



FCC's Approach to Stop Unwanted Robocalls and Texts: STIR/SHAKEN

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United States of America**

June 21, 2023

Note: This presentation and its contents are for informational purposes only; the Commission's rules in part 47 of the Code of Federal Regulations and the Commission's previous reports and orders adopting those rules represent the binding rules and determinations of the Commission.

Overview

Brief Introduction of the FCC

FCC's Approach to Stop Unwanted Robocalls and Text: STIR/SHAKEN

- Caller ID Authentication/Spoofing
- STIR/SHAKEN and Consumers
- FCC efforts to implement STIR/SHAKEN



Introduction to the FCC

The FCC is an **independent** U.S. government agency established by Congress with the Communications Act of 1934.

Independent of the Executive Branch (directly responsible to Congress, not the President).

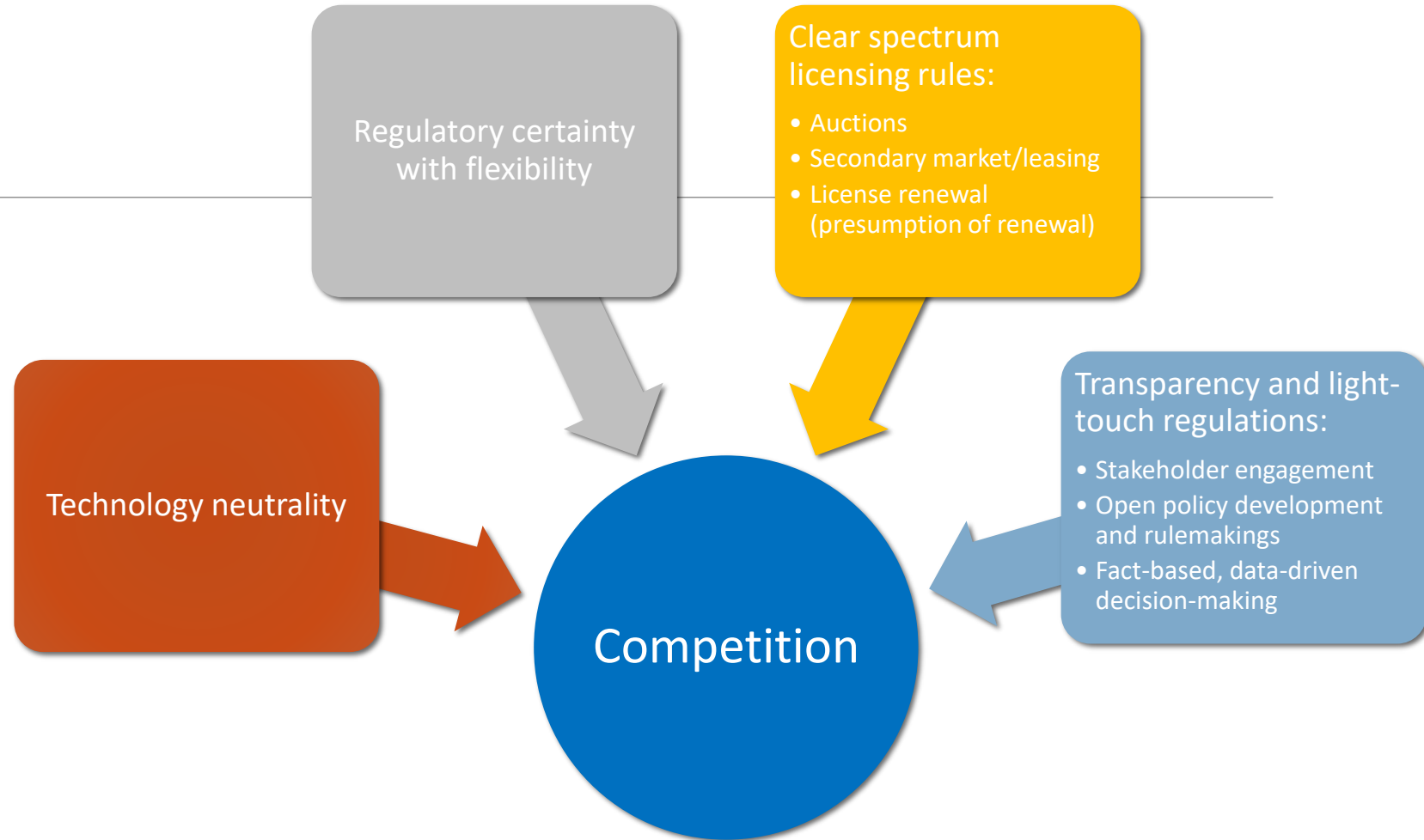
Clearly separated from regulated entities (the United States does not have any government-owned telecommunications companies).

The FCC is a **converged regulator** (telecommunications *and* broadcasting) → regulates television, radio, wireline, fixed and mobile wireless, satellite, and cable services in all 50 states plus U.S. territories.

Mission: “To ensure that all Americans, without discrimination, have available a rapid, efficient, nationwide and worldwide wire and radio communication service with adequate facilities at reasonable charges.”

The FCC is both the policy maker and the regulator.

Regulatory Principles & Strategies



Goal: facilitate a regulatory environment in which market-driven, industry-led innovation can thrive (“virtuous cycle of innovation”).



FCC Strategic Goals 2022 - 2026

- Pursue a "100 Percent" Broadband Strategy
- Promote Diversity, Equity, Inclusion, and Accessibility
- Empower Consumers
- Enhance Public Safety and National Security
- Advance U.S. Global Competitiveness
- Foster Operational Excellence



What Is Caller ID and Spoofing?

- Caller ID authentication technology enables subscribers to trust that callers are who they say they are, reducing the effectiveness of fraudulently [spoofed calls](#).
 - This technology is critical to protecting Americans from scams using spoofed [robocalls](#) because it erodes the ability of callers to illegally spoof a caller ID, which scammers use to trick Americans into answering their phones when they shouldn't.
 - Caller ID authentication technology also allows consumers and law enforcement alike to more readily identify the source of illegal robocalls and reduce their frequency and impact.
- Spoofing is when a caller deliberately falsifies the information transmitted to your caller ID display to disguise their identity.
- Scammers often use neighbor spoofing so it appears that an incoming call is coming from a local number, or spoof a number from a company or a government agency that you may already know and trust.
- Spoofing is not always illegal. There are legitimate, legal uses for spoofing, like when a doctor calls a patient from her personal mobile phone and displays the office number rather than the personal phone number or a business displays its toll-free call-back number.



What Does STIR/SHAKEN Mean?

- The STIR/SHAKEN caller ID authentication framework is an industry-developed set of technical standard and protocols to authenticate caller ID information and address unlawful spoofing on Internet Protocol (IP) networks.
- STIR/SHAKEN is a framework of interconnected standards. STIR and SHAKEN are acronyms for the Secure Telephone Identity Revisited (STIR) and Signature-based Handling of Asserted Information Using toKENs (SHAKEN) standards.
- This technology is critical to protecting Americans from scams using spoofed robocalls because it erodes the ability of callers to illegally spoof a caller ID, which scammers use to trick Americans into answering their phones when they shouldn't.



How Does STIR/SHAKEN help Consumers?

- STIR/SHAKEN provides information regarding what the service provider knows to be true about the caller and its right to use the number.
- Voice service providers can use STIR/SHAKEN information to decide how to handle a call and what information to display to the call recipient.
- STIR/SHAKEN attestation can also help industry and law enforcement more quickly identify the originating provider and the caller.



What is the FCC Doing?

- FCC rules require most providers to implement and use STIR/SHAKEN in the Internet Protocol (IP) portions of their networks, so that Americans can benefit from this important technology.
- The Commission required originating and terminating providers to implement STIR/SHAKEN in the IP portions of their voice networks by June 30, 2021, subject to certain exceptions.
 - Small voice service providers (those with 100,000 or fewer voice subscriber lines) were given an extension until June 30, 2023.
 - The Commission subsequently shortened this extension to June 30, 2022, for certain small providers that were originating a large and disproportionate amount of robocalls.



What is the FCC Doing?

- In May 2022, the Commission required gateway providers—domestic providers that are the point of entry for foreign calls into the United States—to implement STIR/SHAKEN to authenticate IP calls that carry a U.S. number in the caller ID field by June 30, 2023.
- Most recently, the Commission expanded STIR/SHAKEN caller ID authentication requirements to cover certain non-gateway intermediate providers.
- Providers that have non-IP portions of their networks must either fully upgrade to IP and implement the framework or participate in developing non-IP solutions.

For additional information, see:

- Robocalls: <https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts>
- Spoofing: <https://www.fcc.gov/spoofing>



Other Efforts

- The companies responsible for illegal robocalling and caller ID spoofing do not stop their efforts at national borders and industry efforts to combat them do not either.
 - Last July, the Secure Telephone Identity Governance Authority (STI-GA), the industry-led effort to support the timely deployment of the STIR/SHAKEN protocol and framework, and the Canadian Secure Token Governance Authority (CSTGA) signed a memorandum of understanding (MoU) to coordinate efforts.
 - The MoU covers interconnection of the Signature-based Handling of Asserted information using toKENs (SHAKEN) systems in both the U.S. and Canada so that providers can more easily sign calls in one country and have the signature accepted in the other.
 - This agreement facilitates the two governance authorities to coordinate enforcement to ensure the SHAKEN framework participants are operating within boundaries of the standards and policies.



**FOR FOLLOW-UP QUESTIONS OR ADDITIONAL INFORMATION,
PLEASE CONTACT:**

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Thank you!