

NeuStar Sponsoring Wireless LNP Conference

NeuStar is continuing its commitment to provide the most current technical information to the industry regarding the status and implementation procedures associated with Local Number Portability (LNP). As such, NeuStar is a sponsor for the "Wireless Number Portability Conference" scheduled for February 5-7, 2001, at the Washington Marriott Hotel.

Wireless Number Portability issues have been addressed by industry leaders over the past two years at the Wireless Subcommittee meetings of the LNPA Working Group. Now a Wireless Operations Forum is being established to further assist the coordination efforts for turning up LNP for Wireless providers within the FCC-mandated deadline.

NeuStar is proud to be the Lead Sponsor of this conference. Jeff Ganek, NeuStar's Chairman and CEO, will moderate the first day of the conference. In addition, the conference is receiving support from leadership within the wireless marketplace. Key industry leaders from ATT Wireless, Cingular, Sprint PCS, Verizon Wireless, and others have committed time and experience to provide an up-to-date status of events, issues, and challenges facing every service provider who must meet the November 2002 deadline established by the FCC.

All segments of the conference are designed to assist every size company in their planning and strategy development for moving their company into this new level of market competition. Some of the topics include understanding crucial developments in standards, ensuring compliance with the timelines for planning purposes, key recommendations for getting over the learning curve, and innovations being offered by the vendor community.

For more information regarding the conference, please contact Bill Stern at 202-533-2648, bill.stern@neustar.com, or Barbara Blackwell at 202-533-2647, barbara.blackwell@neustar.com. **NeuStar**



Release 3.0 Status Update

A third phase of Group Testing for Release 3.0 began on December 4 with Northeast and Super Region service providers (all other regions). Progress with Group Testing has been very successful. The next software point release 3.0.1.1, which will contain the application fixes to enable the Northeast service providers to complete Group Testing, was tested internally the week of December 11 and will be available for service provider testing the week of December 18. Upon completion of Northeast Group Testing, the Northeast service providers will participate in Performance Testing and Disaster and Recovery Testing. For updates to Release 3.0, please reference the NPAC web site at www.npac.com. **NeuStar**

LNP Contract Extension

Continued from page 1

will continue to work hard to provide the level of service, quality and responsiveness that our customers deserve and expect."

Over the next few months many changes will have to occur as a result of the Statement of Work (SOW) that implements the terms of the extension. NeuStar will be publishing periodic reports via this newsletter and other media. For more information, check out the NPAC web site at www.npac.com. **NeuStar**

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Inside this Issue:

NPAC Has
Record Month 2

Wireless LNP
Conference 4

Release 3.0
Status Update 4

NeuStar, NAPM Execute LNP Contract Extensions

It is NeuStar's pleasure to announce that after many months of meetings, intense discussions and long hours of drafting language that captured the essence of the deal, NeuStar and the North American Portability Management LLC (NAPM) have executed extensions to the existing LNP contracts.

These contract extensions provide for reduced TN porting event pricing, changes of the User Support Contacts to the Help Desk (see related story), implementation of the Gateway Evaluation Process and many other various terms and conditions. Jeff Ganek, NeuStar's Chairman and CEO, said, "The extension is an affirmation of both NeuStar's commitment to the industry and the confidence our customers have in us. We

Continued on page 4

Changes Coming to NPAC Billable Calls

As part of the LNP contract extension, there will be significant changes to how calls to the NPAC's Help Desk are answered, processed and billed.

The first major change will be how the calls are answered by the Voice Response Unit (VRU). The caller will receive a message stating that some calls are billable and that the caller has the option to terminate the call prior to incurring the charge. The USAs will now require specific information from the caller to determine the call type. Based on the call type, the USA will inform the caller if there is a potential charge. Again, the caller will have the option to terminate the call before a charge is applied. There are no longer five free calls per day, and there Types of billable calls are shown in the matrix below. **NeuStar**

Billable NPAC User Support Manual Request Table

Category	Description of Request
Create SV	New SP asks Help Desk to issue new SP Create, for single TN or range of TNs
Create SV	Old SP asks Help Desk to issue old SP Create, for single TN or range of TNs
Prevent SV Activation	Old SP asks Help Desk to change concur flag to "false" on pending SV (or SVs, for range of TNs)
Activate SV	New SP asks Help Desk to activate a pending SV for a single TN (or SVs, for a range of TNs)
Remove Prevention of SV Activation	Old SP (or New SP, after due date or t2 timer's expiration) asks Help Desk to change concur flag to "true" on pending SV (or SVs, for range of TNs)
Modify Pending SV	New SP asks Help Desk to modify single SV (or SVs, for a range of TNs)
Disconnect TN	Current SP asks Help Desk to issue disconnect for TN (or range of TNs)
Cancel Pending SV	Old SP or New SP asks Help Desk to issue its cancel for pending SV (or SVs, for range of TNs)
Look Up SV	SP asks Help Desk to look up active SV for a TN (or SVs for range of TNs)
Modify Active SV	Current SP asks Help Desk to modify single active SV
Audit SV	SP asks Help Desk to issue audit request for a TN, or range of TNs, with SV(s) in active state
Look Up Network Data	SP asks Help Desk to look up NPA-NXX, NPA-NXX ID, LRN, or LRN ID to determine associated SPID and/or ID
Change Network Data	SP asks Help Desk to add, modify, or delete an NPA-NXX or LRN in its network data
Key Exchange	(SP not in the "new customer turn-up" process.) SP asks Help Desk to perform key exchange when any keys are unused or uncompromised except where SP request is due to "NPAC-initiated responsible incident"
Change GUI Password	SP asks Help Desk to change its GUI Password
Re-enter GUI Logon	SP asks Help Desk to re-enter its GUI Logon, which SP has allowed to expire



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NeuStar Hits Record Porting Volume in October

At the Number Portability Administration Center (NPAC), NeuStar provides world-class local number portability (LNP) services to 370 service providers active in seven regions of the United States and in Canada.

NeuStar is accountable to its customers on a monthly basis for the performance and quality of its service.

Every month, the NAPM receives a detailed report of NPAC's performance against 27 criteria called Service Level Requirements (SLRs) for all seven U.S. regions. The Canadian Consortium receives a report for the Canadian region.

In October, NeuStar met all performance requirements in all eight regions even while handling a record porting volume of 1.126 million ports. October was the first month that NPAC monthly porting volume broke the 1 million mark. NPAC's October and 2000 year-to-date performance is summarized in the table at right.

For each SLR in October, the 100% result means that the performance target for each performance measure was met in all eight regions. NPAC year-to-date performance is based on 10 months multiplied by eight regions per month. For example, SLR 1 performance is 96.25% because out of 80 opportunities so far in 2000, NeuStar met 77.

For more detailed information, such as month-by-month regional performance levels and exact definition of each SLR, please see your regional NAPM representatives. Contact information is available at www.npac.com.

SLR #	SLR Name	2000 Year-to-Date NPAC Performance (%)	October 2000 (%)
1	Service Availability	96.25	100
2	Scheduled Service Unavailability	100	100
3	NPAC Processing Time	95.0	100
4	LSMS Broadcast Time	87.5	100
5	SOA to NPAC Interface Rates	100	100
6	NPAC to LSMS Interface Rates	100	100
7	Interface Availability	100	100
8	Cutover Time	NMO	NMO
9	Partial Disaster Restoral	NMO	NMO
10	Full Disaster Restoral	NMO	NMO
11	Table Administration	100	100
12	Average Speed of Answer	100	100
13	Abandoned Call Rate	90	0
14	After Hours Call Backs	100	100
15	Commitments Met	100	100
16	LTI Logon Creates	100	100
17	LTI Logon Class	100	100
18	Security Error Log	100	100
19	Security Corrections	100	100
20	NPA Split Notice	100	100
21	Scheduled Unavailable Notice Level-1	100	100
21	Scheduled Unavailable Notice Level-2	NMO	NMO
21	Scheduled Unavailable Notice Level-3	50	NMO
22	Unscheduled Unavailability Notice	100	NMO
23	Unscheduled Unavailability Updates	NMO	NMO
24	Release Notice	NMO	NMO
25	Release Delay Notice	NMO	NMO
26	Software Release Management	NMO	NMO
27	Document Order Administration	100	100

Note: NMO = No measurable occurrence

NeuStar also tracks customer satisfaction with its LNP services. NeuStar has developed and implemented customer surveys in the areas listed below. All responses are scored on a five-point scale, with 5.0 being the maximum score (see table at lower right).

NeuStar

No.	Survey Name	Standard	Year-to-date*	Oct 00
1	NPAC Help Desk Survey	4.50	4.26	4.23
2	Billing Survey	4.50	3.96	4.21
3	IMG Surveys	4.50	4.19	4.24
4	Training Survey	4.50	4.45	4.63

*Beginning in Aug 00; **beginning in June 00

A Word from NeuStar's Chairman and CEO

After months and months of work between NeuStar and the National Negotiations Team (NNT) for the LLCs, the NAPM LLC service providers have decided to extend the LNP contracts between the LLC and NeuStar for three additional years. Under the current contract, those agreements had been set to expire in 2002, but will now be extended until 2005.



Jeff Ganek

Since the first LNP contract was awarded to NeuStar (while still part of Lockheed Martin) in 1997, we have worked diligently with the industry to ensure the dynamic viability of the Number Portability Administration Center (NPAC). We have enjoyed our role as the key vendor to the industry in determining what your needs were for this new technology and seeing that it was deployed on time. In fact, after our proven success as the LNP Administrator (LNPA) in four of the original seven regions, we were asked to perform that same function in the other three regions and Canada, in order to meet FCC-mandated deadlines. Since late-1997, we have served as the LNPA for all seven regions and Canada, and we look forward to an even longer partnership.

Everyone at NeuStar is very proud of the work we do as the LNPA, and we appreciate the vote of confidence that our customers have given us with this contract extension. We remain deeply committed to continuing to strengthen this valuable relationship and to provide a quick, fair, and effective response to our customers when problems arise. The road ahead will include a number of enhancements and continued work to ensure that the NPAC system provides the level of service all LNP customers expect from their vendor. NeuStar is committed to be the vendor of choice to meet those needs.

I join all NeuStar staff in wishing you a very Happy Holiday season!

NeuStar Hits Record Porting Volume in October

continued from page 2

To round out the contract-specified measurements above, NeuStar also measures its LNP performance with internally developed performance measures for Billing and Collections, the NPAC Help Desk, and SOW delivery. Those results are shown below.

No.	Service	Service Requirement	Standard	Jan 00-Oct 00	Oct 00	Met/Miss
1	Help Desk	Average speed of answer	90% <10 sec	92.97%	93.10%	Met
2	Help Desk	Abandoned call rate	<2%	1.44%	3.90%	Miss
3	Help Desk	1 hr response to SA issues*	95%	79.3%	83%	Miss
4	Billing & Collections	Timely invoices**	10th business day	7.26	6	Met
5	Billing & Collections	Accurate invoices**	95% accuracy	92.38%	99.80%	Met
6	Billing & Collections	Billing issue resolution**	80% in 3 business days	97.22%	85%	Met
7	SOW	On-time delivery	Days late	1	No submissions	N/A
8	SOW	Implementation on time (SOW 15)	Meet milestones on schedule	9 weeks behind	9 weeks behind	Miss
9	SOW	Implementation on budget (SOW 15)	\$ variance	+XX%	+XX%	Miss

*Through July, except for training survey