

**Alliance for Telecommunications Industry Solutions (ATIS)
Next Generation Interconnection Interoperability Forum
(NGIIF)**

**Entry and Update Instructions for the Service Provider
Contact Directory (SPCD)**

Alliance for Telecommunications Industry Solutions

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1 Overview

This document contains submission forms and instructions for submitting or updating company contact information in the Alliance for Telecommunications Industry Solutions (ATIS) Next Generation Interconnection Interoperability Forum (NGIIF) Service Provider Contact Directory (SPCD).

ATIS NGIIF developed and maintains these directories, which provide contact information to the telecommunications industry for reporting or passing on trouble reports to interconnecting companies. In October 2016, robocalling contact information for tracebacks and subpoenas was added to the SPCD. This information is intended only for use by industry professionals in resolving call completion issues and is not appropriate for use by consumers. Therefore, these documents are password protected to avoid misuse of the contact information. Information on how to access these documents can be found under *Accessing the SPCD*, below.

On an annual basis, ATIS solicits updates and confirmation of the contact information in the directories; however, updates and new submissions are welcome at any time throughout the year. ATIS recommends that all telecommunications companies list and update their contacts on a regular basis.

1.1 Service Provider Contact Directory (SPCD)

The Service Provider Contact Directory (SPCD) provides contact numbers to the telecommunication industry for requesting interconnecting company assistance on service-related situations; applying to emerging technology, consolidated centers, multiple platforms (TDM, wireless, IP), company specific departments, or robocalling. The SPCD identifies intercompany contact points for providing information in a multi-platform technology arena. Any information that may be of concern to the interconnecting company's network (i.e., modifications, outages, network survivability, network congestion, testing and /or maintenance) should be provided for inclusion in the SPCD.

1.2 Accessing the SPCD

The SPCD can be accessed via the NGIIF webpage:

< <https://atis.org/committees-forums/ngiif/ngiif-contact-directories/> >.

To obtain the password, a user must complete the [Contact Directory Password Request Form](#).

1.3 Submitting Your Company Contact Information

Companies that wish to add and/or update their information in the SPCD must complete the SPCD Update Form located in Annex A. The completed form should be submitted via email to the NGIIF Administrator < ngiif-admin@atis.org >.

2 SPCD Update Instructions

2.1 SPCD Category Descriptions

Consolidated Center: Identify your consolidated center name.

A consolidated center is a single point of contact, which could be regional or company-wide with multiple departments and functionalities within the center. Some companies may refer to their consolidated centers with titles such as Network Operation Center (NOC), Network Operations Control Center (NOCC), Global Network Operations Center (GNOC), or under other names. If you have multiple consolidated centers to identify, copy and paste this section within your company's page to identify each one.

Region: Identify the region associated with this consolidated center. If applicable, a company should identify multiple regions within their company.

Services or Technology: Within a consolidated center, because there may be different services or technologies within the center, this line allows a company to identify those specific departments and functionalities (i.e., IP, Wireless, Network Management, SS7, Escalation, etc.).

Additional Contact Information: Identify alternate specific contact information (i.e., toll free numbers, telephone numbers, email addresses, websites, fax numbers, or any other contact information that a company would like to provide).

Call Completion – IXC Carrier-to-Contact List

(This information is for industry use only and it should never be shared with end users)

Contact: A company should identify the department and/or the individual to contact regarding call completion issues.

Additional Contact Information: A company should identify specific contact information related to call completion (i.e., toll free numbers, telephone numbers, email addresses, websites, fax numbers) or any other critical information that a company would like to provide).

Trouble Report Questions: A company should list specific questions based on its trouble reporting process. The following are examples of questions that a company may require for its trouble reports:

- Name and contact number of the end user
- Name and contact number of the company (RLEC) reporting trouble
- Calling number
- Called number
- Date and time call was placed
- The issue with the call (e.g., incomplete, call dropped, dead air, bad transmission, ring no answer, etc.)
- Whether the problem is in the origination or termination of the call
- The type of device used for the call (if wireless, did the call go through and get dropped, or did it not go through at all)
- What is the customer hearing- specific wording is best (if applicable, include the trailer at the end of the announcement)
- Does the trouble occur every time the caller attempts the call or intermittently
- Can the RLEC or customer replicate the problem

Traceback Contact Information for Robocalling

(This information is for industry use only and it should never be shared with end users)

Contact: A company should identify the department and/or the individual to contact to trace back robocalls

Additional Contact Information: A company should identify specific contact information related to tracing robocalls (i.e., toll free numbers, telephone numbers, email addresses, websites, fax numbers) or any other critical information that a company would like to provide).

Subpoena Contact Information for Robocalling

(This information is for industry use only and it should never be shared with end users)

Contact: A company should identify the department and/or the individual to contact to provide in the case of a subpoena due to a robocalling investigation.

Additional Contact Information: A company should identify specific contact information related to subpoenas (i.e., toll free numbers, telephone numbers, email addresses, websites, fax numbers) or any other critical information that a company would like to provide).

Other Company Contacts: Information for issue resolution that are not located in a larger center (e.g., the consolidated center), or departments or functions that service providers could contact directly. The following are a list of examples (not to be considered a conclusive list): Wireless, IP, Testline Coordinator, Network Management, Network Management Escalation, SS7, Catastrophic SS7 Network Failure/Restoration, Media Stimulated Calling Event, Non-circuit Specific Trouble Referrals, Synchronization Coordinator, Inter-Company LIDB Contact, Mutual Aid, and Central Office (CO) Code Company Contact, etc.).

2.2 Example of SPCD Submission

ATIS NGIIF SERVICE PROVIDER CONTACT DIRECTORY (SPCD) SUBMISSION FORM (Example)

New Entry ☒

Update to Existing Entry ☐

Company: Galactic Supercluster Telephone Company

Geographical location: Northeast USA

Consolidated Center: Network Services NOCC (Network Operations Control Center)

Region: Northeast USA

Contact: Network Management, Network Management Escalation, Testline Coordinator, IP Platforms, SS7

Contact Number: 999-555-1234

Email: joeb@themilkywaygalaxy.net

Fax: 999-555-1245

Toll free: 800-555-1233

Website: www.themilkywaygalaxy.com

Call Completion - IXC Carrier-to-Carrier Contact List

Contact: Sally Jones

Contact Number: 999-555-1212

Email: sallyj@themilkywaygalaxy.net

Fax: 999-555-1245

Toll free: 800-555-1212

Website: www.themilkywaygalaxy.com

Trouble Report Questions:

- Calling number
- Called number
- Date and time call was placed
- The type of device used for the call
- What is the customer hearing

Traceback Contact Information for Robocalling

Contact: John Smith

Contact Number: 999-444-1212

E-mail: johns@themilkywaygalaxy.net

Fax: 999-555-1245

Toll free: 800-555-1212

Website: www.themilkywaygalaxy.com

Other:

Subpoena Contact Information for Robocalling

Contact: John Smith, Esq.

Contact Number: 999-444-1212

E-mail: johns@themilkywaygalaxy.net

Fax: 999-555-1245

Toll free: 800-555-1212

Website: www.themilkywaygalaxy.com

Other:

Other Company Contacts:

Catastrophic SS7 Network Failure

Contact: Neil Armstand

Contact Number: 222-333-4444

Email: Neila@galacticMW.net

Other Contact: 333-444-555 (Cell)

Mutual Aid

Contact: Joe Brown

Contact Number: 222-333-4444

Email: Joeb@ galacticMW.net

Toll Free: 800-555-1212

A SPCD Submission Form



ATIS NGIIF SERVICE PROVIDER CONTACT DIRECTORY (SPCD) SUBMISSION FORM

New Entry ☐

Update to Existing Entry ☐

(If contact information is being updated, please identify the changed information.)

Company: _____

Geographical Location: _____

Consolidated Center

Region: _____

Services or Technology: _____

Contact Number: _____

Email: _____

Fax: _____

Toll Free: _____

Website: _____

Other: _____

Call Completion – IXC Carrier-to-Carrier Contact List

Contact: _____

Contact Number: _____

Email: _____

Fax: _____

Toll Free: _____

Website: _____

Trouble Report Questions: [type questions here]

Traceback Contact Information for Robocalling

Contact: _____

Contact Number: _____

Email: _____

Fax: _____

Toll Free: _____

Website: _____

Other: _____

Subpoena Contact Information for Robocalling

Contact: _____

Contact Number: _____

Email: _____
Fax: _____
Toll Free: _____
Website: _____
Other: _____

Other Company Contacts

Contact: _____
Contact Number: _____
Email: _____
Fax: _____
Toll Free: _____
Website: _____
Other: _____

Please return this form to the NGIIF Administrator via email (ngiif-admin@atis.org).

