

North American Numbering Council (NANC)

Numbering Administration Oversight Working Group (NAOWG)

July 14 , 2020

Co-Chairs:

Betty Sanders, Charter

Philip Linse, CenturyLink

Robert McCausland, Intrado Communications

FCC Liaisons:

Michelle Sclater, Myrva Charles

Karen Schroeder

2019 Welch LLP Performance Review

- Developed the evaluation consistent with the monthly deliverable matrix. NAOWG 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.

2019 Welch LLP Performance Review

The NAOWG considered, reviewed and analyzed the following data while compiling overall evaluation:

- Monthly deliverables matrix overall score
- 2019 team meeting materials (from monthly calls)
- FCC/NANC reports, monthly reports
- 2019 Operational Review
- Customer Service, processes
- Clean-up of receivables
- NAOWG observations
- Co-chair interaction with Welch LLP
- Contribution Factor and Budget related communication/printed material

2019 Welch LLP Performance Review

Welch LLP rating for 2019 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

2019 Welch LLP Performance Review

- Budget estimates were made more difficult due to unknown budget estimates with limited data. Welch handled extremely well.
- Unexpected NANPA Vendor change added additional complexities with changes in Vendor rates and budget adjustments to manage budget deficit while avoiding costly late payment fees and associated interest payments. Welch handled extremely well.
- Welch initiated and completed a change of banking Vendor with advantageous terms that allowed cost savings and enhanced services such as use of credit cards for service provider payments
- Welch demonstrated flexibility when assisting the NAOWG with RND assumptions associated with B&C costs.
- Welch prepared a detailed Operational Review for 2019, in an easy to follow format without being given a deadline or being prompted to deliver.

NANP Billing & Collection Agent Evaluation Results

Evaluation Period - January 2019 thru December 2019

Satisfaction Rating	Expectations	Numeric Rating
MET (2)	<p><u>Met performance requirement(s)</u></p> <ul style="list-style-type: none"> o Met requirements in order to be considered successful o Performance was competent and reliable o Decisions and recommendations were within requirements and expectations 	2
NOT MET (1)	<p><u>Did not meet performance requirement(s)</u></p> <ul style="list-style-type: none"> o Administrative tasks and objectives were not within requirements in order to be considered successful o Performance was unreliable and commitments were not met o Decisions and recommendations were within requirements and expectations 	1
N/A (0)	<ul style="list-style-type: none"> o Did not observe activity or does not apply to service provider/regulator 	0

NANP Billing & Collection Agent Evaluation Results

Evaluation Period - January 2019 thru December 2019

Category	Evaluation Rating Q1 JAN - MAR 2019	Evaluation Rating Q2 APR - JUN 2019	Evaluation Rating Q3 JUL - SEP 2019	Evaluation Rating Q4 OCT - DEC 2019	Evaluation Rating Overall To Date
NANC Quarterly/Monthly Report	2.0	2.0	2.0	2.0	2.0
o NANC	2.0	2.0	2.0	2.0	2.0
o COSC	2.0	2.0	2.0	2.0	2.0
FCC Reports	2.0	2.0	2.0	2.0	2.0
o Cash Bal (SSF-24) Mthly	2.0	2.0	2.0	2.0	2.0
o Financial – Monthly	2.0	2.0	2.0	2.0	2.0
o Statement of Fund Performance (Qtrly)	2.0	2.0	2.0	2.0	2.0
o Report on Receivables (Qtrly)	2.0	2.0	2.0	2.0	2.0
Customer Service	2.0	2.0	2.0	2.0	2.0
o Distributing Invoices	2.0	2.0	2.0	2.0	2.0
o Processing Payments	2.0	2.0	2.0	2.0	2.0
o Late/Absent Payments	2.0	2.0	2.0	2.0	2.0
o FCC Red Light Notices	2.0	2.0	2.0	2.0	2.0
o Complaints	2.0	2.0	2.0	2.0	2.0
Processes	2.0	2.0	2.0	2.0	2.0
o Audit Participation	2.0	2.0	2.0	2.0	2.0
o Audit Participation	2.0	0.0	2.0	2.0	2.0
o Audit Participation	0.0	2.0	2.0	2.0	2.0
o Communications Improvement	2.0	2.0	2.0	2.0	2.0
o Staffing Changes	0.0	2.0	2.0	2.0	2.0
o Contract Renewal	0.0	2.0	2.0	2.0	2.0
Clean-Up of Receivables	2.0	2.0	2.0	2.0	2.0
o Accounts Receivable	2.0	2.0	2.0	2.0	2.0
Contribution Factor	0.0	2.0	2.0	0.0	2.0
o COSC Review	0.0	2.0	0.0	0.0	2.0
o NANC Review	0.0	2.0	0.0	0.0	2.0
o FCC Filing	0.0	0.0	2.0	0.0	2.0
Other	0.0	0.0	2.0	2.0	2.0
o One-time Items	0.0	0.0	2.0	2.0	2.0
o Other Achievements	0.0	0.0	0.0	2.0	2.0
Overall	2.0	2.0	2.0	2.0	2.0

Numbering Administration Oversight Working Group (NAOWG) Members

NAOWG Members:

- ACA Connects
- Ad Hoc
- AT&T
- Bandwidth
- CenturyLink
- Charter
- Comcast
- Cox
- Inteliquent
- Intrado Communications
- Maine PUC
- NARUC-WA
- PACE
- Sprint
- TDS
- Telnyx
- T-Mobile
- US Connect
- Verizon

Contact Information

Contact the Co-Chairs for complete meeting or conference call details

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