Is STIR/SHAKEN Getting the Job Done?

Monday October 17th 2022 2:30-3:30PM ET
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
ROBOCALLS IMPACTED BY ENFORCEMENT ACTION

Social Security Administration Imposter Robocalls Reaching Consumers – By Week

![Graph showing the impact of enforcement action on robocalls reaching consumers by week from 2021-04-19 to 2022-09-05.](image-url)
“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-xxxxxxxxxxxxx"
}
```

For an A-Attest, the X5U values “0XXX/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxx” 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
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

Transit SP

Originating SP1
(Does not support Enterprise signing)

Originating SP2
(Supports Enterprise signing)

Terminating SP
(Mobile/Cable/Fiber)

Neustar

BCD CNO

Policy Manager

ECC

Vetting

Enterprise

Calling Enterprise

PBX
CC/CX
SBC

BCD Data

TN List Brand Data

Enterprise STIR

STIR Passport Query

BCD Query

OSP STIR/SHAKEN

TN DB

OSP STIR/SHAKEN

OSP STIR/SHAKEN

Transit Service Provider

TSP STIR/SHAKEN

Called Consumer

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