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

Entry and Update Instructions for the Service Provider Contact Directory (SPCD) & National Local Number Portability (LNP) Contact Directory

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) and National Local Number Portability (LNP) Directory.

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 and/or LNP 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 and National LNP Directory*, 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   National Local Number Portability (LNP) Contact Directory

The National Local Number Portability (LNP) Contact Directory provides contact information to the telecommunication industry for requesting interconnecting company assistance on service-related situations relating to Local Number Portability. Any LNP contact information related to TDM, wireless, or IP, should be provided for inclusion in the LNP Contact Directory.

1.3   Accessing the SPCD and LNP Contact Directory

The SPCD and National LNP Contact Directory can be accessed via the NGIIF webpage:
< www.atis.org/ngiif/contactdir.asp >.

To obtain a password, a user must complete the Contact Directory Password Request Form found in Annex A of this document. Completed forms should be submitted via email the NGIIF Administrator < ngiif-admin@atis.org >. A password will generally be issued within two (2) business days of receipt of the form.

1.4   Submitting Your Company Contact Information

Companies that wish to add and/or update their information in the SPCD or National LNP Contact Directory must complete the SPCD or National LNP Contact Directory Update Form(s), located in Annex B and Annex C, respectively. 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

3 National LNP Contact Directory Update Instructions

3.1 LNP Category Descriptions

Company Name: The name of company. In some instances regional contact information is provided as applicable.

Business Hours: The office hours of the group that receives and processes LSRs for porting out activity.

LSR FAX Number and/or Email Address: The fax number or email address to the receive port request. Other forms of LSR transmissions may be available as agreed upon by companies.

LSR Contact: The telephone number of the group that receives and processes LSRs for porting out activity. This includes the Local Service Confirmation (LSC) form.

Coordinated Cut Contact Number: The telephone number of the Coordinated Cut Contact group within the company that will coordinate the cut at an agreed upon time and date.

LNP Trouble Reporting Number: The telephone number for reporting specific LNP related trouble. Unless otherwise noted, the number has 24x7 support.

Port In Error After Hours: The number to contact to restore a port in error after company business hours. Note that resources and/or policy may limit a company's ability to restore service after normal business hours.

Business Rules Home Page: The location where a carrier would acquire information about how to order service, do business or interconnect with other carrier. Certain websites may require a password to access.

3.2 Example of National LNP Contact Directory Submission

ATIS NGIIF NATIONAL LNP CONTACT DIRECTORY SUBMISSION FORM (Example)

New Entry ☐   **Update to Existing Entry** ⊠

Company Name: Galactic Supercluster Telephone Company

Business Hours: M-F 8AM-5PM ET (New Hours)

LSR FAX Number and/or Email Address: 999-555-1245/joe@milkywaygalaxy.net

LSR Contact: mwhelp@milkywaygalaxy.net ****(New Email)****

Coordinated Cut Contact Number: 999-555-1234

LNP Trouble Reporting Number: 999-555-1234

Port In Error After Hours: After 5PM leave message

Business Rules Home Page: www.themilkywaygalaxy.com

A   Contact Directory Password Request Form

![ATIS logo]

ATIS NGIIF CONTACT DIRECTORY PASSWORD REQUEST FORM

Last Name: _____   **First:** _____

Company: _____

Title/Position: _____

Address 1: _____

Address 2: _____

City: _____   **State:** _____   **Zip:** _____

Phone: _____   **E-Mail Address:** _____

Please complete this form and return it to the NGIIF Administrator via email (ngiif-admin@atis.org). Upon receipt of this form, the NGIIF Administrator will issue the password via email for the Service Provider and National LNP Contact Directories.

B   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: _____

<u>Other Company Contacts</u>

Contact: _____

Contact Number:_____

Email: _____

Fax: _____

Toll Free:_____

Website:_____

Other: _____

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

C   National LNP Contact Directory Submission Form

ATIS NGIIF NATIONAL LNP CONTACT DIRECTORY SUBMISSION FORM

New Entry ☐   **Update to Existing Entry** ☐

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

Company Name: _____

Business Hours: _____

LSR FAX Number and/or Email Address: _____

LSR Contact: _____

**Coordinated Cut
Contact Number:** _____

**LNP Trouble
Reporting Number:** _____

**Port In Error
After Hours:** _____

Business Rules Home Page: _____

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