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NeuStar Planning FutureSearch Conference For LNP Customers

As part of NeuStar's continuing process improvement program, the company is currently working with LNP customers in Canada and the United States to develop a Customer Conference on local number portability services. NeuStar has proposed using a collaborative conference format referred to as "FutureSearch."

The purpose of this conference is to identify concrete and workable ways that the relationship between NeuStar and its LNP customers can be moved to a more advanced level of partnership. The proposed conference will explore how NeuStar can improve or change its own policies, procedures and systems to support the partnership goal. Equally important, the conference will look at ways all parties can improve their interactions.

The goal of this format is to develop a clear picture of the future that NeuStar's customers want from their vendor. It involves committed members of internal and external organizations and develops a collaborative plan for goals and objectives and how to operationally achieve them. The final goal is a mapped-out plan to obtaining a finished product that details the vendor's role and customers' expectations in clear and definable processes and

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Wireless Portability Testing Underway

The Wireless Number Portability Subcommittee (WNPS) announced recently that all wireless service providers intending to implement a Service Order Administration system (SOA) and/or a Local Services Management System (LSMS) solution for Wireless Number Portability should schedule their SOA/LSMS testing with NeuStar as soon as possible, but no later than February 16, 2001.

NeuStar is the operator of the Number Portability Administration Center (NPAC). The WNPS is a subcommittee of the Local Number Portability Working Group (LNPAWG) that reports directly to the North American Numbering Council (NANC), and is responsible for addressing wireless number portability implementation issues.


The wireless service providers who wish to use a SOA/LSMS are encouraged to contact NeuStar to begin the new customer process. This process includes:

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Release 3.0 Update

Individual User turn-up testing for Release 3.0 is currently progressing in the Northeast region. A daily status report is published that details – with Service Provider anonymity – the current state of each participant's progress. Super region testing began on September 18 and will run concurrent with the remainder of Northeast turn-up testing.

At this time, service providers and NeuStar have jointly decided to postpone group testing until the entry criteria has been met. Pending satisfaction of the three entrance criteria, which are assessed on the weekly testing call, group testing will begin. Those criteria are: completion of individual turn up testing, one week of stability, and completion of any necessary regression testing.

The delay of the group testing in the Northeast region does not have a corresponding day-for-day slip in the super region. 



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Porting Volumes Hit Record

The NPAC has experienced record porting volumes in the last three months that statistics were available. From June through August, the NPAC had porting volumes of 857,862 for June, 818,723 for July and 884,555 for August. The average monthly porting volume from January through May was 654,508, while the average from June through August rose to 853,713.

For the cumulative three-month period, porting volumes were the highest in the West Coast Region with 644,500, followed by the MidWest (628,932), Northeast (559,436), Western (429,526), Southeast (332,254), MidAtlantic (308,197), Southwest (307,712) and Canada (142,814).

In addition, the MidWest region broke through their minimum target amount in August, the first time a region has been billed over the Target Amount. West Coast and Northeast regions are expected to break through their minimum targets in September.

NEUSTAR

NPAC Training Schedule for Fall

The NPAC in Chicago will host 1½ day training classes in October, November and December for LNP Pooling and Low Technical Interface (LTI) users. Classes will be held at the NPAC on October 7-8 and 25-26, November 15-16 and 29-30, and December 13-14. The class provides an overview of LNP and Pooling, which covers what LNP is and how it works, what Pooling does and how it is part of LNP. For more information on the training classes, please contact Lynne Bowman, NeuStar's Training Manager in Chicago, at 312-928-4542 or by email at lynne.bowman@neustar.com.

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FutureSearch Conference

(Continued from cover)

measures. Participants examine the past and present of the organization and its relationship, and then propose a series of alternatives for future patterns. The group works toward a consensus of goals and methods, and then generates and commits to action steps.

It is hoped that initial planning sessions can begin this Fall with the actual conference held in early January 2001. NeuStar's LNP staff will continue to work with LLC and Canadian Consortium staff to coordinate a finalized plan.

NEUSTAR

Did You Know?

- A button labeled "New Customer" will be added to the NPAC public web site, www.npac.com on Oct. 15. NPAC Customers will now be able to download all pertinent documents and information on the process to become an NPAC User.
- Effective Oct. 2, NPAC Users must provide the SPID, caller name and authorization PIN for their company for all calls coming to the NPAC Help Desk. This change is in response to requests from service providers for more standard processes and has been approved by the Project Executives (PE's). The application of standard call handling procedures will ensure all calls are treated equitably and that changes, if any, are invoiced to the correct company.
- NeuStar has implemented a new process for notifying NPAC users when there is an outage situation. Beginning Oct. 2, NeuStar will send e-mail disaster notifications to the affected region only. Prior to this change, Users were notified via phone calls. This has proven to be an inefficient use of time and increasingly cumbersome as the number of Users increases.

Regional User profiles are currently being built for notification purposes. Each User is asked to provide a 24-hour e-mail contact. E-mail notification may be sent to a pager, cell phone or operations mailbox. The e-mail message will provide a hotline phone number to call to obtain specific details. All other methods and procedures related to outage notifications, hotline and updates remain the same.
- The final Cross Regional Meeting of 2000 will be held Nov. 10 in St. Petersburg, Fla. Intermedia is hosting the meeting. Details of the meeting can be found on www.npac.com. To RSVP to the meeting, contact sharnae.lewis@neustar.com. Questions can be directed to Gene Perez at (813) 829-4538, or gperez@intermedia.com.

A Word from NeuStar's Chairman and CEO

As the Local Number Portability Administrator (LNPA), NeuStar is committed to providing critical, high quality and neutral numbering services to the telecom industry. As with life, there are tough issues and problems to deal with. When rough times occur, our customers need a provider that offers clear focus and consistent leadership to weather the storms and jointly resolve issues. NeuStar is that vendor.

NeuStar sets a very high standard for itself and has proven itself time and time again. This business is not for the faint of heart, since we deal with new territory every day. The challenges we are facing with Release 3.0 are complex and tough. But, NeuStar is taking extraordinary actions to make the Release right: a focused technical team, extra resources from NeuStar and our technology suppliers (ESI and Versant), revised testing program, and open and intensive communications with our customers. Being your vendor of choice is a job we've chosen and one we take seriously. We will ensure you that NeuStar will do what it takes to get the job done and done right.



Jeff Ganek

You can count on NeuStar to be the leading provider of number portability and number pooling services to the industry. We have been here from the start and have the track record of working in partnership, side-by-side with the industry to work out problems, to brainstorm solutions and implement those plans.

Our commitment to the telecommunications industry is for every day, no matter what happens. We will continue to work with our customers to resolve the problems we face – together.




Wireless Portability Testing

(Continued from cover)

- Submitting the new customer application
- Signing a non-disclosure agreement
- Setting up an inter-connection plan
- Signing a User Agreement
- Scheduling their certification testing


Wireless carriers who do not have certified SOA/LSMSs must use alternative solutions in order to do LNP. These solutions include a Service Bureau or a Low-Tech Interface Application.

On its NPAC web site, www.npac.com, NeuStar provides an LNP Overview and the New Customer Process. In addition, a “New Customer” button will be added on October 2 (See, Did You Know?, page 4).

For more information on wireless number portability implementation, service providers can participate in the LNPAWG meetings and reference the following web sites: www.npac.com, www.ported.com, or www.numberpool.com. 

Utah Denies Telcordia Petition


On September 13, the Utah Public Service Commission (PSC) denied the petition filed by Telcordia Technologies requesting reconsideration of the PSC's decision to appoint NeuStar as the administrator of its 801 number pooling trial. The petition stated that the delegated authority under which Utah was to implement thousand block number pooling required that the job of pooling administrator be put out for competitive bid. Illinois and New York, the first states to put pooling trials out to competitive bid more than two years ago, chose NeuStar to serve as their Pooling Administrator. All other state trials have selected NeuStar.

In denying the Telcordia petition, the Utah PSC stated “The considerations for competitive bidding options in developing a future FCC program are not the same as those we face in dealing with the current impending local exhaust, and our efforts to deal with that exhaust on an interim basis. We consider the delay caused by considering alternative providers would adversely affect the public interest in implementing rapid, interim conservation efforts to prolong the availability of telephone numbers and further postponing the need for an area code split.” Telcordia filed a similar petition on September 6 in California. 

New Help Desk Technical Position Improves Performance

The number of tickets that are closed or resolved on the initial call has improved to 95%, since the creation of the new Customer Technical Specialist (CTS) position at the NPAC Help Desk.

The three CTSs, who are part of the USA Team, handle more technical Help Desk calls and are responsible for providing the technical resources necessary to close the ticket immediately, rather than referring the ticket to another group to work. NeuStar's objective, in creating the position, is to increase the number of calls that are solved at the Help Desk level and minimize those that need to be passed to the NPAC Technical Operations group. Since the position was started in July 2000, it has proven successful.

In addition, the CTSs have been put on an on-call rotation process to provide additional technical support after hours. 

Portability, ink.

A bi-monthly publication

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