= Very Dissatisfied, 2= Dissatisfied, 3= Neutral, 4=Satisfied, 5= Very Satisfied), rate each item applicable for each question. Mark others N/A or leave blank.	C O C O D E	C I C	9 0 0	5 0 0	5 5 5	O T H E R
1) NANPA responded to my inquiry within the same day or at most by the next business day.						
2) NANPA demonstrated appropriate knowledge of the numbering resource.						
3) NANPA was familiar with the processes required to fulfill my request.						
4) NANPA effectively assisted me with the application process.						
5) NANPA processed the request in a timely manner, consistent with the applicable guidelines (i.e., 10 business days).						
6) NANPA provided a helpful referral when appropriate.						
7) NANPA responded in accordance with the applicable industry guidelines.						

Section A. Comments (Reference above questions):

Attach additional comments if necessary.

SECTION B - NPA RELIEF PLANNING

<p>My interaction was associated with relief planning for these NPAs. (Enter one NPA in each column. Make additional copies of this section if needed.)</p> <p>Using the scale (1= Very Dissatisfied, 2= Dissatisfied, 3= Neutral, 4=Satisfied, 5= Very Satisfied), rate each item applicable for each question. Mark others N/A or leave blank.</p>	NPA #	NPA #	NPA #	NPA #
1) NANPA determined the need for NPA relief in accordance with industry guidelines and regulatory requirements.				
2) NANPA promptly communicated the need for NPA relief in accordance with industry guidelines or regulatory requirements.				
3) NANPA displayed detailed knowledge of the NPA, identified possible relief plans, drafted the initial planning document, and provided exhaust forecasts.				
4) NANPA provided information to the industry sufficiently in advance of the planning meeting to allow time for analysis.				
5) NANPA conducted NPA relief planning meetings and discussion of the alternatives in a fair and impartial manner.				
6) NANPA provided the industry recommended relief plan in a timely manner to the state regulatory body and provided testimony when necessary.				
7) NANPA prepared and issued a press release and planning letter to inform the public and the industry of the approved relief plan and implementation dates.				
8) NANPA determined when it was appropriate to declare jeopardy, notified affected parties, conducted Jeopardy meetings and implemented the plan.				

Section B. Comments (Reference above questions):

Attach additional comments if necessary.

SECTION C - OVERALL ASSESSMENT OF NANPA

Using the scale (1= Very Dissatisfied, 2= Dissatisfied, 3= Neutral, 4=Satisfied, 5= Very Satisfied), rate each item applicable for each question. Mark others N/A or leave blank.	
1) Overall, I was satisfied with my interaction with NANPA.	
2) Overall, I found the NANPA web site to be a) accessible b) easy to navigate c) informative	a) _____ b) _____ c) _____
3) Overall, the NANPA representative(s) was (were) courteous and professional.	

Section C. Comments (Reference above questions):

Attach additional comments if necessary.

Section D. Additional Comments not referenced in sections A, B, or C:

Attach additional comments if necessary.