STIR/SHAKEN Webinar Series
Implementing SHAKEN: You Are ready to Sign Calls, Now What?

Moderator: Brent Struthers – STI-GA Director, ATIS

Panelists:
Linda Vandeloop, STI-GA Board, Chair
Glenn Clepper STI-GA Board, Vice Chair
Martin Dolly, STI-GA Technical Committee, Chair
Chris Wendt, STI-GA Technical Committee, Vice Chair

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STI-GA Update

STI-GA Progress

Registration

- 115 service providers active
- 20 More SPs approved and through staging

Policy Change Requests

- Supporting optional SP use of delegate certificates
- Call authentication for calls from toll-free numbers

Certification Authorities

- STI-GA Board approved 7th CA to serve broader industry:
  - GBSD   - Sansay
  - Metaswitch   - PeerhingHub
  - NetNumber   - TransNexus
  - Neustar

Outreach & Education

- STI-GA Webinar Series
  - Dec. 3; Jan. 21; Feb. 25
  - STI-GA Website
    - https://sti-ga.atis.org/

The STI-GA
Technical Committee

TC Panelists

Martin Dolly
Technical Committee, Chair
Lead Member of Technical Staff
AT&T

Chris Wendt
Technical Committee, Vice Chair
Director, IP Comms & RTC Solutions
Comcast

Attestation levels

- **Full Attestation (A-level):** The signing provider shall satisfy all of the following conditions:
  - Is responsible for the origination of the call onto the IP-based service provider voice network.
  - Has a direct authenticated relationship with the customer and can identify the customer.
  - Has established a verified association with the telephone number used for the call.

- **Partial Attestation (B-level):** The signing provider shall satisfy all of the following conditions:
  - Is responsible for the origination of the call onto the IP-based service provider voice network.
  - Has a direct authenticated relationship with the customer and can identify the customer.
  - Has NOT established a verified association with the telephone number being used for the call.

- **Gateway Attestation (C-level):** The signing provider shall satisfy all of the following conditions:
  - Has no relationship with the initiator of the call (e.g., international gateways).

Technical Committee Best Practices

- Authorized Service Providers (SPs) should check the Certificate Revocation List (CRL) on a daily basis.

- Authorized SPs should check the STI-Certification Authority (CA) list on a daily basis.

- Both CAs and authorized SPs should validate the digital signatures on all STI-Policy Administrator (PA) issued artifacts they consume, such as JSON web tokens (Service Provider Code Token or CA list) as well as on the CRL to prevent fraud.

- Authorized SPs should actively participate in any pre-implementation testing of STI-PA change orders.

FCC Best Practices (Based on CATA WG)

1) **Subscriber Vetting:** Voice service providers should vet the identity of retail and wholesale subscribers, in conjunction with (i) approving an application for service; (ii) provisioning of network connectivity; (iii) entering into a contract agreement; or (iv) granting the right-to-use telephone number resources.

2) **Telephone Number Validation:** Originating voice service providers should confirm the end user or customer's right to use a telephone number.

3) **Third-Party Validation Services:** Originating voice service providers should use a third-party validation service when they cannot or choose not to independently perform telephone number validation in accordance with Best Practice #2.

4) **International:** Voice service providers that sell services to international call originators using North American Numbering Plan numbers should develop processes to validate that the calling party is authorized to use the telephone number or caller identity. Further, domestic gateway providers may wish to explore voluntary commercial arrangements with international providers that include terms and conditions that would give the domestic gateway provider the tools, information, and confidence to trust the validity of the calling identity.

5) **Ongoing Robocall Mitigation:** Voice service providers, whether IP- or non-IP-based, should have ongoing robocall mitigation programs in addition to implementing caller ID authentication protocols. The elements of such programs may vary depending on the nature of the voice service provider's business but may include ongoing monitoring of subscriber traffic patterns to identify behaviors that are consistent with illegal robocalling. Voice service providers may, after further investigation, take appropriate action to address such behaviors.

Questions?

The STI-GA Board

Board Panelists

Linda Vandeloop
STI-GA Board Chair
AVP External Affairs/Regulatory
AT&T Communications

Glenn Clepper
STI-GA Board Vice Chair
Director Regulatory,
Charter Communications
NCTA

STI-GA Board Members: https://sti-ga.atis.org/leadership/

Introductory Remarks

- Linda Vandeloop, STI-GA Board, Chair
    - Diverse make-up of the STI-GA Board positively affects all Board policy

- Glenn Clepper, STI-GA Board, Vice Chair
    - Success of the industry-led STI-GA in meeting STIR/SHAKEN implementation timeframes

Questions?

Thank you for attending the
STI-GA Webinar Series

All registered attendees will receive a follow up email containing links
to a recording and the slides from this presentation.

For information on the STI-GA webinar series, visit
https://sti-ga.atis.org