



Federal Communications Commission
Washington, D.C. 20554

June 15, 2021

Jennifer McKee
Vice President and Associate General Counsel, NCTA -The Internet and Television Association
Chairperson, North American Numbering Council (NANC)
25 Massachusetts Avenue, NW
Suite 100
Washington, DC 20001

Re: Call Authentication Trust Anchor Working Group

Dear Chairperson McKee,

Fighting illegal robocalls is one of the Commission's top priorities. The Wireline Competition Bureau (Bureau) would like to thank the North American Numbering Council (NANC) and the Call Authentication Trust Anchor (CATA) Working Group for your continued valuable assistance on this important issue. Your contributions on this vexing problem have substantially advanced the Commission's work to end the scourge of illegal robocalls.

To further advance these priorities, the Bureau once again calls on the NANC to assist. Specifically, we direct the NANC, via its CATA Working Group, to issue three reports. First, we direct the NANC to submit a report, no later than October 15, 2021, on the deployment of STIR/SHAKEN by small voice service providers during the pendency of their extension from the STIR/SHAKEN implementation deadline. We direct the NANC to address the following topics in its report:

- Identify barriers that prevent small voice service providers from implementing the STIR/SHAKEN framework.
- Identify technological solutions available to small voice service providers that will promote their deployment of STIR/SHAKEN.
- Identify methods to encourage and promote technical solutions to the challenges of STIR/SHAKEN deployment by small voice service providers.
- Recommend steps that the Secure Telephone Identity Governance Authority or the rest of the industry (including major voice service providers, vendors, and equipment manufacturers) can take to advance STIR/SHAKEN deployment by small voice service providers.
- Recommend steps the Commission can take to encourage deployment of STIR/SHAKEN by small voice service providers.

Second, we direct the NANC to issue, no later than February 15, 2022, a set of best practices relating to how terminating voice service providers can best protect their subscribers using caller ID authentication information. Specifically, we direct the NANC to address the following:

- Identify and explain how STIR/SHAKEN caller ID authentication information is being or has been used by voice service providers and others to combat illegal robocalls.
- Recommend a set of best practices for terminating voice service providers to reference regarding both the use of STIR/SHAKEN caller ID authentication information to protect subscribers and protecting subscribers who fall outside of the STIR/SHAKEN framework; including but not limited to the following:
 - Means by which terminating voice service providers can use the STIR/SHAKEN caller ID authentication information included in calls they receive to best protect their subscribers, including elaborating on how that information can improve call analytics and blocking strategies.
 - Techniques that do not rely on STIR/SHAKEN caller ID authentication information that terminating voice service providers could employ to protect consumers.
 - Whether, and if so, how, STIR/SHAKEN caller ID authentication information—including but not necessarily limited to verification results—should be shared with call recipients.
 - If STIR/SHAKEN caller ID authentication information should be shared with call recipients, recommend whether this practice should be standardized.

Finally, we direct the NANC to submit a report, no later than June 15, 2022, recommending steps to encourage adoption of caller ID authentication technology and other techniques to combat robocalls by policymakers and providers in countries outside of the United States, especially when that adoption would benefit U.S. consumers. We direct the NANC to address the following topics in its report:

- Provide observations on progress made toward combatting robocalls in other countries, and the effect this progress, or lack thereof, has on U.S. consumers.
- Identify whether foreign voice service providers and/or other countries have adopted caller ID authentication technologies, whether under the STIR/SHAKEN framework or under different frameworks.
 - Provide observations about the level of deployment of caller ID authentication technology in other countries, and how such deployment affects the ability of U.S. providers to combat robocalls terminating to U.S. consumers from overseas.
 - Provide available detail about the successes or difficulties experienced with the various technologies deployed.
 - Where relevant, identify whether there are barriers to the exchange of caller ID authentication information between different systems.
 - If there are such barriers, recommend how these barriers can be overcome.
- Recommend specifics on how the STIR/SHAKEN framework can be used by U.S. voice service providers and intermediate providers to combat illegal robocalls originating outside the United States and received by U.S. consumers.
- Recommend steps the Secure Telephone Identity Governance Authority and other members of the industry can take to encourage the adoption of caller ID authentication technology—including the STIR/SHAKEN framework—in other countries.
- Recommend whether Commission engagement with other countries could be helpful to encourage the adoption of caller ID authentication technology—including the STIR/SHAKEN framework.

- If such engagement is recommended, identify priority countries for engagement and suggest specific steps and/or technical capacities that would promote successful implementation.

If you have questions about this referral, please contact Christi Shewman, the NANC's Designated Federal Officer, at christi.shewman@fcc.gov. We appreciate the NANC's commitment to ensuring the security and integrity of the telephone network, and its work to protect American consumers from fraud and deception.

Sincerely,



Bureau Chief

Kris Anne Monteith
Chief
Wireline Competition Bureau, FCC