How to Submit a Request

Issue: 4

August 3, 2020

Version: 6

Revision History

	Revision History	
Date	*Version*	*Description*
11/26/2018	6, Issue 1	**Updated:** Chapter 2: Service Establishment
2/4/2019	6, Issue 2	**Updated:** Chapter 2: Service Establishment
7/29/2019	6, Issue 3	**Updated:** Chapter 1: Introduction Chapter 2: Service Establishment Chapter 3: RAC/RDC Administration Chapter 4: Operating Company Numbers (OCN) Administration
8/3/2020	6, Issue 4	**Updated:** Chapter 2: Service Establishment

Table of Contents

1 Introduction

This document outlines the procedures for completing the following requests; Service Establishment, RAC/RDC Administration and Operating Company Numbers (OCN) Administration. These requests can be accessed on the Somos Website (somos.com) from the "Help Center" page. Once the page is displayed, simply select the request from the list of available requests. Upon completion, they will be sent to and processed by the Help Desk at Somos. If you have any questions regarding any of these requests, please call or text the Help Desk at 844.HEY.SOMOS (844.439.7666), Option 1.

2 Service Establishment

The Service Establishment request is used to establish Company Information, Primary Contact, Login IDs, and Billing Contacts for a Toll-Free Service Provider (also known as a Responsible Organization (Resp Org)) or Service Control Point (SCP) with Somos and the SMS/800 TFN Registry.

In Step 1 of this request, first please select "Resp Org" or "SCP" from the available radio button options. Next, please enter in your "Company Name", "Trouble Referral Number *(Contact Phone Number)*", "Street Address", "Street Address 2". "City", "State/Province", "Zip/Postal Code" and a "Company Email". Next, you must agree to a background and/or credit check. If you agree, please place a checkmark in the box to the left of this field, "I consent for Somos to complete a background and/or credit check, prior to establishing my Resp Org or SCP.". If you agreed to the background and/or credit check, please continue by selecting the "Browse" button to attach a W-9 or a W-8BEN for your company. If you do not agree to the background or credit check, you will not be able to proceed with your company's Service Establishment Application. After completing all required fields in Step 1, to proceed throughout this request, please select the "Continue" button.

Step 2 of this request is used to establish a Primary Contact for your Resp Org. The Primary Contact will have administrative access to all Somos Requests pertaining to the day to day relationship of the Resp Org or SCP with Somos. The Primary Contact is involved in fee based decisions and in determining the permission structures of their company's users. To establish a Primary Contact, please complete the "Primary Contact" page of this request. Next, enter in the name of the Primary Contact in the "Primary Contact Name" field and their email in the "Email" field. If the Primary Contact's address is the same as the company address, please check "Same as Company Address" option above the "Primary Contact Name" field. After the address fields have been completed, please enter in the "Telephone Number", "Fax Number" (optional), and the "Four Digit Security PIN" in the corresponding fields. The four digit security Personal Identification Number (PIN) will be used to verify the Primary Contact Login ID for completing password resets in Somos applications. Once all required fields in Step 2 have been completed and to proceed to Step 3, please select the "Continue" button.

Step 3 of this request is used to establish the first Login ID with Service Establishment for one other user. After your Resp Org is established with Somos, the Primary Contact may add additional IDs for other users. To request the first Login ID, please enter in the first and last name and their email address in the corresponding fields. Next, if the user's address is the same as the company address, please check "Same as Company Address" option above the "First & Last Name" field to auto complete the address fields. After the address fields have been completed, please enter in the "Telephone Number", "Fax Number" (optional), and the "Four Digit Security PIN" in the corresponding fields. The four digit security Personal Identification Number (PIN) will be used to verify the user's Login ID for completing password resets in Somos applications. Lastly, please acknowledge the following by placing a check in the box to the left of this field, "I understand that an additional tariff fee will be applied for the creation of each Login ID.". Once all required fields in Step 3 have been completed and to proceed to Step 4, please select the "Continue" button.

Please Note: The information in Steps 4 and 5 of this request is used to establish a Primary Billing Contact and an Alternate Billing Contact for your company. The email addresses for the Primary Billing Contact and Alternate Billing Contact must be different from each other and they both must be different than the Primary Contact's email address. Somos will use the provided contact information to send a Somos Notification to alert the billing contacts that an invoice is available and direct any questions regarding the financial status of your Somos account. By designating an Alternate Billing Contact, your company creates an additional point of contact within your company to manage any billing related activities and questions. Your Primary Billing Contact can designate Additional Billing Contacts once established.

Step 4 of this request is to establish your Primary Billing Contact. To request the Primary Billing Contact's Login ID, please enter in the first and last name in the "Primary Billing Contact Name" field. Next, if the user's address is the same as the company address, please check "Same as Company Address" option above the "Primary Billing Contact Name" field to auto complete the address fields. After the address fields have been completed, please enter in the "Telephone ", the "Four Digit Security PIN" and the "Email" in the corresponding fields. The four digit security Personal Identification Number (PIN) will be used to verify the user's Login ID for completing password resets in Somos applications. Once all required fields in Step 4 have been completed and to proceed to Step 5, please select the "Continue" button.

Step 5 of this request is used to establish your Alternate Billing Contact. To request the Alternate Billing Contact's Login ID, please enter in the first and last name in the "Alternate Billing Contact Name" field. Next, if the user's address is the same as the company address, please check "Same as Company Address" option above the "Alternate Billing Contact Name" field to auto complete the address fields. After the address fields have been completed, please enter in the "Telephone ", the "Four Digit Security PIN" and the "Email" in the corresponding fields. The four digit security Personal Identification Number (PIN) will be used to verify the user's Login ID for completing password resets in Somos applications. Once all required fields in Step 5 have been completed and to proceed to Step 6, please select the "Continue" button. **Please Note:** If you selected "SCP" as the company type on Step 1, you will proceed to Step 7 when you select the "Continue" button. Step 6 "Acknowledgements" only applies to Resp Orgs.

Step 6 allows Resp Orgs to acknowledge that the company (including company owners) or the individual requesting to become a Resp Org:

- have not ever been convicted of a crime involving fraud or moral turpitude, including (but not limited to) fraud, blackmail, money laundering, tax evasion, or any other crime of which fraud is an element;
- not be a person or entity determined by the FCC to lack the character or fitness to hold a license or authorization;
- not owe money to satisfy a forfeiture imposed by the FCC or other monetary penalty validly imposed by a governmental entity; or,
- within the past ten years, have not been:

    (a) convicted of any felony,

    (b) found by the FCC to have violated one or more of the FCC's Toll-Free rules (47 C.F.R. § 52.101, et seq.) or orders,

    (c) found to have violated Section 227 of the Communications Act or the accompanying FCC rules (47 C.F.R. § 64.1200, et. seq.),

    (d) found to have violated the FTC's Telemarketing Sales Rule (16 C.F.R. § 310.1, et. seq.); or,

    (e) subject to an adverse judgment rendered for the wrongful disclosure of proprietary information.

Lastly on Step 6, please also acknowledge the following by placing a check in the box to the left of this field, "As a Responsible Organization, I understand that I am bound by the terms and conditions contained in SMS/800 TFN Registry Functions Tariff which is on file with the FCC.". Once all required fields in Step 6 have been completed, please select the "Continue" button to add additional notes or documentation or you can select the "Submit" button to complete the request.

Step 7 of this request is used if you wish to add notes or alternate contact information regarding this request, please utilize the space provided. Additional documentation may also be attached to the request. Once you have completed the request, select the "Submit" button to send the request to the Help Desk for processing.

3 RAC/RDC Administration

The Resp Orgs Allowed/Disallowed Using CIC 0110 (RAC/RDC) Administration request may be used to provide a Local Exchange Carrier (LEC) with the ability to allow or disallow the use of their organization's generic carrier (OTC-0110) on Toll-Free Numbers. By submitting the request, your organization certifies they are the owner, or former owner (if requesting the deletion of a screen), of the Plain Old Telephone Service (POTS) number(s)/1K block(s) provided.

Step 1 of this request is used help LEC's manage the RAC/RDC screen in the SMS/800 TFN Registry. In the "What would you like to do?" portion of this step, please select whether you are requesting the creation of new access permissions, update to existing permissions, or the delete/removal of access permissions.

- "Create new RAC/RDC screen": Select this option to request the creation of a new screen to allow or deny the use of 0110 for your POTS numbers by specific Resp Org(s).

- "Update Existing RAC/RDC screen": Select this option to change the existing permissions for the use of 0110 for your POTS numbers by specific Resp Org(s).

- "Delete/Remove RAC/RDC screen": Select this option to remove any screens defined to allow or deny 0110 for your POTS numbers by Resp Org(s).

Next, if you selected "Create new RAC/RDC screen" or "Update Existing RAC/RDC screen" please choose a screen type:

- "RAC Screen": Select this option to allow the use of carrier 0110.

- "RDC Screen": Select this option to disallow the use of carrier 0110.

After selecting the RAC or RDC screen, please enter the Resp Org ID(s) to be allowed to or disallowed from using carrier 0110 within the routing of their Toll-Free Numbers. If you selected "Delete/Remove RAC/RDC screen", please choose which screen to you want to delete:

- "RAC Screen": Select this option to delete the allowed use of carrier 0110.

- "RDC Screen": Select the option to delete the disallowed use of carrier 0110.

To proceed with this request, please select the "Continue" button.

In Step 2 of this request, please enter in the following information; Contact Name, Company Name/LEC, Phone Number, and Email Address. To add your POTS number(s) and OCN Code, select either the "Browse" button to attach a file from your computer or select the checkbox to the right of "Attachment" to complete the available fields. If you did not wish to attach a file, you may enter a single POTS number(s) or 1K block(s) (for example: 999-999-1***) and OCN Code(s) (for example: 999G) in the fields available. Up to 5 additional fields may be added by selecting the "Add" button.

If you selected to attach a file, please provide each number followed by the OCN Code with one combination per line. The accepted file formats are as follows; Microsoft Excel (.xlsx), Text Tab Delimited (.txt), or a Comma Separated Values (.csv). If you would like to add additional notes or documentation, please select the "Continue" button to proceed to Step 3 of this request, or you can select the "Submit" button to complete the request.

In Step 3 of this request, please provide a contact email address in the corresponding field. If you wish to add notes or alternate contact information regarding this request, please utilize the space provided. Additional documentation may also be attached to the request. Once you have completed the request, select the "Submit" button to send the request to the Help Desk for processing.

4 Operating Company Numbers (OCN) Administration

The Operating Company Numbers (OCN) Administration request may be used by carrier managers who choose to use the IntraLATA Carrier Management features of the SMS/800 TFN Registry for managing the use of the 0110 Carrier Identification Code (CIC) in their facilities. The carrier may use this request to notify the Help Desk of their OCNs for entry into the SMS/800 TFN Registry.

In Step 1 of this request, please enter the "Carrier Name" in the space provided. If you are a Resp Org, please enter your Responsible Organization (Resp Org) ID, Resp Org Company Name and then complete the following 3 fields: the "Contact Name of the LEC", the "Contact Email Address" and the "Contact Phone Number" in the spaces provided. If you are a carrier and not a Resp Org, you may have the Help Desk manage the IntraLATA Carrier screens for you. Please enter Help Desk in the "Resp Org Company Name" and complete the following 3 fields: the "Contact Name of the LEC", the "Contact Email Address" and the "Contact Phone Number". To proceed with this request, please select the "Continue" button.

In Step 2 of this request, please enter the OCNs in the spaces provided. By completing and submitting this request, you are requesting that the Help Desk populate the OCN screen with the OCNs listed on the request and you certify that these OCNs belong to your company. Please Note: The Help Desk will not complete verification of the OCNs provided on the request. If you would like to add additional notes or documentation, please select the "Continue" button to proceed to Step 3 or you can select the "Submit" button to complete the request.

In Step 3 of this request, please provide a contact email address in the corresponding field. If you wish to add notes or alternate contact information regarding this request, please utilize the space provided. Additional documentation may also be attached to the request. Once you have completed the request, select the "Submit" button to send the request to the Help Desk for processing.