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## Welcome

We are pleased to offer the first issue of *Portability, ink.*, a bi-monthly newsletter published by NeuStar, Inc., which serves as the telecommunications industry's Local Number Portability Administration (LNPA). NeuStar and its LNP customers, service providers, LLCs, and regulatory groups, have seen tremendous growth and changes in the industry over the last few years, especially in terms of local number portability and anticipate many more advances and changes in the upcoming months and years.

*Portability, ink.*, is designed to provide relevant, interesting and topical information on issues related to LNP, ranging from opinion pieces by industry members to statement of work (SOW) activity to industry meetings to improvements being implemented at the Chicago Number Portability Administration Center (NPAC). We welcome your comments, suggestions and feedback for future issues, as this newsletter is designed for our LNPA customers and interested parties.

## NeuStar Implements Billing and Collection System

*Customer service.* When people say those two words, what are they talking about? What is customer service? Is it providing a high quality of service for the price paid (value)? Is it responsiveness to requests (assistance)? Resolving customer issues with individual and unique solutions (flexibility)? Listening to our customers (empathy)? Or, is it all of the above and more? What is the standard for customer service? And how is it set?

It is not often that a group realizes the magnitude of their accomplishments until they take time to review what has been done, what remains and how to improve even further. In 1999, NeuStar's Billing & Collections group not only set a high standard of customer service, but also raised that bar to a new level.

Under the direction of Audrey Herrel, Director of Billing Operations, and Janice James, Manager of Billing Operations, the group transitioned from Tarrytown, N.Y., hired and trained new staff in the Washington D.C. area, and implemented the new Integrated Billing System (IBS). All this was accomplished while

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## Consolidation of LLCs in the United States

The management and administration of LNP in North America has centered around the legal entities which were formed to provide a contractual conduit to develop the technical system and vendor support needed to operate this new venture. In 1996 and 1997, groups of service providers joined together in the United States to form Limited Liability Corporations, (LLCs) that authored and submitted the RFPs that were used to award vendors the right to develop the number portability systems that are operational today. The LLC service areas mapped directly to the former seven RBOC regions in the United States and had anywhere from four to 12 voting members in each LLC. These service providers are the interested parties who have elected to pay the annual LLC membership fee that entitled them to vote on issues pertaining to the operation of the NPAC.

In Canada, reflective of variances in national business law, a Consortium was formed to manage the selection and operation of the number portability system and services. The Consortium operates very consistently with the business tenants of the LLCs in the United States. Each of these entities reviewed proposals, selected a

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## CIS Becomes NeuStar, Inc.

On Nov. 30, the transaction agreement between Lockheed Martin and Warburg, Pincus was finalized, approving the transfer of Lockheed Martin's Communications Industry Services (CIS) group to NeuStar, Inc. Thus as of Dec 1, 1999, all systems and personnel formally associated with Lockheed Martin have moved over to NeuStar.

"NeuStar will provide high-quality, neutral, third-party clearing-house services that the telecommunications industry demands," said Jeff Ganek, Chairman and Chief Executive Officer of NeuStar. "The only change our customers will see is one of continuous improvement."

NeuStar, which is based in Washington, D.C., was formed as an independent company committed to administering high-quality, evenhanded and competitively neutral services to the telecommunications industry. Last year, Lockheed Martin announced it was entering the market for telecommunications network services. To maintain the neutrality of the numbering plan administration, Lockheed Martin agreed to transfer CIS to NeuStar, which is a new company formed by NeuStar management and employees. Financing for NeuStar is provided by Warburg, Pincus, a New York-based private equity investor.

NeuStar manages the database that is a critical component for the routing of all telephone calls in North America as the Local Number Portability Administrator (LNPA). All telecommunication carriers porting telephone numbers in the United States and Canada connect to NeuStar's Number Portability Administration Center (NPAC) in Chicago, either directly or indirectly. In addition, NeuStar also serves as the North American Numbering Plan Administrator (NANPA), and is responsible for assigning area codes, central office codes and other numbering resources to the telecommunications industry.

In another neutral, third-party role, NeuStar serves as the administrator for number pooling trials in Illinois, New York, California and Maine. Number pooling is the technology that allows phone numbers to be assigned in blocks of 1,000, instead of the telephone network-mandated structure of 10,000 numbers blocks.

"We remain committed to working with the FCC, the North American Numbering Council, the telecommunications industry and state regulatory agencies to ensure that our valuable numbering resources are conserved and efficiently utilized," said Ganek.

## Service Level Requirements Measure NPAC Performance

At the NPAC, NeuStar provides world-class LNP services to 277 service providers active in seven regions of the United States and in Canada. NeuStar is accountable monthly to its customers for the performance and quality of its service.

Each month, each regional LLC receives a detailed report of the NPAC's performance against 27 criteria, Service Level Requirements (SLRs). During 1999, the NPAC consistently met its performance target for 24 of the 27 SLRs. When NeuStar does miss, it strives to identify and correct the problem in a timely manner and to keep customers informed by communicating corrective action efforts.

NPAC's 1999 performance is summarized in the table below. For each SLR, performance is based on 12 months multiplied by 8 regions per month. For example, SLR 1 performance is 97.9% because out of 96 opportunities in 1999, we missed 2 - one region in July and one in December. For more detailed information, such as month by month regional performance level and definitions of each SLR, please see your regional LLC representatives. Contact information is available at [www.npac.com](http://www.npac.com).

SLR #	SLR Name	1999 NPAC Performance	Months Missed
SLR-1	Service Availability	97.9%	July, Dec.
SLR-2	Scheduled Service Unavailability	93.75%	Oct., Dec.
SLR-3	NPAC Processing Time	100%	none
SLR-4	LSMS Broadcast Time	100%	none
SLR-5	SOA to NPAC Interface Rates	100%	none
SLR-6	NPAC to LSMS Interface Rates	100%	none
SLR-7	Interface Availability	100%	none
SLR-8	Cutover Time	N/A*	none
SLR-9	Partial Disaster Restoral	N/A*	none
SLR-10	Full Disaster Restoral	N/A*	none
SLR-11	Table Administration	100%	none
SLR-12	Average Speed of Answer	83.3%	Sept., Oct.
SLR-13	Abandoned Call Rate	100%	none
SLR-14	After Hours Call Backs	100%	none
SLR-15	Commitments Met	100%	none
SLR-16	LTI Logon Creates	100%	none
SLR-17	LTI Logon Class	100%	none
SLR-18	Security Error Log	100%	none
SLR-19	Security Corrections	100%	none
SLR-20	NPA Split Notice	100%	none
SLR-21	Scheduled Unavailable Notice Level-1	100%	none
SLR-21	Scheduled Unavailable Notice Level-2	100%	none
SLR-21	Scheduled Unavailable Notice Level-3	100%	none
SLR-22	Unscheduled Unavailability Notice	93.7%	Oct, Dec
SLR-23	Unscheduled Unavailability Updates	100%	none
SLR-24	Release Notice	100%	none
SLR-25	Release Delay Notice	100%	none
SLR-26	Software Release Management	100%	none
SLR-27	Document Order Administration	100%	none

\*Not Applicable - There were no occurrences of this SLR in 1999.

## On the NPAC Website

<i>What</i>	<i>Where</i>	<i>Definition</i>
MTD/YTD Active Subscriptions	<a href="http://www.npac.com">www.npac.com</a> , Documents button General Info section	Gives monthly/yearly cumulative totals of all active SVs
LNPA Working Group Information	<a href="http://www.npac.com">www.npac.com</a> , LNPA WG main menu button	Provides a wealth of information about LNPA WG activities, meetings, conference calls, reports etc.
Release 2.0 IIS, FRS, ASN, GDMO	<a href="http://www.npac.com">www.npac.com</a> , Documents button, NANC 2.0 section	Current FRS, IIS, ASN, GDMO operating flows
Cross Regional Meeting Information	<a href="http://www.npac.com">www.npac.com</a> , Meetings button	Upcoming Cross Regional Meeting Information
NPAC Methods/Procedures for SPs	<a href="http://www.npac.com/secure">www.npac.com/secure</a> , Documents button, M&Ps section	Provides current NPAC methods and procedures for SPs
National Carrier to Carrier Contact List	<a href="http://www.npac.com/secure">www.npac.com/secure</a> , Documents button, National Carrier List Section	Provides service provider resource contacts to resolve porting and operations issues between service providers

## Consolidation of LLCs in the US

*(Continued from cover)*

vendor, negotiated a master contract with the vendor and continues to negotiate statements of work to address the need for enhancements to the NPAC system.

In November 1999, five of the seven LLCs in the United States concluded a year-long process to consolidate their business activities in order to provide their members with lower operating costs, reduced travel expenses and less overall man hours in support of industry decision making and vendor management. The Northeast Carrier Acquisition Company, LLC; The Mid-Atlantic Carrier Acquisition Company, LLC; the Southeast Number Portability Administration Company, LLC; the Southwest Region Portability Company, LLC; and the Western Region Telephone Number Portability, LLC effectively became the North American Portability Management, LLC and listed the following companies as members:

- AT&T
- BellSouth
- Cablevision Lightpath, Inc.
- Electric Lightwave, Inc.
- GTE Florida, Inc.
- MCImetro Access Transmission Services, LLC
- NEXTLINK Mindshare, LLC
- Sprint Missouri, Inc.
- Bell Atlantic
- BTI
- Cox Communications, Inc.
- Global Crossing Ltd.
- ICG Communications
- MediaOne, Inc.
- SBC Communications, Inc.
- U S West Communications

As the Local Number Portability Administrator (LNPA), NeuStar responds to the needs and direction of this new LLC along with that of the Canadian Consortium and the two remaining LLCs in the United States – the Midwest and West Coast LLCs.

The new North American Portability Management, LLC is currently being led by two Co-Chairs, Joanne Balen of SBC and Pamela Connell of AT&T. Currently, the LLCs have directed their focus more on the day-to-day operation of the NPAC and less on the development, testing and turn up of regional databases in the top 100 MSAs. With the standardized format of individual regional systems, the issues and decisions of the LLC are more homogeneous and conducive to a consolidated forum.

In conjunction with this most recent change, the Technical and Operations workgroups that have supported the activities of the LLCs have also merged. What were originally seven separate working groups in the United States are now effectively two working groups. The Eastern Operations Group supports the technical and operational issues of the former Northeast, Mid Atlantic and Southeast operations groups. The other four operations groups have consolidated into the Western Operations Group. Each group meets monthly to address ongoing technical issues.

NeuStar supports the operations workgroups, as well as the LLCs as a vendor and technical liaison. We offer contractual and systems support staff to be available to answer all concerns or implement all changes requested and approved by the LLCs.

## NPAC/SMS Release 2.0: Delivered to Industry

On June 14, 1999, NeuStar (then Lockheed Martin) delivered NPAC/SMS software Release 2.0, the sixth major enhancement release, to the industry to begin testing. Release 2.0 marked the sixth on-time delivery by NeuStar of NPAC/SMS functionality and performance since the LNP Project began in late 1996. Testing for Release 2.0 was started by the Midwest Region and went live on August 16. The remaining seven regions, including Canada, began testing on July 26, and completed with the turn up of Canada on Release 2.0 on October 18, well before the Y2K quiet period agreed to by the industry. Release 2.0 comprises the following fourteen NANC Change Orders: Ill 75, Ill 79, NANC 22, NANC 23, NANC 48, NANC 68, NANC 86, NANC 139, NANC 201, NANC 202, NANC 203, NANC 207, NANC 214, NANC 282

Major functionality changes are attributable to NANC 48 which provides for Multiple Associations so a single Service Provider may serve as a Service Bureau for other entities providing SOA services to those entities. Change Orders NANC 201, NANC 202 and NANC 203 provided for the addition of wireless service providers to local number porting.

Perhaps most visible to the NPAC SMS users is the inclusion of a new, more convenient, easier-to-use Low Tech Interface (LTI), which was provided by NeuStar at no cost to the industry. The new LTI provides 25 improvements and enhancements to make system interaction easier, quicker and more accurate. Highlights of the new LTI include, but are not limited to the following:

- Netscape 4.0.x Browser
- On-line Help
- Split Screen Display for Create/Release
- Local Time Zone Listing
- On-screen Reports
- Wireless Short Message Center
- Inter-field Tabbing
- Split Screen Display for Query/Results

## Chronology of NPAC Releases

On May 12, 1997, NeuStar implemented Release 1.0 and since then five major releases to the NPAC software have been developed, tested and implemented. Each release differs in scope, complexity, requirements and levels of functionality, but each one was delivered by NeuStar on time and with a high degree of quality.

These releases begin with change orders submitted to the LNPA-WG. The LNPA-WG delves into the technical implications, functional value and benefit to the industry. Once a change order has been selected as a release package candidate there is additional work done to determine impacts to the Functional Requirements Specification (FRS) and Interoperable Interface Specification (IIS). When the LNPA-WG completes its work, the release package is passed to the LLC for consideration. The LLCs address the business issues of the release, clarify any issues/concerns the members may have and then pass the package to NeuStar for development of an SOW. Once NeuStar has developed an SOW and negotiated an acceptance from the LLC project plans, development activities and other actions are initiated to deliver the release on the agreed upon timeline.

Below is a summary of the releases. For a complete description of the functionality of each release, look on [www.npac.com](http://www.npac.com).

- Release 1.1 (September 19, 1997) provided upgrades to the Baseline system and compliance to the NANC FRs/IIS documents.
- Release 1.2 (December 3, 1997) provided additional upgrades to Release 1.0 including support for port to original and NPA splits, as well as performance enhancements.
- Release 1.3 (March 6, 1998) contained a number of performance improvements, including the incorporation of multiple SMS engines and multiple CMIP routers; an upgrade to Oracle 8; incorporation of nFast hardware and software; and the removal of event polling.
- Release 1.4 (August 13, 1998) was the delivery vehicle for the Mid-West Region Number Pooling implementation, and became the baseline for Release 2.0. Since the Mid-West Region implemented Release 1.4, several other regions have followed suit until Release 3.0 is issued, which provides for National Pooling. Release 3.0 is expected to be ready for industry regression testing (IRT) on June 30, 2000.
- The Release 2.0 (April 16, 1999) development, spanned seven months and contained over 21 change orders. The most notable improvements were: a significantly improved OP GUI; making the network download features of the SOA comparable to those of the LSMS (NANC 139); improved validation of the Due Date (ILL 75); improvements in Network Notification Recovery (ILL 79); enhancements to the selection criteria of Subscription Versions for mass updates (NANC 68); and three important wireless changes (NANC 201, 202, 203, 220 and 221).

# Profile On: NPAC's USA Help Desk

NPAC customers all over the country have called the Help Desk at one time or another since LNP was rolled out in 1997. Their questions range from the quick and easy-to-answer to more complex issues that require extensive investigation before resolving the issue at hand.

Manning the NPAC Help Desk are the User Support Analysts (USAs), who are part of the Operations department, headed up by Jan Trout-Avery in Chicago, IL. The help desk is a 24-hour, 7-day a week call center, which provides direct, centralized customer service support to users of the NPAC/SMS system in all seven regions of the United States and in Canada.

Since October 1997 when the Help Desk was established, the volume of calls has increased dramatically as a result of more service providers connecting to the NPAC and needing support. During October 1999 alone, the Help Desk recorded and handled over 4000 inbound and more than 1500 outbound customer calls. As the number of calls made to the Help Desk steadily increase, measures have been put in place to track and analyze the volume of calls and improve the efficiency of the USAs at the Help Desk.

## Help Desk Support

The USAs are the central point of contact for the resolution of NPAC/SMS user problems and trouble reporting. They have a variety of responsibilities, including, but not limited to

- Addressing the user issues contained in over 50,000 calls made to the Help Desk in 1999
- Disseminating NPAC/SMS system status information, such as scheduled or unscheduled availability, information on new software releases, or documentation updates and training registration
- Participating in new release software testing and installation  
Monitoring associations for customer applications, which includes a courtesy call to the customer if the system is not operating properly and troubleshooting

- Handling the trouble ticket process from onset to resolution in a timely manner
- Participating in NPAC/SMS disaster recovery testing site.

As the director of operations for the Chicago NPAC, Jan Trout-Avery is responsible for ensuring that the Help Desk is running smoothly and efficiently and that the customers' needs are being met. In addition, Jan oversees coordination of internal meetings regarding issues that affect the customers; operations support for the number pooling project; monitoring of issues entered into the trouble ticket

system; daily review of call statistics and issues; and identification of opportunities for process improvement regarding the help desk and website.

One of the ongoing goals for the USAs is to constantly improve their technical capabilities; therefore, it is mandatory that all USAs participate in technical training. This training allows USAs to respond to basic technical questions they receive at the Help Desk. (Detailed technical issues are handled by the NPAC's technical group.) During the technical training sessions, USAs cover the following topics: association logs, network connectivity, key exchanges, telnet commands, recovery mode, mass updates, low-tech interface (LTI)/ dial-up issues, and system

parameters. In addition, each USA has been trained in customer relations management principles.

## Trouble Tickets

Another area in which the USAs are focusing is resolving trouble tickets in a timely manner. NeuStar has taken several steps towards this end. For example, the USAs analyze the trouble tickets that document calls to the NPAC to determine what kind of problems customers are reporting and if there are trends. This analysis complements the USAs' efforts to better define problem resolution procedures. The top trouble categories are association problems (LSMS, SOA, LTI/Dial-up problems), partial fails, SV activity and general questions regarding LNP.

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*Some of the USAs who support the NPAC Help Desk are, clockwise, from left: Nicole Draut, Josh Schmidt, Andy Ibarra, Debra Rucker, Kimberly Johnson, and Shelon Morgan.*

## LNP Cross Regional Meetings

Since April 1996, NeuStar, then Lockheed Martin IMS, has coordinated Cross Regional meetings to assist the technical implementation of LNP. These Cross Regional meetings are for Users (companies who have signed a User Agreement) and are designed to provide a forum for addressing issues of a technical nature associated with LNP. During the early days of LNP, these meetings were held every other month. However, as the LNP environment evolved from an implementation stage to an operational stage, the urgency of issues decreased, the frequency of the meetings was adjusted to quarterly.

Initially, the meetings were developed to support the customers in the four LLC regions that had selected Lockheed Martin IMS as their vendor. In 1997, with the removal of the other vendor providing number portability services, the meetings were expanded to provide a conduit for all service providers in North America to engage in dialogue associated with the technical operation and enhancement of the interactive LNP environment.

To this end, agenda items are submitted not only by NeuStar, but by the Service Providers as well. To facilitate the submission process, NeuStar's NPAC web site, [www.npac.com](http://www.npac.com), contains an electronic screen for service providers to request an agenda item be placed on the next meeting. The company that provides the request is asked to present the issue and assist in leading the discussion and problem resolution associated with the issue. It is also an excellent opportunity for service providers to exchange experiences and unique technical strategies that improve the operational efficiencies of the SOA and LSMS interfaces to the NPAC system.

Another purpose of the cross regional meetings is to have a forum to provide information vital to system operations. These meetings are focused on the operational and technical aspects of number portability, not the contractual or regulatory issues that are worked with the LLCs and the NANC. Issues that are addressed include, but are not limited to, system defect log updates, system maintenance issues, testing planning, release development and system functionality, resource availability and improved methods and procedures.

Over the past year, each meeting has been attended by approximately 70 service provider representatives, which reflects the value and critical communication support provided by these meetings. Since they are User meetings, NeuStar is constantly looking for ways to improve the format, content or value to our customers. Please feel free to send comments or suggestions to [larry.vagnoni@neustar.com](mailto:larry.vagnoni@neustar.com) or call him at (202) 533-2770.

## Billing and Collections

*(Continued from cover)*

maintaining the monthly invoice production, managing the Billing Help Desk (backup to Chicago NPAC) and developing new processes for the transition from Lockheed Martin to NeuStar.

In May 1998, the FCC issued the Third Report and Order requiring the LNPA to bill all telecommunication carriers for LNP shared costs (a.k.a. allocated charges) based on their proportionate share of regional telecommunications services end-user revenue. The industry and NeuStar (then Lockheed Martin) developed requirements and began negotiations in June 1998 to develop this enhanced billing system. It was not until March 1999 when development began with a completion date of October 1999 – a very aggressive schedule. It was also that same March when the Data Collection forms were mailed to carriers requesting their end-user revenues. During negotiations, it was assumed there would be 3,000+ carriers; however, that number actually turned out to be over 5,000 carriers. The forms started coming back in April and continued right up to the cutoff date (which was extended several times to obtain the most accurate data). In the middle of all this activity, the group relocated from Tarrytown to Washington.

Extensive testing for the Integrated Billing System began in August 1999, and was followed in September with User Acceptance testing. The end result is a very complex billing system delivered as negotiated and planned. The system went into production in October and we have delivered our first invoice, along with a complicated true-up in November.

	Highlights	
	Pre-IBS	IBS
<b>Customers</b>		
- billing	209	3,981
- mailing (invoices)	700	25,000
- printing (sheets)	3,000	45,000
<b>Staff</b>	7	14
<b>Help Desk (calls)</b>	5 per day	35 per day
- questions	5 per mo.	75 per mo.
- account maintenance	1-2 per mo.	55 per mo.
<b>Adjustments</b>	5-6 per mo.	25,000*

\* As a result of revisions by carriers to reported end-user revenue in all regions, NeuStar will be processing approximately 25,000 adjustments in the January billing cycle. These adjustments affect all carriers (3,981) and all regions (7). Note, not all carriers are active in all regions.

# FCC Grants Pooling Authority to States

On November 30, the FCC added Texas, Connecticut, Wisconsin, Ohio, and New Hampshire to the list of states granted delegated authority to implement various conservation measures, including thousand block number pooling, bringing the total number of states granted authority to 10. California, Florida, Massachusetts, New York, and Maine were granted similar authority in September.

The FCC granted Texas, Connecticut, Wisconsin, Ohio, and New Hampshire the authority to implement mandatory number pooling trials, as well as a number of other conservation measures, subject to limitations identical to those in the earlier FCC decisions. Although the grants of authority are specific to what each state requested, the FCC generally delegated authority to: set NXX code allocation standards; reclaim unused and reserved NXX codes, and thousand-number blocks within those codes; investigate and order the return of reserved and protected NXX codes; require sequential number assignment; require the submission of utilization and forecast information; audit carriers' use of numbering resources; maintain rationing procedures for six months following area code relief; institute thousands-block pooling trials; and require carriers to demonstrate facilities readiness and setting fill rates.

Eleven more states have petitions for delegated authority pending with the FCC. FCC's action in regards to granting states' petitions for delegated authority is summarized in the table as well as brief status reports on several states.

## New York

Start date for pooling is April 1 in the 716 NPA.

## Florida

The Florida Public Service Commission is continuing to hold workshops on conservation measures.

## Massachusetts

Massachusetts is looking to implement pooling in the 508, 617, 781, 978 NPAs. Actual start date is still to be determined.

## California

Start date for pooling is March 18 in the 310 NPA. California PUC has halted overlays on six additional NPAs and will begin looking at pooling in more NPAs.

## Maine

Start date for pooling is June 1 in the 207 NPA.

Granted State Petitions	Filing Date	Released for Comments & Grant of Authority
New York	2/19/99	3/5/99 & 9/15/99
Florida	4/2/99	4/15/99 & 9/15/99
Massachusetts	2/17/99	3/5/99 & 9/15/99
California	11/3/99 & 4/23/99	1/6/99 & 5/14/99 & 9/15/99
Maine	3/17/99	4/1/99 & 9/29/99
Texas	7/2/99	7/14/99 & 11/30/99
Connecticut	7/28/99	8/5/99 & 11/30/99
Wisconsin	8/5/99	8/12/99 & 11/30/99
Ohio	9/13/99	9/29/99 & 11/30/99
New Hampshire	9/15/99	9/15/99 & 11/30/99
Pending State Petitions	Filing Date	Comments Due & Reply Comments Due
Nebraska	9/14/99	12/3/99 & 12/17/99
Indiana	10/21/99	12/3/99 & 12/17/99
Utah	10/25/99	1/7/00 & 1/21/00
Missouri	11/1/99	1/7/00 & 1/21/00
Iowa	11/10/99	1/10/00 & 1/24/00
Tennessee	11/17/99	1/20/00 & 2/3/00
Georgia	11/19/99	1/20/00 & 2/3/00
North Carolina	11/29/99	1/20/00 & 2/3/00
Virginia	11/29/99	1/20/00 & 2/3/00
Washington	12/8/99	TBD
Colorado	12/16/99	TBD
Pennsylvania	12/23/99	TBD

## NPAC's USA Help Desk

*(Continued from page 5)*

At the beginning of each shift, the USAs are given a "hot tips" sheet which highlights current trouble ticket issues and their resolution so that they might be shared with customers. USAs also spend the last 30 minutes of their work day reviewing trouble tickets and updating their status.

The NPAC website, [www.npac.com](http://www.npac.com), has information on the Help Desk, as well as a list of Frequently Asked Questions (FAQs) that the USAs often receive. Users are encouraged to initially seek answers to their questions on the website, which can be found on the public and secure sites under the "Help" key function on the GUI. A list of FAQs about LTI can also be found at [www.npac.com/secure](http://www.npac.com/secure) under "Documents." Other automation and processes are being considered as future enhancements to the website.

As a NPAC/SMS user, contact the USA help desk at 1-888-NPAC-HELP if you are experiencing problems or reporting trouble.



Jeff Ganek

## A Word from NeuStar's Chairman and CEO

At NeuStar, we are committed to make a big change.

On November 20, following approval by the FCC and the LNP LLCs, Lockheed Martin's Communications Industry Services (CIS) group was transferred to NeuStar, a new, free-standing, independent company. And while NeuStar is a "neu" company, we continue to serve the industry as the "neutral" LNP Administrator.

The mission of our new company is unique. Now, our **only** mission and purpose is to provide neutral services that meet your requirements for high quality, reliable and responsive service.

You will see the change.

We are building on all that has been accomplished. We will deliver the same services to the same customers. We use the same systems managed by the same expert staff. You can continue to rely on us.

Still, you will see the change.

As an independent company, NeuStar will be focused on the specific requirements of the LNP users, putting in place the technical and operating structures critical to delivering reliable, timely services. You will see high quality in the quantitative measurements of NPAC services.

Most important, NeuStar's management is focused on being responsive to the LNP community of users. You will see increased responsiveness in how User Support Analysts at the NPAC answer your inquiries. You will see increased responsiveness in how operational challenges and problems are fixed. And, you will see dramatic change in our responsiveness to your need for new services. NeuStar will earn your trust.

I look forward to the change, as we continue making NeuStar the great LNPA you need and deserve. And, I look forward to shaping the future of LNP with you. As we move into the new era, I encourage you to let us know how we are doing in meeting your needs. Call my staff or me with observations, concerns or approval any time.

## Chicago NPAC Offers Training Courses

Since 1997, NeuStar has been offering training classes to its LNP users throughout the NPAC regions. Close to 500 customers, representing over 150 service providers have participated in the LTI System Training and LNP Overview classes. The schedule for classes in February and March follows.

The Low Tech Interface (LTI) training session provides an in-depth overview about how to use the LTI system. The LTI is the interface into the NPAC database used to create subscription orders.

The LNP overview provides a foundation for understanding LNP terms and definitions, the inter-relationship among the SOA/NPAC/LSMS systems, and how to manage your subscription data through the NPAC database.

Training	When	Where
LTI System Training	Thursday, February 3	Chicago
LTI System Training	Thursday, February 10	Chicago
LNP Overview	Thursday, February 17	Chicago
LTI System Training	Thursday, February 24	Chicago
LTI System Training	Thursday, March 9	Chicago
LTI System Training	Thursday, March 16	Chicago
LTI System Training	Thursday, March 23	Chicago
LTI System Training	Thursday, March 30	Chicago

For information about training or to sign up for a training session, please contact NeuStar Global Training & Documentation Manager Joe Ferrallo at 312-706-6258 or send an e-mail to [joe.ferrallo@neustar.com](mailto:joe.ferrallo@neustar.com).

## Portability, ink.

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*If you would like to be added to the mailing list or have any story ideas, please e-mail [rebecca.barnhart@neustar.com](mailto:rebecca.barnhart@neustar.com)*