

North American Numbering Council (NANC)

Billing & Collection Working Group (B&C WG)

March 9, 2011

Co-Chairs:

Tim Decker, Verizon

Rosemary Emmer, Sprint Nextel

2010 Welch LLP Performance Review

- Developed the evaluation consistent with the monthly deliverable matrix. B&C WG evaluates Welch LLP performance monthly.
- Rating schematic used for performance was Met/Not Met.
- Scheduled conference calls to gain industry consensus on rating and evaluation.

2010 Welch LLP Performance Review

The B&C WG considered, reviewed and analyzed the following data while compiling overall evaluation:

- Monthly deliverables matrix overall score
- 2010 team meeting materials (from monthly calls)
- FCC/NANC reports, monthly reports
- Customer Service, processes
- Clean-up of receivables
- B&C WG observations
- Co-chair interaction with Welch LLP
- Contribution Factor and Budget related communication/printed material

2010 Welch LLP Performance Review

Welch LLP rating for 2010 was “MET”. This rating is defined below:

Met performance requirement (s)

- Met requirements in order to be considered successful
- Performance was competent and reliable
- Decisions and recommendations were within requirements and expectations

2010 Welch LLP Performance Review

- Actual industry revenue reported on the 499A forms was substantially lower than the estimated amount used to calculate the contribution factor. The B&C agent reacted to the difference in a timely manner to minimize the delay to get NANC approval.
- B&C WG observed a very heavy work load of 113 complaints that were addressed in June.
- Welch redesigned report formats at the request of the B&C WG.
- Welch LLP provided an in depth Operational Review December 2, 2010. This was done proactively and is very informative.