

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

**User Instructions for the
Service Provider Contact Directory (SPCD)**

Alliance for Telecommunications Industry Solutions

October 2026

OVERVIEW

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

The 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), and company specific departments. In October 2016, robocalling contact information for tracebacks and subpoenas was added to the SPCD. Any information that may be of concern to the interconnecting company's network (i.e., modifications, outage, network survivability, network congestion, testing and/or maintenance) should be provided for inclusion in the SPCD.

ATIS NGIIF developed and maintains this directory. This information is intended only for use by industry professionals in resolving call completion issues and is not appropriate for use by consumers. Therefore, this contact information is password protected to avoid misuse

ATIS will solicit updates and confirmation of the contact information in the directories; however, updates and new submissions are welcome at any time throughout the year. All telecommunications companies should list and update their contacts on a regular basis.

1 Accessing the SPCD

The SPCD can be accessed here: <https://spcd.atis.org>

1.1 Create an Account

Individuals can register for access through "Register for an account" under the Login.

1. Input your full name, work email address, organization, and check the box after reading the Notice of Disclaimer and Limitation of Liability.
2. Request an account. Your account will initially have subscriber access.
3. A message requesting confirmation of your work email address will be sent. Use the link in the message to confirm.
4. When the NGIIF administrator approves your new account, you will receive an email confirming your approval and a link to set up your password and sign in.

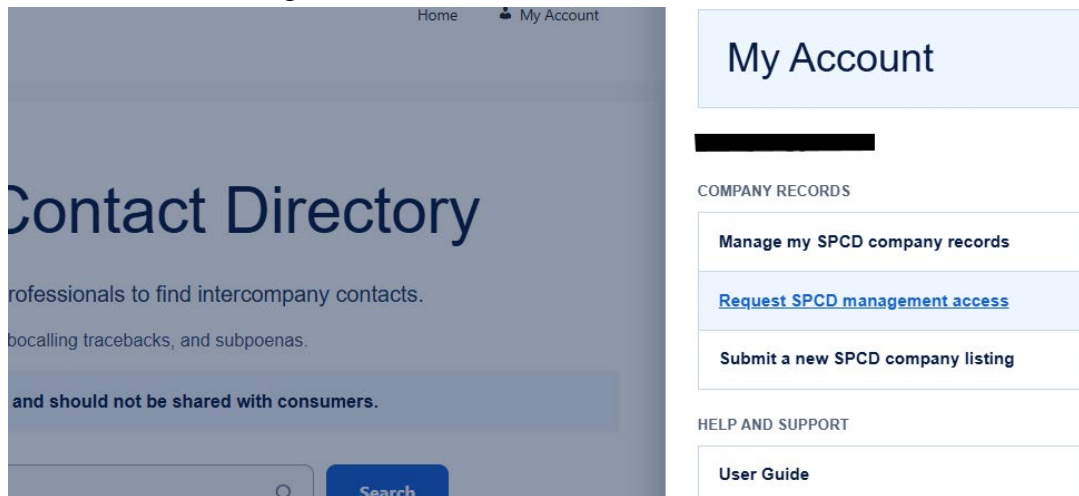
1.2 Account Types

There are two types of accounts available to users:

1. **Subscriber** – can only view service provider contact information, default for new accounts.
2. **SPCD Access** – can both view and edit the contact information of service provider(s) they have been approved to edit.

1.2.1 Requesting SPCD Access to Edit Your Company's SPCD Listing

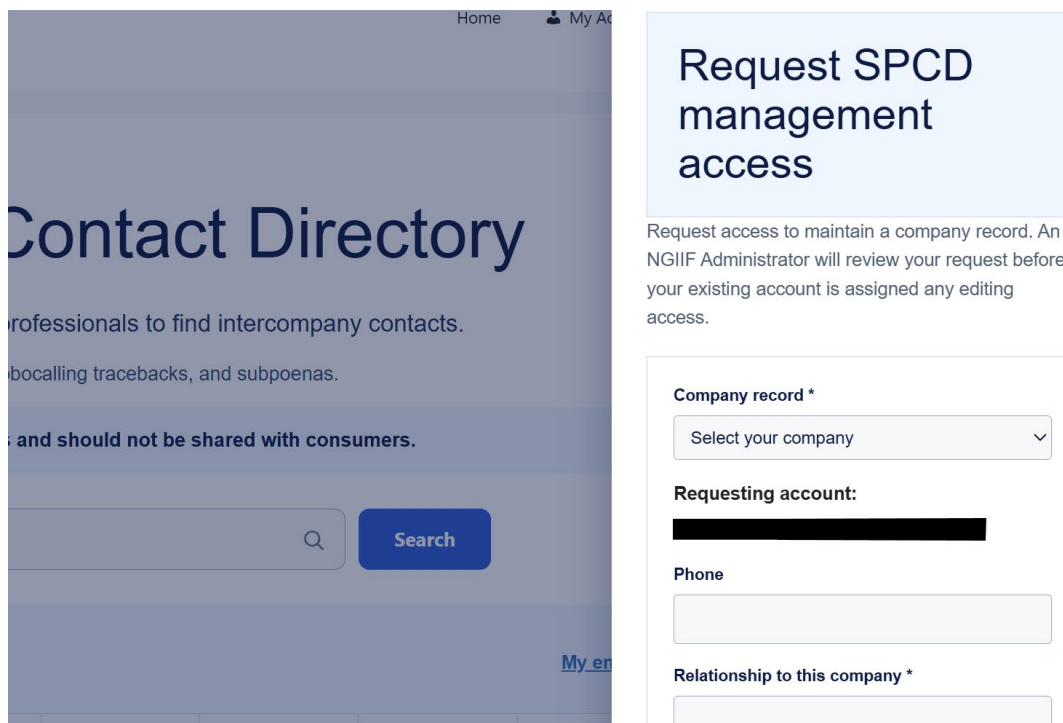
1. Find My Account in the upper righthand corner of the page. In the menu, find Request SPCD management access.



The screenshot shows the 'My Account' menu on the Contact Directory website. The menu is located in the upper right corner of the page. It contains the following items:

- Home
- My Account
- COMPANY RECORDS
 - Manage my SPCD company records
 - [Request SPCD management access](#)
 - Submit a new SPCD company listing
- HELP AND SUPPORT
 - User Guide

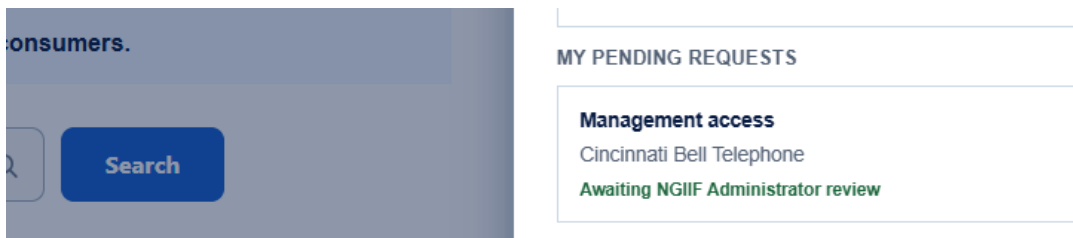
2. Fill out the form and submit.



The screenshot shows the 'Request SPCD management access' form on the Contact Directory website. The form is located on the right side of the page. It contains the following fields:

- Company record ***
 - Select your company (dropdown menu)
- Requesting account:**
 - [Redacted]
- Phone**
 - [Text input field]
- Relationship to this company ***
 - [Text input field]

3. You will receive an email confirming receipt of the access request.
4. My Pending Requests in the My Account menu will show your submission.



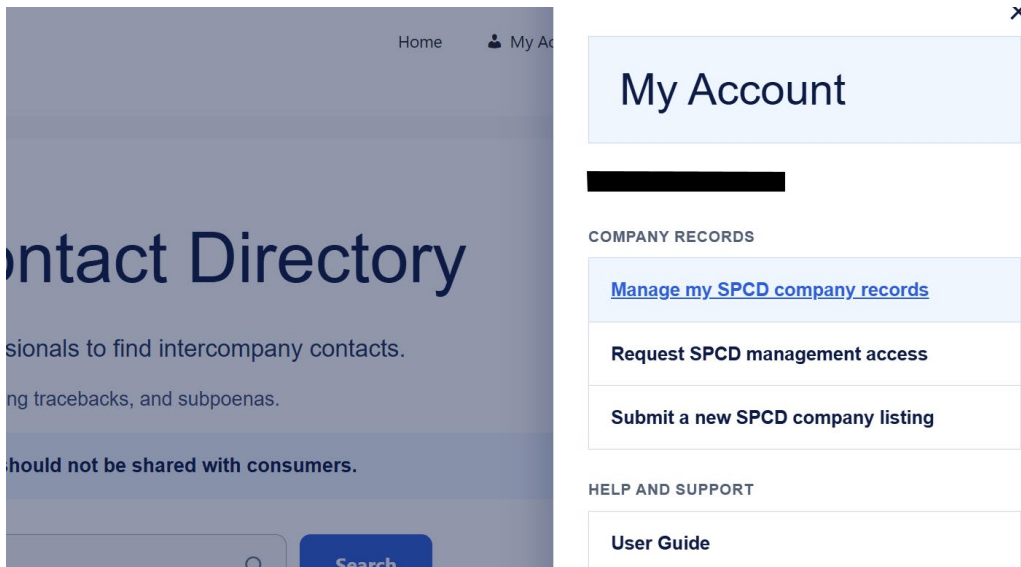
5. Once approved by the NGIIF Administrator, a confirmation email will be sent.

2 SPCD Update Instructions

Users **must have SPCD Access** to add and update company contact information.

2.1 Updating Your Company Contact Information

1. In the My Account menu, find Manage my SPCD company records



2. In the Manage My SPCD company records page, select the contact information that you want to edit.
3. Information can be added, removed, or edited directly in the fields for Rural Call Completion, Troubleshooting/Repair, Traceback for Robocalling, and Subpoena for Robocalling.

SERVICE PROVIDER CONTACT DIRECTORY

Cincinnati Bell Telephone

EDIT CONTACT INFORMATION

Changes made here are published to the directory immediately.

Rural Call Completion ⓘ
+ Add contact

Trouble Reporting / Repair ⓘ
+ Add contact

Contact

TOLL-FREE

CONTACT NAME

EMAIL

PHONE

cbtnoc@cinbell.com

Remove contact

4. At the bottom of the page, select Save and publish changes when you are finished.
5. View published record takes you to the SPCD listing on the website.

Subpoena for Robocalling ⓘ
+ Add contact

Save and publish changes
View published record

2.2 Submitting a New Company Contact Listing

1. In the My Account menu, select Submit a new SPCD company listing.
2. For the new listing, fill out the fields under Company details and add contact information under the appropriate categories.

Service Provider Contact Directory

A secure directory for telecommunications industry professionals to find contact information for call completion, trouble reporting, robocalling tracebacks, and more.

This directory is intended only for industry professionals and should not be used for general public information.

Search companies or contacts

Directory entries
200 entries

Company	Rural
Adams Telephone Co-Operative	✓
ALASCOM	—
Alaska Telephone Company	✓

Submit a new SPCD company listing

Provide the company name and the contact information that should appear in the directory. Your submission stays private until an NGIIF Administrator approves it.

Company details

COMPANY NAME
Your New Company

For administrator review

Provide an email address, a phone number, or both so an NGIIF Administrator can contact you about your submission. At least one is required. These details will not appear in the directory.

YOUR CONTACT EMAIL
|

YOUR CONTACT PHONE
|

YOUR RELATIONSHIP TO THIS COMPANY / NOTES FOR THE REVIEWER
|

Rural Call Completion ⓘ • Add contact

3. At the bottom of the page, select Submit for review when completed.
4. You will receive an email confirming receipt of your submission.
5. Upon approval by the NGIIF Administrator, you will receive an email about the confirmation of your submission.

3 Ongoing Maintenance

3.1 SPCD Listing Responsibilities

- Review your SPCD listing regularly.
- Update contacts when there are organizational, network, or responsibility changes.
- Ensure robocall and subpoena contacts remain accurate and monitored.
- Email ngiif-admin@atis.org about any questions or issues with the SPCD.

3.2 Updating Account Information

- If you forgot your password, reset it any time using the “Lost your password?” link on the login screen.
- To update your password, go to Change password in the My Account menu.
- Under Profile in the My Account menu, you can update your full name, organization, and phone. Email the NGIIF Administrator for updates to your work email.