



ROC Success Playbook: Navigating the Reimagined System

November 3, 2022

Zoom Webinar Control Panel

Submit your questions using the Q&A feature and our moderator will address your questions live.



Chat



Raise Hand



Q&A

Meet Your Presenters



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Product Manager



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Software Quality Assurance Specialist



Today we will cover:

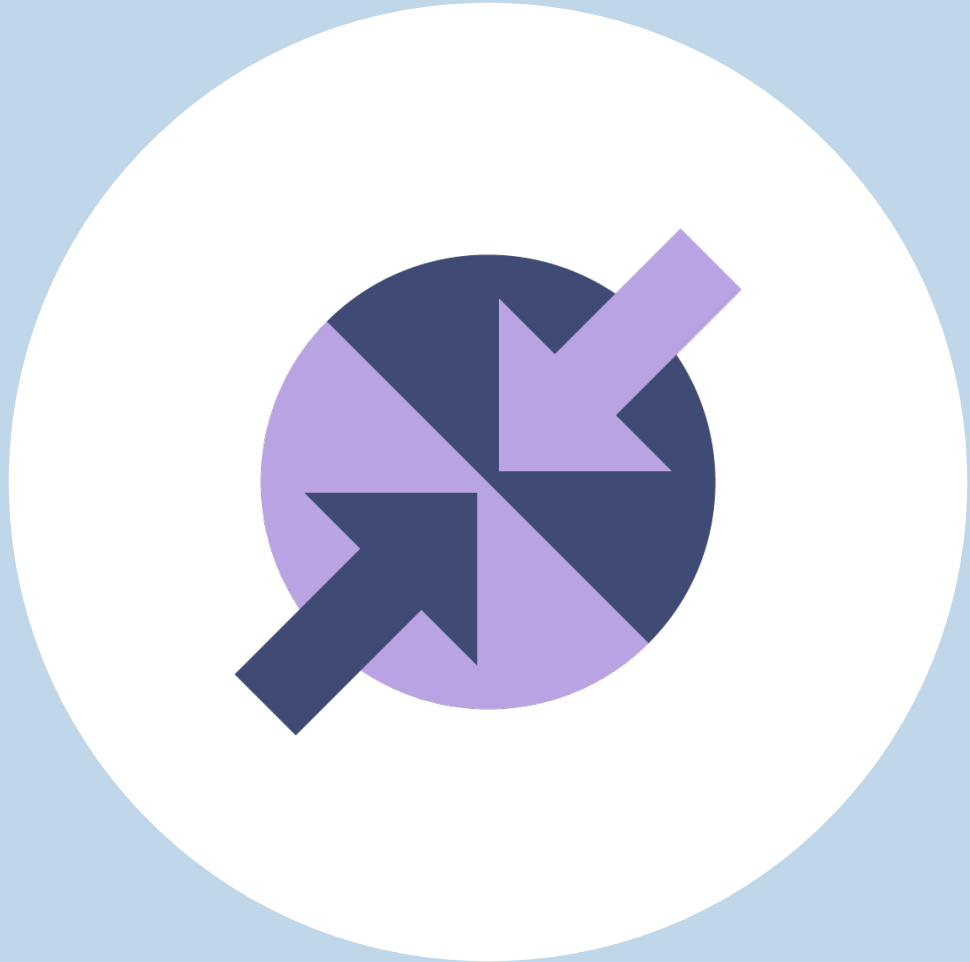
1. What is the ROC?
2. Why the Change?
3. How to Submit a ROC
4. Live Demo
5. Questions



We Listened

Somos conducted
VOC sessions





We Implemented

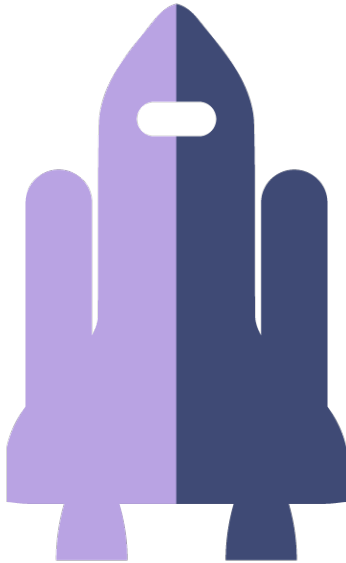
Based on customer feedback Somos has integrated ROC into the TFNRegistry™

We Improved

The ROC has
been modernized
and streamlined



We Collaborated



Kicked off a ROC
Beta program

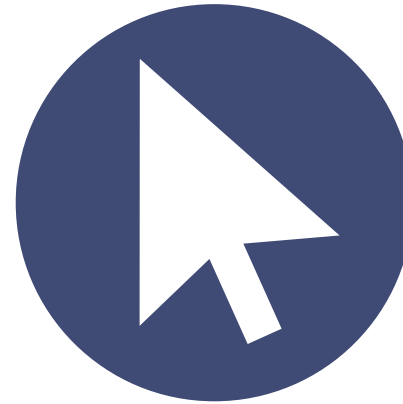
Improved Navigation



**Streamlined
Menu**



**Added
Mnemonics**



**Reduced Clicks &
Combined Actions**



**Simplified LOA
Upload**

Intuitive & Efficient



**Menu
Navigation**



**Icon
Consistency**



**Improved
Terminology**

Enhanced Functionality & Visibility



**Data Output
Display**



**New Results
Columns**



**Status & Request
Display**



**LOA Upload
Functionality**

Streamlined Processes



Portal Calendar



ROC
Participant List

Accessing ROC via TFNRegistry


SMS800 TFNRegistry®

Welcome
Log in using your SMS/800 TFN Registry Login ID

Login ID

Password

[Forgot Password ?](#)



URL: tfnregistry.somos.com

User with TFNRegistry™ and ROC Permissions

A screenshot of the SMS800 TFNRegistry web application. The top header shows the title "SMS800 TFNRegistry" in a purple and grey font. Below the header is a search bar with the placeholder text "Search" and a magnifying glass icon. A dark blue navigation menu is open, displaying a list of administrative functions. A green arrow points to the hamburger menu icon (three horizontal lines) in the top left corner. Another green arrow points to the "Resp Org Change Tools" option in the navigation menu, which is highlighted with a green rectangular border. The menu items include: Number Administration, Customer Record Administration, Carrier Administration, IP Customer Record Management, System Automation, General System Administration, Network and SCP Administration, Resp Org Management, Resp Org Change Tools, Request Library, User Management, and Auction Registry. To the right of the menu, a list of ROC (Request for Change) actions is visible, including ROC LOA Upload (RLU), ROC Resend Subscriber Notifications (RRN), ROC Search Requests (RSR), ROC Submit Request (RSB), and ROC Subscriber Notifications (RSN). The background of the application is a light grey color.

SMS800 TFNRegistry

Search

- Number Administration > ROC LOA Upload (RLU)
- Customer Record Administration > ROC Resend Subscriber Notifications (RRN)
- Carrier Administration > ROC Search Requests (RSR)
- IP Customer Record Management > ROC Submit Request (RSB)
- System Automation > ROC Subscriber Notifications (RSN)
- General System Administration >
- Network and SCP Administration >
- Resp Org Management >
- Resp Org Change Tools >**
- Request Library >
- User Management >
- Auction Registry

Dashboard – ROC Only user

Dashboard ! | Last Updated: 10/28/2022 09:43 AM CT Layout Settings

News and Events

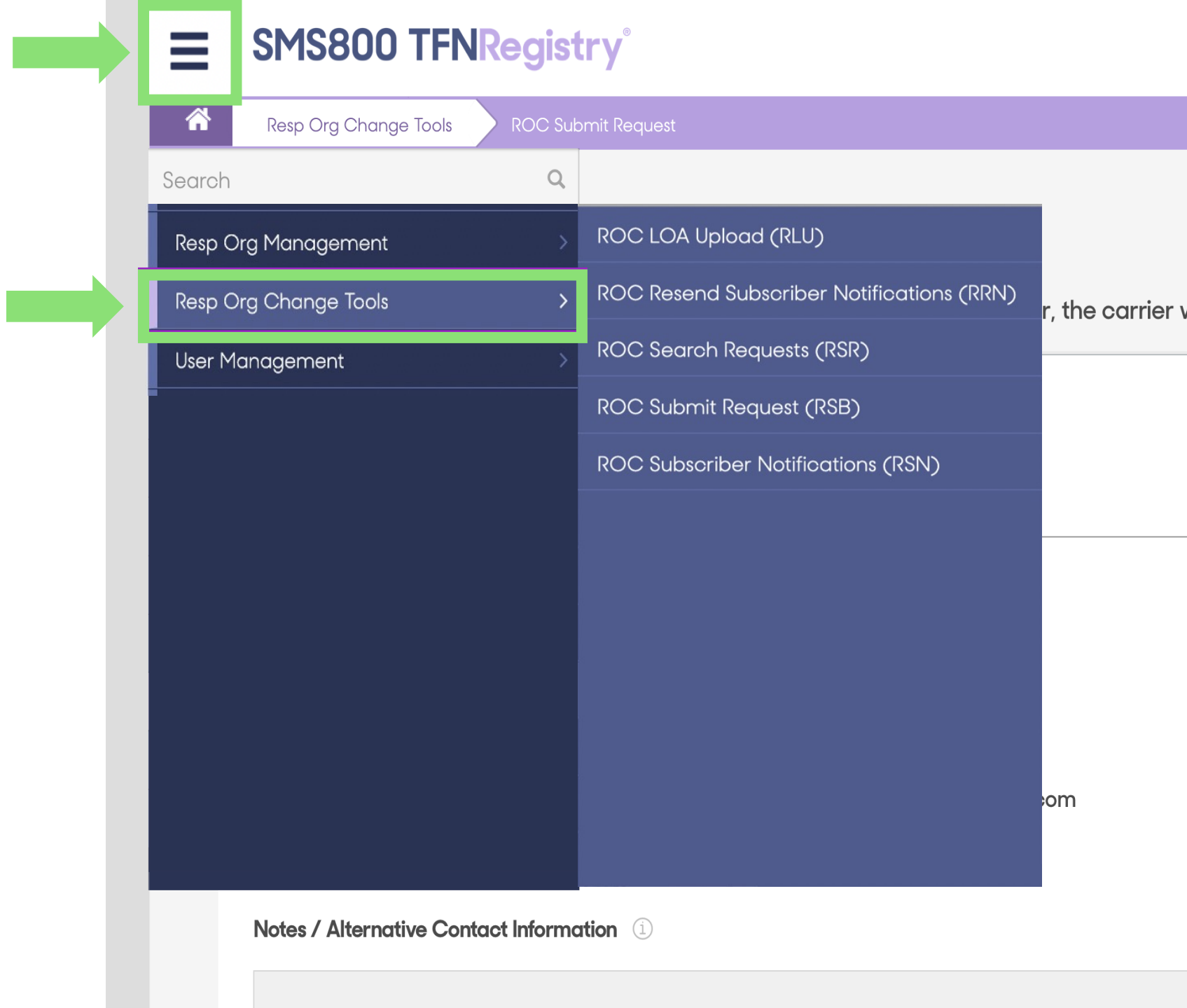
- 11/04/2022 **The ROC System is now available for testing, select any Resp Org Change Tools submenu item to begin.**
- 11/04/2022 **For ROC WSI users, please update the URL to: <https://sandbox-wsi-tfnregistry.somos.com/ROC.svc>**

Customer Support

The Somos Help Desk is available to help with your questions. Get in touch with a team member today.

- Frequently Asked Questions**
- Email Customer Support**
- 844-HEY-SOMOS, Option 1**

User with ROC Only Permissions



The screenshot displays the SMS800 TFNRegistry web application. A green arrow points to the hamburger menu icon in the top left corner. Another green arrow points to the 'Resp Org Change Tools' option in the left-hand navigation menu, which is highlighted with a green border. The main content area shows a search bar and a list of tools: ROC LOA Upload (RLU), ROC Resend Subscriber Notifications (RRN), ROC Search Requests (RSR), ROC Submit Request (RSB), and ROC Subscriber Notifications (RSN). The bottom of the page includes a section for 'Notes / Alternative Contact Information' with an information icon.

SMS800 TFNRegistry®

Home Resp Org Change Tools ROC Submit Request

Search

- Resp Org Management > ROC LOA Upload (RLU)
- Resp Org Change Tools >** ROC Resend Subscriber Notifications (RRN)
- User Management > ROC Search Requests (RSR)
- ROC Submit Request (RSB)
- ROC Subscriber Notifications (RSN)

Notes / Alternative Contact Information ⓘ

ROC Submit Request

SMS800 TFNRegistry[®]

Acting A

Search

Number Administration > ROC LOA Upload (RLU)

Customer Record Administration > ROC Resend Subscriber Notifications (RRN)

Carrier Administration > ROC Search Requests (RSR)

IP Customer Record Management > ROC Submit Request (RSB)

System Automation > ROC Subscriber Notifications (RSN)

General System Administration >

Network and SCP Administration >

Resp Org Management >

Resp Org Change Tools >

Request Library >

User Management >

Auction Registry

Submit Resp Org Change Request

The Resp Org Change will only change the controlling Resp Org of the number, the carrier will not be updated.

Request Type

Resp Org Change

Contact Information

☒ Use my information

☐ Use Change Contact Information

Name:

Email Address:

Phone:

Company Name:

Notes / Alternative Contact Information ⓘ

Toll-Free Numbers *

Enter Toll-Free numbers in valid format. Use the TAB, Space or Enter key to separate Toll-Free numbers ⓘ

Please follow registry guidelines

Upload

Resp Org ID ⓘ

New Resp Org ID *

Choose from list or begin typing

LOA Attachment

If the allowed size limit is reached the document(s) will be compressed.

Attachment Type *

Add Standard LOA Attachment

Upload

Add Related Documents ⓘ

Upload Documents

Cancel

Submit

LIVE DEMO

Quick Start Guide

Need help using the Resp Org Change (ROC) System within the TFNRegistry™? This ROC System Quick Start Guide is the perfect resource for you and your team! As of November 6, you'll no longer need to log into two different websites to manage your ROC requests or your TFNs. They're now in the same place!

1

What does this mean for Resp Orgs?

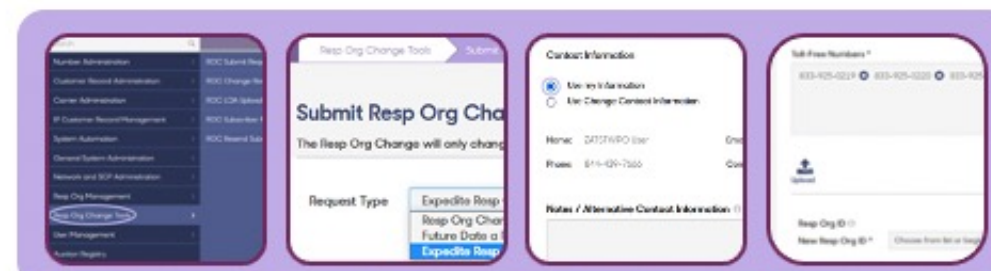
After a successful migration, the ROC System can now be accessed via the same URL as the TFNRegistry User Interface (UI) (tfnregistry.somos.com) with your existing Production TFNRegistry Login ID and password. The ROC System is also available in the Sandbox TFNRegistry UI (sandbox-tfnregistry.somos.com). You can login with your existing Sandbox TFNRegistry Login ID and password. If you have ROC System permissions only, you can also log into the Production TFNRegistry. Your Login ID and password is the same but you may need reset your password if it doesn't meet TFNRegistry requirements. If you need to reset it, simply select the "Forgot Password" link, reset your password, and then login. Please Note: You can set up Multi-Factor Authentication (MFA) as well. Please follow the prompts during your initial login.

Additionally, if you have the appropriate permissions, you can also submit an Outgoing ROC request (in Expired, Declined or Overdue status) to the Help Desk for processing (via the ROC System within the TFNRegistry). If you need access to either TFNRegistry environment or additional permissions, please contact your Resp Org's Primary Contact or Company Administrator(s) for assistance.

Besides being in the same place as where you normally manage your TFNs, the ROC System has been completely refreshed! Follow the outlined steps below to submit your ROC request within the TFNRegistry UI:

2

How to Submit a ROC Request!



If you have ROC permissions*, select the "ROC Submit Request (RSB)" menu item from the "Resp Org Change Tools" menu item.

After the RSB page is displayed, select the Request Type and the Date. Completing the "Date" field is only required if you are

Select "Use my information" or "Use Change Contact Information". This advises the other Resp Org on how to reach you. You can

Enter or upload a list of TFNs. Please visit the System Parameter Handling (SPH) page > ROC Parameters for the current limits.



Questions

Thank you!

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somos.com



ROC

Resp Org Change
Strength In Numbers!