TFNRegistry™

ROC SYSTEM FAQs

November 2022

Need help using the Resp Org Change (ROC) System within the TFNRegistry™? This ROC System FAQ 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!

❓ Frequently Asked Questions and Answers	
What file formats are accepted for bulk uploads?	Microsoft Excel and CSV file formats.
On the Generate LOA, is a customer signature needed?	Yes, a customer signature is required for the LOA. When you use the Generate LOA, you can print the LOA, have it signed, scan it, and use the ROC LOA Upload (RLU) page to upload the signed LOA.
Can you look up a number and see the number history?	Yes, you can look up a number via the Number Admin History Report, which is accessed via the Somos Portal Website and will not be moving to the TFNRegistery at this time.
Is the file size limit for LOAs in the new system the same?	The LOA file size limit has increased from 2MB to 4MB.
Will there only be one portal to sign into for TFNRegistry & ROC?	Yes, the TFNRegistry and ROC will reside at the same URL: https://tfnregistry.somos.com/
How long should it take to get the change password email?	Usually very quickly. If you are attempting to change your password, it is recommended to wait at least 5 minutes. If no email arrives, please contact the Help Desk at help@somos.com, or call or text at 833-HEY-SOMOS.
Where can we find additional resource documentation?	To help ensure a seamless transition, Somos has compiled a list of quick links to helpful resources and documentation. Check out our Insights blog to access the ROC Quick Start Guide and watch the latest ROC Webinar.
What do I use if I do not currently have a login for the TFNRegistry?	Current ROC users can use the same portal.somos.com login ID to log into the new ROC system within the TFNRegistry. During the first log in, choose "forgot password" to reset your password.
Does the login change apply to submitting basic Toll-Free Resp Org Change Requests/Porting Requests?	Yes, this will change the location where you submit Resp Org Change Requests/Portal Requests. The new URL is: https://tfnregistry.somos.com/

Where can you find the carrier's Resp Org contact information?	The Resp Org contact information will remain on the Somos Portal Website in the "Resp Org Tools" section. You can also find contact information in each of the ROC requests.
Will the Help Desk Intervention still be available on a rejected request?	You will be able to submit a Help Desk Intervention Request from the ROC just as you have in the past.
Is the Somos Portal Website going away completely?	Only the ROC (Resp Org Change) Tools are moving to TFNRegistry at this time. The Somos Portal Website will continue to be used for all other functions that exist today.
Where is the TFN history located in the new ROC System?	The Number Admin History Report will not be moving to the TFNRegistry. It will continue to be available in the Somos Portal Website.
What is the new URL to access the ROC System?	The URL is https://tfnregistry.somos.com/
How can we reach out to the Help Desk with any questions or issues?	The Help Desk can be contacted via chat, email, call or text: help@somos.com 833-HEY-SOMOS
If you are locked out of the system, can you still open a live chat with the Help Desk?	The Help Desk can be contacted via chat, email, call or text: help@somos.com 833-HEY-SOMOS
Will our existing ROCs migrate to the TFNRegistry?	Yes, all ROC requests will be migrated to the TFNRegistry.
If I need to update my email address for the ROC System, where do I change this at?	The update will be made in the same location as you do today via the "My Info" section on the Somos Portal Website. It will be updated in close to real-time. If you also need to update it in the TFNRegistry, please go to the User Control (URC) page and make the same change.
How can I change the ROC emails I receive?	ROC notifications can be set under the "User Notifications Settings (UNS)" a sub-menu item of the "User Management" menu item.
How many numbers can I include in a ROC Request?	The limit is the same as before; 5,000 TFNs.
As a Resp Org, can I reach out to the Help Desk to get a list of ROC participants?	The ROC was mandated in the Tariff several years ago. All Resp Orgs are required to use the ROC.

We have a new team member — how can I get them ROC access?	After you create the user in the Somos Portal Website, you will need to create a Special Request. This can be found by logging into the Somos Portal Website and navigating to "Submit Requests". On the Submit Request page, select the Special Request, add the team member's Login ID and a statement explaining you would like to add ROC permissions for this user, then submit the request. The Help Desk will complete the request and you will get a notification from the Somos Portal Website when the request is completed.
Are there plans to move User Creation into the TFNRegisty?	There are plans to move the User Profile to the TFNRegistry, which will be a later enhancement.
I'm not sure if I am a ROC user, how do I find out if I am?	Please reach out to your Company Administrator to confirm if you have permissions or to request access to be granted. If you do not have access to the ROC, the Company Administrator will need to submit a Special Request to the Help Desk to give you ROC permissions.

Excited to learn more about the reimagined ROC System? Please call or text us at 844.HEY.SOMOS (844.439.7666), Option 1 or email us at help@somos.com.