

# Prepare for the FCC June 30th Robocall Deadline - Tutorial

or your calls will be blocked

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# Presenters



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# The SIP School – Promo Code TN10



**The Problem!**  
Caller ID Spoofing  
STIR/SHAKEN and what it promises  
PASSporTs and the Identity Header  
the STIR/SHAKEN Architecture  
Certificate Management  
Attestation levels  
Verstat or Verification Status  
Authentication and  
Enterprises and getting an 'A'

**Delegate Certificates and other solutions**  
Rich Call Data  
International STIR/SHAKEN  
Out of Band STIR/SHAKEN  
Call Diversion

<b>Scams and illegal Robocalls</b>	<b>STIR/SHAKEN</b>
<b>It will reach you at some point!</b>	<b>Standards Standards Standards</b>

**Call Analytics**  
The June 30<sup>th</sup> deadline!  
The Law  
Robocall Mitigation plans  
Traceback and the Industry Traceback Group

[www.thesipschool.com](http://www.thesipschool.com)

# About TransNexus

- Serving Voice Providers since 1997
- On-premises and Cloud software solutions
- Policy tools to complement your softswitch or SBC
  - CDR rating and analysis
  - Least Cost Routing
  - Toll fraud controls
  - TDoS and Robocall controls
  - SHAKEN
  - Robocall Mitigation

# Agenda

1. Overview of FCC regulations
2. Robocall Mitigation Program
3. Register with the SHAKEN Policy Administrator
4. How to set attestation values
5. SHAKEN for TDM
6. Integrate SHAKEN into your network—design options
7. How to meet FCC June 30<sup>th</sup> deadline
8. Questions and Answers

# Overview of FCC Regulation

The TRACED Act brought profound changes in telecom regulation

- Dec 2019 Congress passed the [TRACED Act](#)
  - Directs the FCC to require all voice providers to implement call authentication technology by June 30, 2021
- Mar 2020 - [1<sup>st</sup> order](#) mandates STIR and SHAKEN
- Sep 2020 - [2<sup>nd</sup> order](#)
  - Rules apply to anyone who provides voice service to an end user
  - New FCC database for Robocall Mitigation certification
  - Service providers with <100,000 lines have Robocall Mitigation or SHAKEN option
- Dec 2020 - [4<sup>th</sup> order](#) To eliminate Robocalls
  - “Service providers must police their networks” – SHAKEN alone is not enough

# The FCC is serious about robocalls

- March 17, 2021 Cease and Desist Orders
  - [Icon Global Services](#), Brentford, UK
  - [IDT Corporation](#), Newark NJ, USA
  - [RSCom](#), Aurora ON, Canada
  - [Stratics Networks](#), Hamilton ON, Canada
  - [Third Rock](#), Vancouver BC, Canada
  - [Yodel Tech](#), Washington UT, USA
- March 17, 2021 [Health Insurance Marketer fined \\$225 million](#)
  - Texas based Rising Eagle/JSquared Telecom – 1 billion calls in 2019

# Critical Points from the 2<sup>nd</sup> Order

*This is the most important slide*

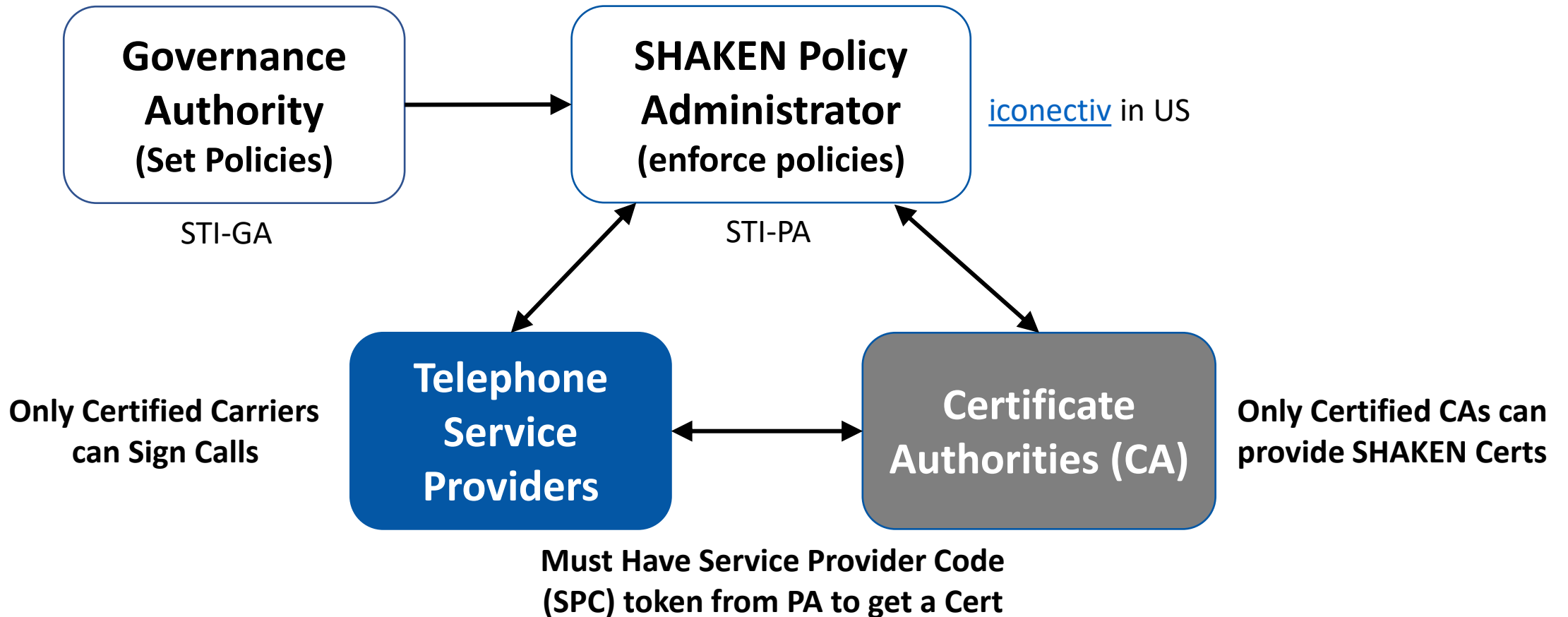
1. **Every service provider who serves end users** must certify they have implemented
  - a Robocall Mitigation Program
  - or SHAKEN in their network
2. Certification must be submitted to the new FCC database.
  - “Public Notice no earlier than March 30, 2021”
  - “filing of certifications no earlier than June 30, 2021”
3. Service providers **must block** all calls from service providers that are not in the FCC database.
  - “effective 90 days after the deadline for robocall mitigation program certifications”



# Robocall Mitigation Program

- No instructions from the FCC
- It must work.
  - “a robocall mitigation program is sufficient if it includes detailed practices that can reasonably be expected to significantly reduce the origination of illegal robocalls.”
- It must be implemented.
  - “the voice service provider must comply with the practices it describes”
- Public and transparent
  - “document and publicly certify how they are complying”
- Cooperate with the [US Telecom Traceback Group](#)

# Register with the Policy Administrator



# Register with the Policy Administrator

- Register on the [Policy Administrator \(PA\) website](#)
- Follow the [Service Provider Guidelines](#)
- Requirements to Register

Now	Q3 2021
Form <a href="#">FCC 499</a> on file (Universal Service Fund)	Form <a href="#">FCC 499</a> on file
Operating Company Number ( <a href="#">How to get an OCN</a> ) <ul style="list-style-type: none"><li>- Not a telephone company?</li><li>- Get an IP Enabled Service (IPES) OCN</li></ul>	Operating Company Number
Access to Telephone Numbers <ul style="list-style-type: none"><li>- Not a telephone company?</li><li>- File with FCC to become an <a href="#">Interconnected VoIP Provider</a></li></ul>	SHAKEN certification in FCC database

# How to set attestation values

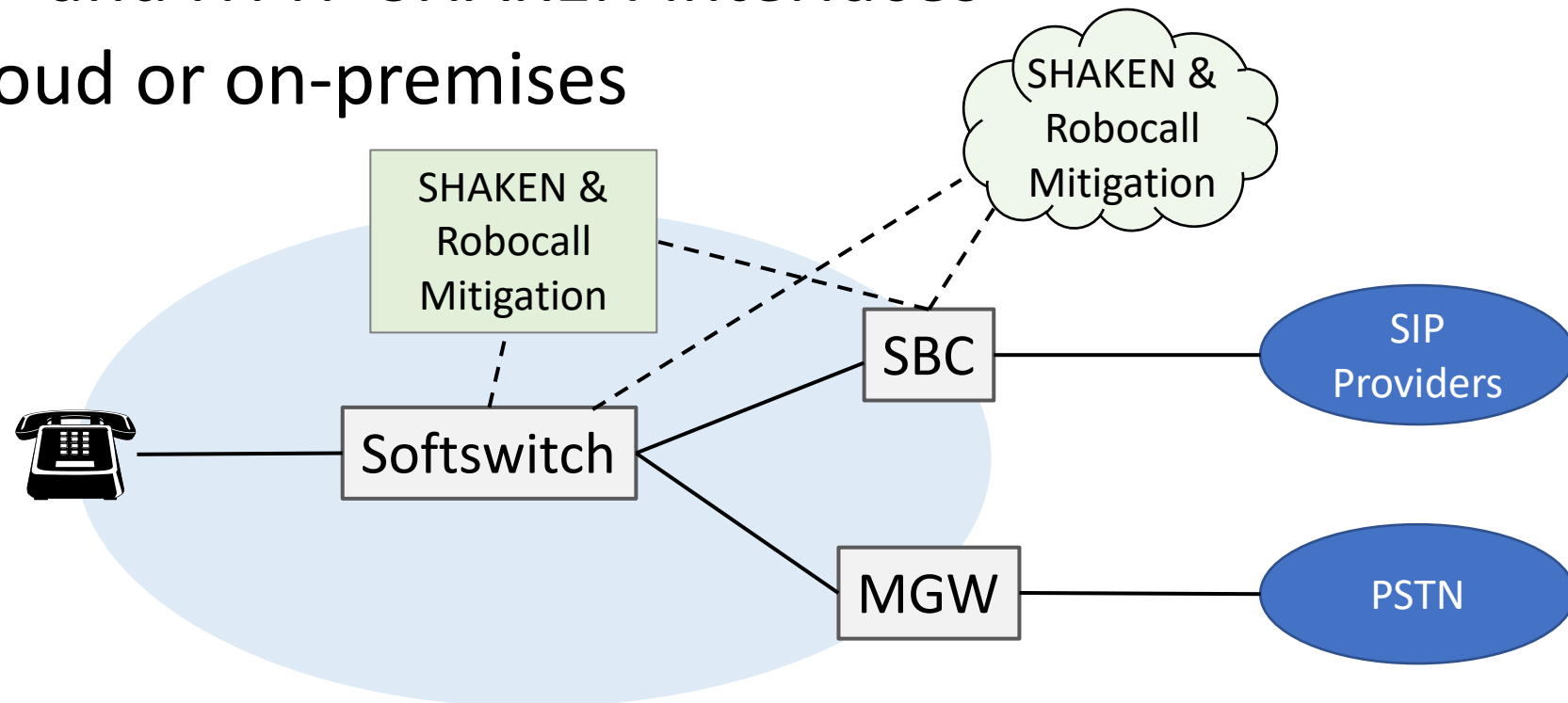
- SHAKEN Attestation indicates level of trust
- A = trusted relationship with the calling number and its user
  - Calling number is assigned in the switch
  - Letter of Authorization from the user
- B = trusted relationship with the customer
  - Call from a end user trunk group
- C = no trust
- Defined in [ATIS-1000074](#) section 5.2.3

# SHAKEN for TDM

- “The TRACED Act directs us, not later than June 30, 2021, to require voice service providers to take “reasonable measures” to implement an effective caller ID authentication framework in the non-IP portions of their networks”
- [ATIS](#) PTSC Non-IP Call Authentication Task Force created in May 2020
- *Out-of-Band PASSporT Transmission Involving TDM Networks*
  - Extends SHAKEN to TDM networks
  - Co-authored by
    - NetNumber
    - Neustar
    - TransNexus
  - Approval expected in May 2021

# Integrate SHAKEN into your network

- Centralized deployment or at the network edge
- SIP and HTTP SHAKEN interfaces
- Cloud or on-premises



# Demo of SHAKEN and Robocall Mitigation

# Preparing for the June 30<sup>th</sup> deadline

- If more than 100,000 lines: Must implement
  - SHAKEN for SIP
  - Robocall Mitigation for TDM
- If less than 100,000 lines – you have an option
  - Robocall Mitigation or SHAKEN for SIP
  - Robocall Mitigation for TDM
- Most common path forward for small providers
  - Implement Robocall Mitigation to meet June 30<sup>th</sup> deadline



Easy



# Preparing for the June 30<sup>th</sup> deadline

- If more than 100,000 lines: Must implement
  - SHAKEN for SIP
  - Robocall Mitigation for TDM
- If less than 100,000 lines – you have an option
  - Robocall Mitigation or SHAKEN for SIP
  - Robocall Mitigation for TDM
- Most common path forward for small providers
  - Implement Robocall Mitigation to meet June 30<sup>th</sup> deadline
  - Start transition to SHAKEN



**Easy**



**Best  
Value**

# Question and Answers

- Can I get a copy of the slides?
  - Yes, send an e-mail to [Jim.Dalton@transnexus.com](mailto:Jim.Dalton@transnexus.com)
- Is there a special deal available?
  - Free Robocall Mitigation Plan - \$1,000 value
  - Must use TransNexus SHAKEN solution by May 1<sup>st</sup> 2021
  - Must submit request before midnight tonight (Mar. 25<sup>th</sup>)