

# Is STIR/SHAKEN Getting the Job Done?

**neustar**  
A TransUnion® Company

**STIR/SHAKEN**  
**ENTERPRISE SUMMIT**

Monday October 17<sup>th</sup> 2022 2:30-3:30PM ET

# OUR PANELISTS



**Henry Hayter**  
Sr. Director, Product Mgmt

**neustar**  
A TransUnion® Company



**Mike Rudolph**  
Chief Technology Officer

**YouMail**)))

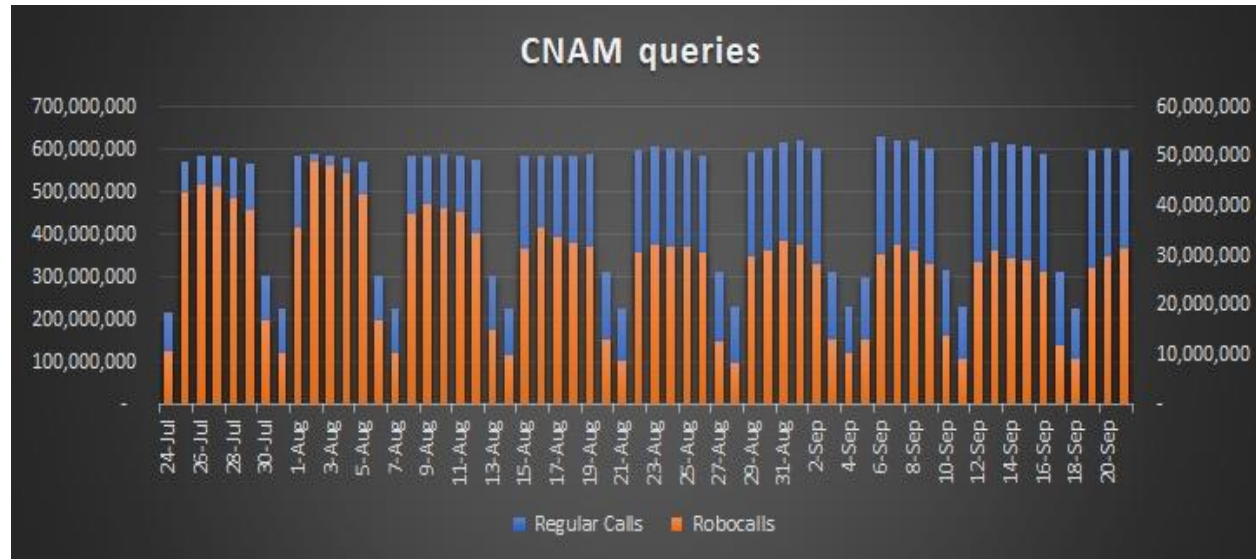


**Jon Peterson**  
Vice President and Fellow

**neustar**  
A TransUnion® Company



# IMPACT OF REGULATIONS ON ROBOCALLS



- Following the FCC notification, operators began blocking auto-warranty robocalls in August
- The FCC also issued Cease & Desists to several Gateway Service Providers
- Neustar observed an approximately 33% reduction in total robocalls from July to present
- Total calls grew during the same period



**Media Contact:**  
Will Wiquist  
will.wiquist@fcc.gov

**For Immediate Release**

## **FCC AUTHORIZES PHONE COMPANIES TO CUT OFF LIKELY AUTO WARRANTY SCAM ROBOCALL CAMPAIGN**

*Enforcement Bureau is Investigating an International Operation for Facilitating  
Billions of Possibly Illegal Robocalls*

WASHINGTON, July 7, 2022—The FCC’s Robocall Response Team today announced a series of actions to cut off a flood of possibly illegal robocalls marketing auto warranties targeting billions of consumers. The FCC and its partners believe upwards of eight billion robocalls have been generated by Roy Cox, Jr., Aaron Michael Jones, their Sumco Panama companies, and international associates.

**To:** Jon Luke  
CEO  
Call Pipe LLC  
26342 Oso Pkwy  
Mission Viejo, CA 92691

**Cc:** [admin@callpipe.net](mailto:admin@callpipe.net)

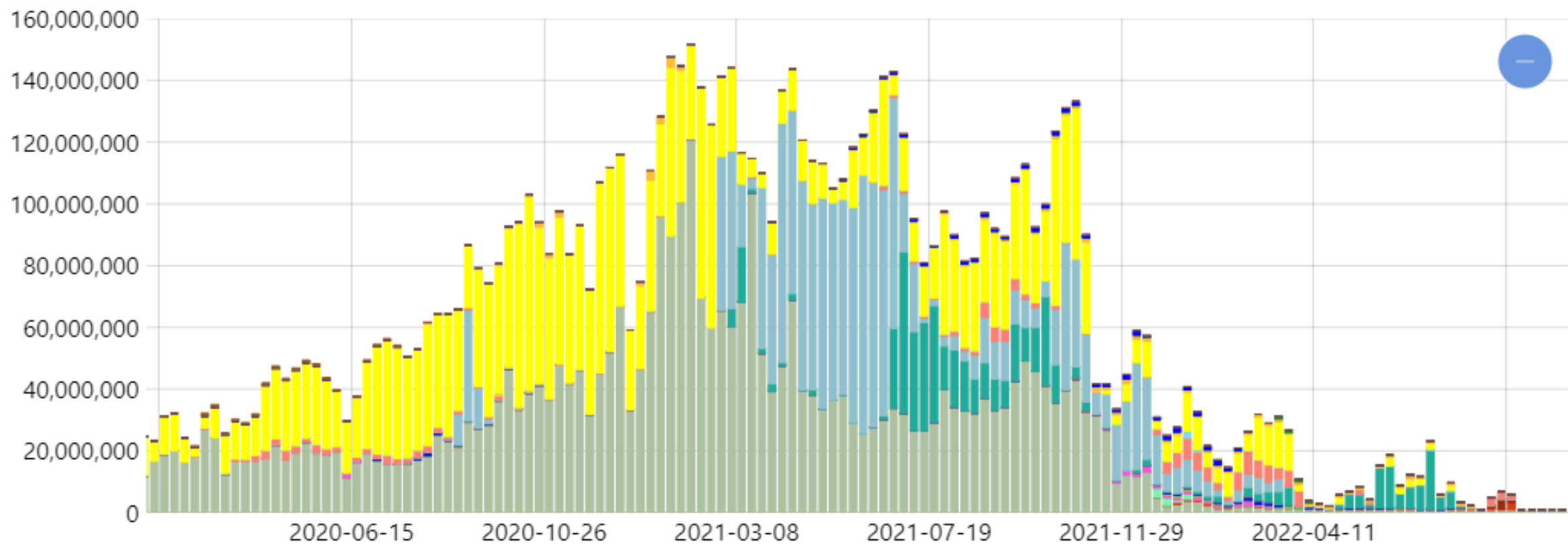
**Re: Official Correspondence from the Federal Communications Commission**

Dear Mr. Luke:

We have determined that Call Pipe LLC (“Call Pipe”) is apparently originating illegal robocall traffic on behalf of one or more of its clients. You should investigate and, if necessary, cease transmitting such traffic immediately and take steps to prevent your network from continuing to be a source of apparent illegal robocalls. As noted below, downstream voice service providers will be authorized to **block all of Call Pipe’s traffic** if you do not (1) take steps to “effectively mitigate illegal traffic within 48 hours,” and (2) inform the Commission and the Traceback Consortium within fourteen (14) days of the date of this letter (Thursday, July 21, 2022) of the steps you have taken to “implement effective measures” to prevent customers from using your network to make illegal calls.<sup>1</sup> Additionally, if you continue knowingly or negligently to originate illegal robocall campaigns after responding to this letter, **we may remove your certification from the Robocall Mitigation Database thereby requiring all intermediate providers and terminating voice service providers to cease accepting your traffic.**<sup>2</sup>

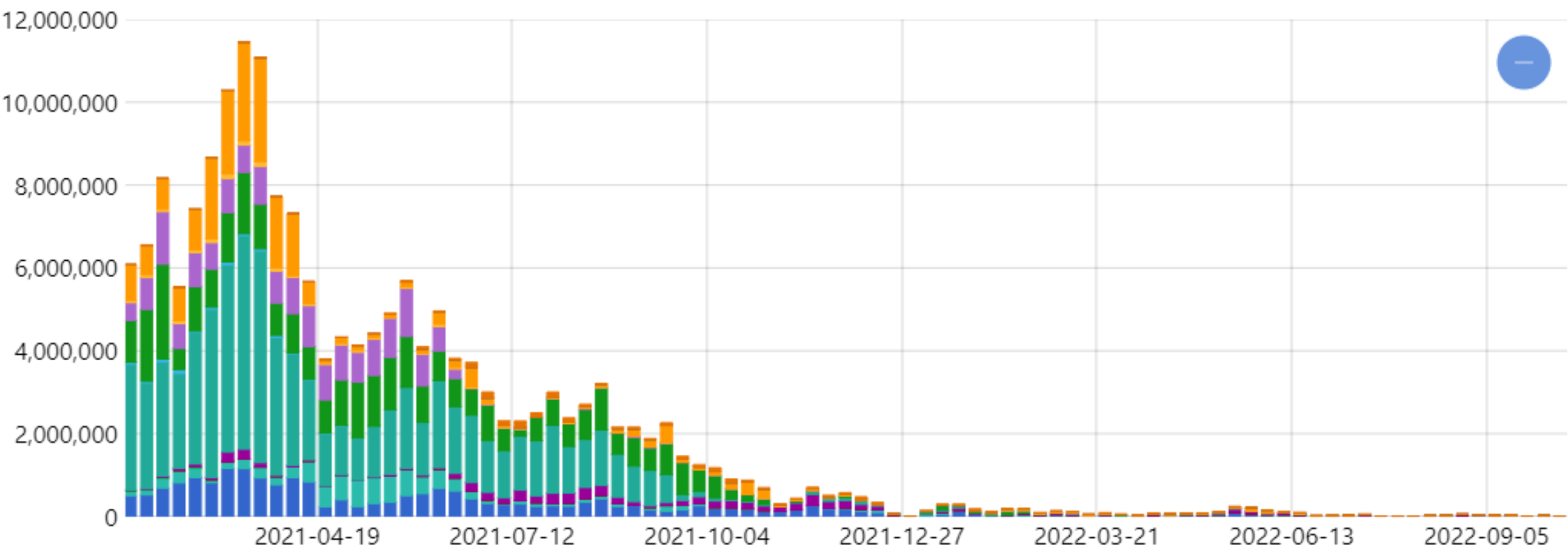
# ROBOCALLS IMPACTED BY ENFORCEMENT ACTION

*Auto Warranty Robocalls Reaching Consumers - By Week*



# ROBOCALLS IMPACTED BY ENFORCEMENT ACTION

*Social Security Administration Imposter Robocalls Reaching Consumers – By Week*



# AMAZON IMPOSTER CALLS & STIR/SHAKEN

***“Hello this is Amazon. This call is to authorize the payment of \$999. We would like to inform you that there is an order placed for Apple iPhone 11 pro using your Amazon account. If you do not authorize this order press one or press two to authorize this order.”***

## Decoded Identity Header

```
{
  "alg": "ES256",
  "ppt": "shaken",
  "typ": "passport",
  "x5u": "https://certificates.CAPROVIDER.com/0XXX/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxxxxx"
}
```

For an A-Attest, the X5U values

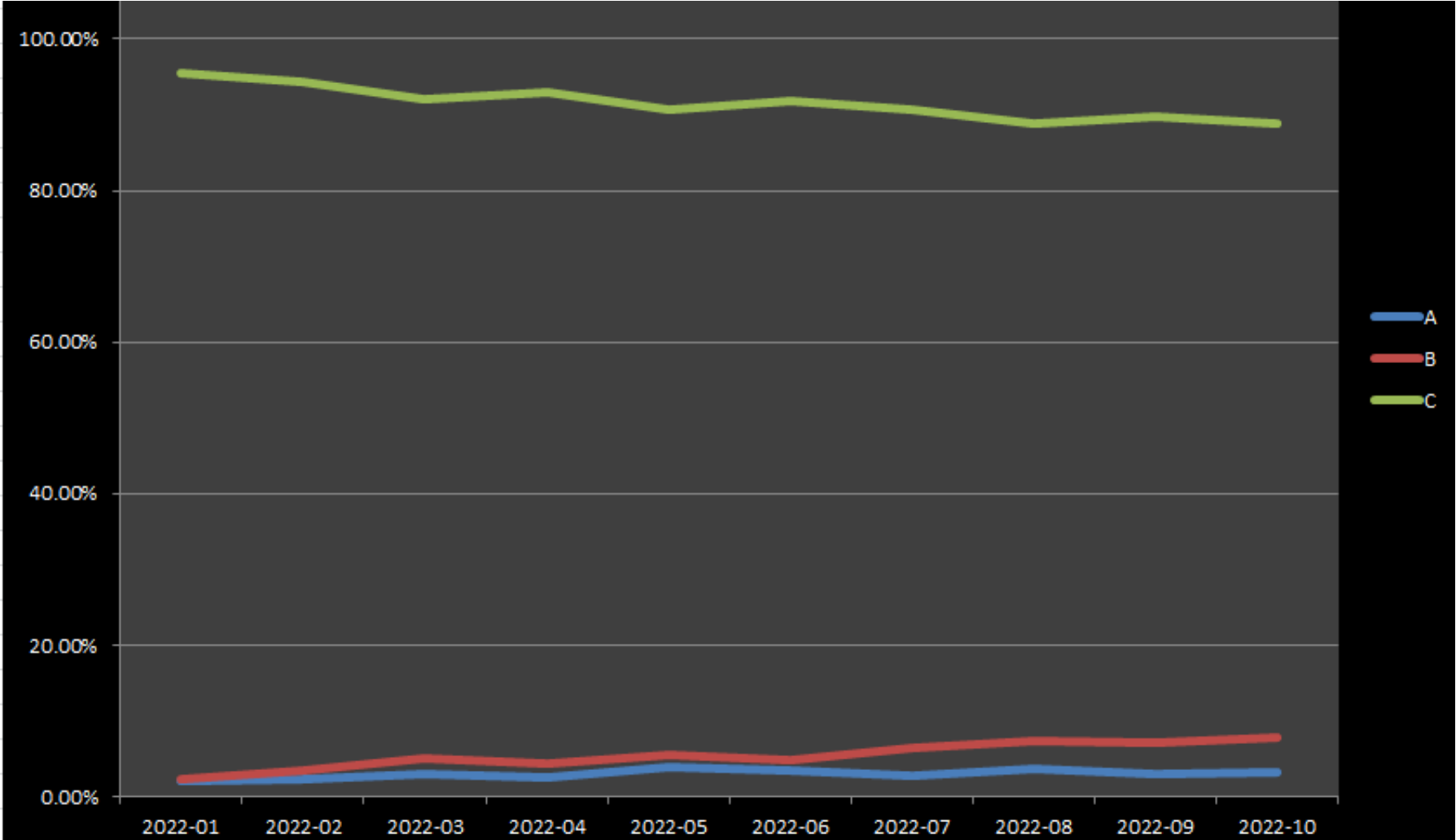
“0XXX/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxxxxx”

identify the provider who ..

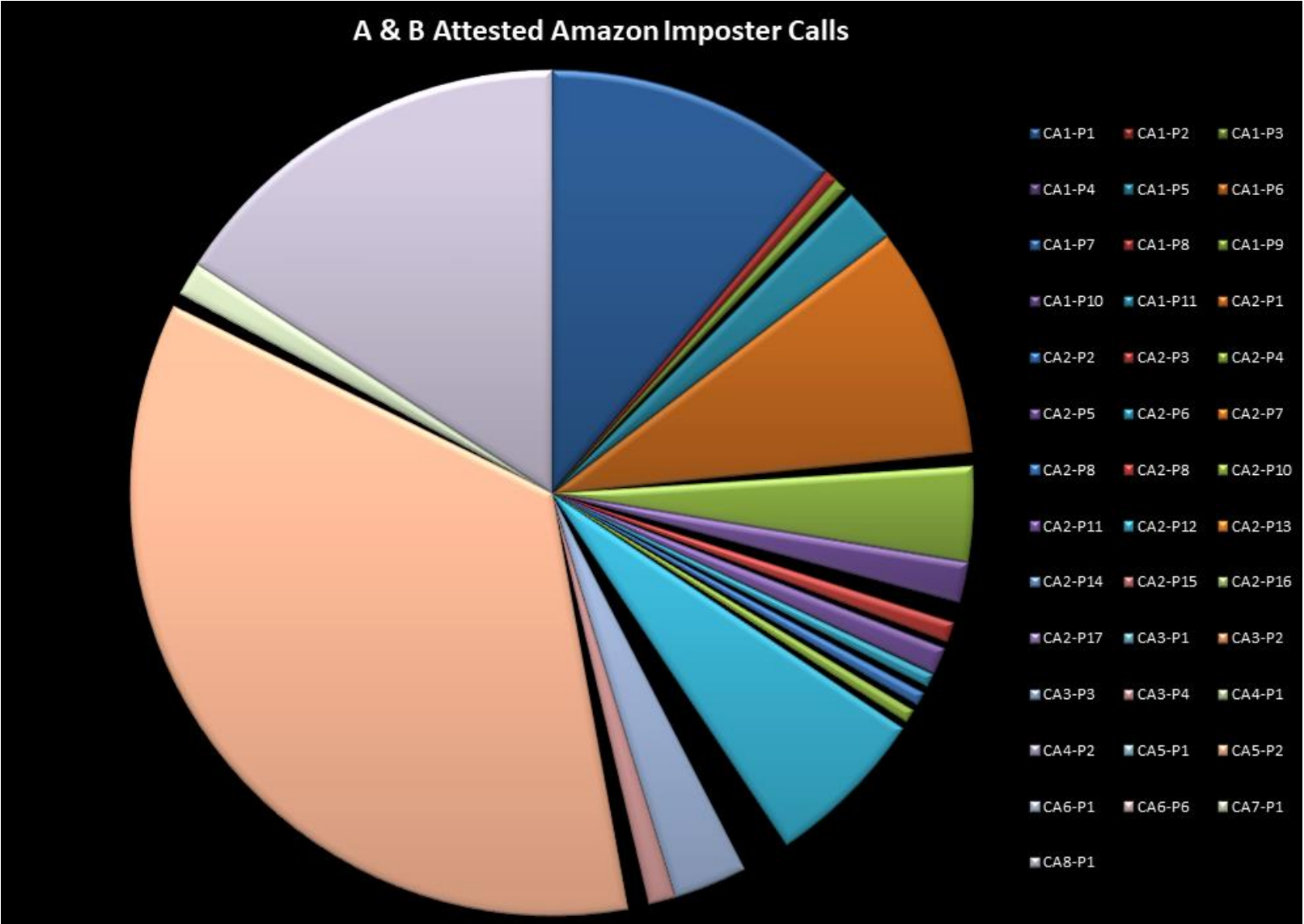
- is responsible for origination
- has direct relationship with customer making call
- has verified customer association to the phone number

# A,B ATTESTATIONS FOR FRAUD ROBOCALLS INCREASING

*Amazon Imposter Robocall Attestation %'s By Month*

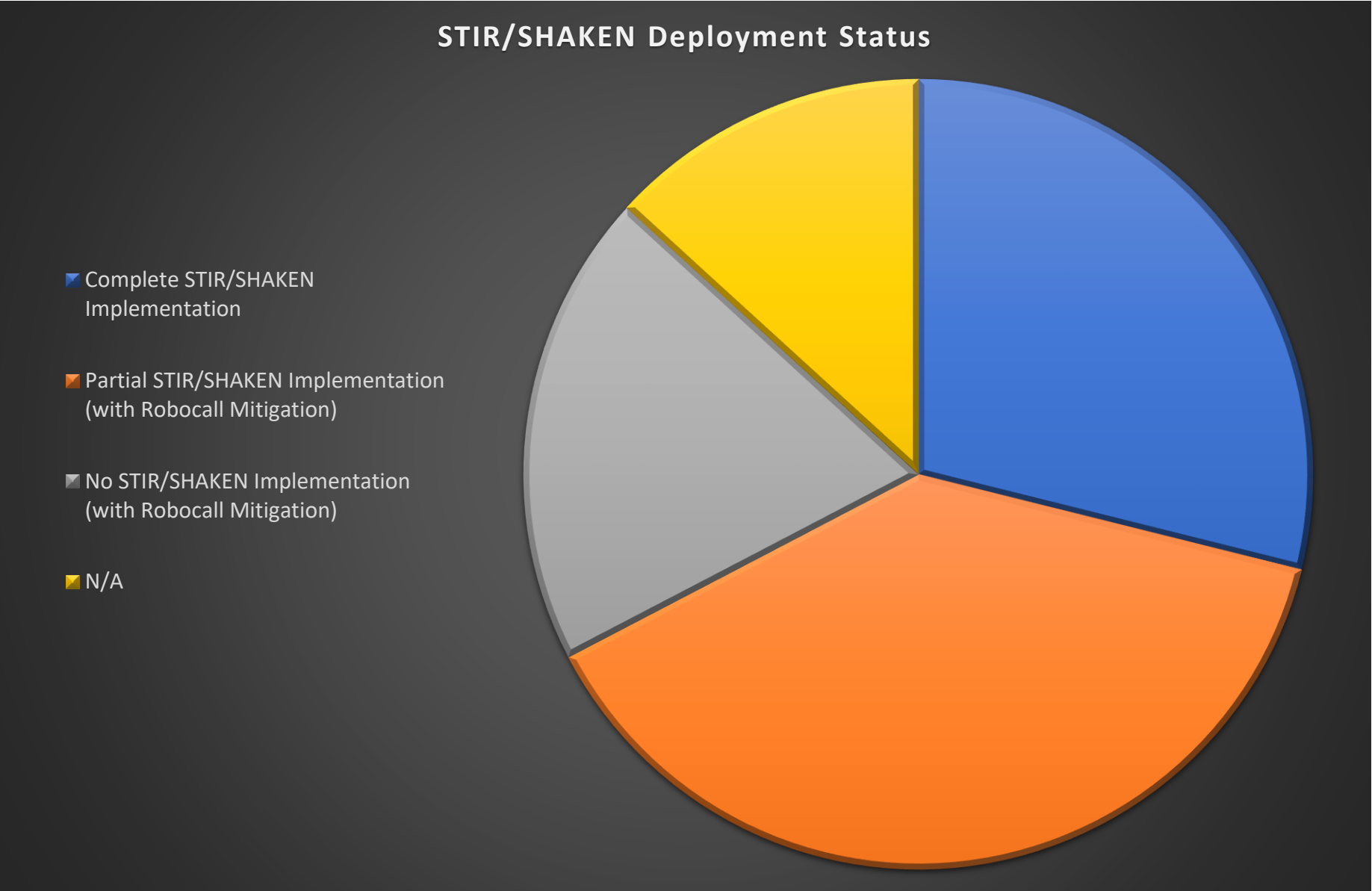


# AMAZON IMPOSTER CALLS : 40 A & B ATTESTING PROVIDERS YTD





# STIR/SHAKEN DEPLOYMENT STATUS

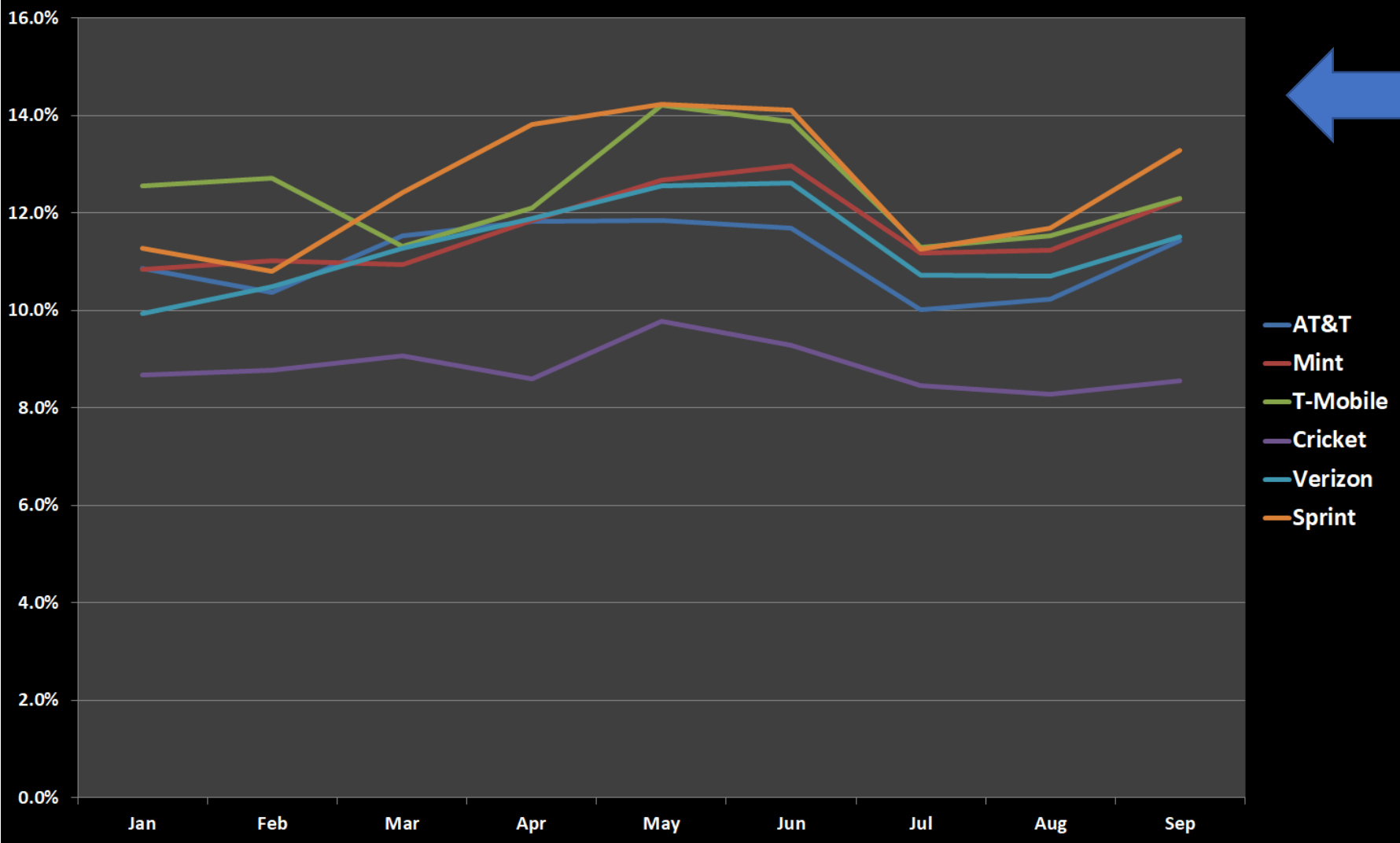


Total Count of Carriers with Robocall Mitigation Database Entries - 7,768

(Form 499a Filers)

Full – **2,244**  
Partial – **2,987**  
Not Implemented – **1,512**  
N/A - **1,026**

# PERCENT OF VERSTAT OF PASSED VALIDATION CALLS REACHING END-USER DEVICE BY CARRIER BY MONTH



% of non-mobile-originated calls with verstat reaching device has yet to exceed 1 in 6.6 calls

# USE CASE: ENTERPRISE CALL AUTHENTICATION WITH BRAND DELIVERY

