

Frequently Asked Questions

Lumen Robocalling Initiative March 2022

FAQs – What Lumen is doing and what you need to know

What is Lumen doing?

- Lumen has deployed Robo Calling mitigation technology across our IP network
- We are currently authenticating all IP traffic within of our voice network and are compliant with the standards set by the FCC
- We are working to ensure customers continue to receive reliable, high-quality call experiences across all products in our portfolio
 - STIR/SHAKEN technology is new, so testing to confirm network reliability and quality are essential, and we want to provide seamless implementation
- Active member in the Industry Traceback Group (ITG)
 - Lumen is a leader in the ITG effort which is an industry collaboration of business providers that assists with tracing back calls to their origins and referrals to regulatory and law enforcement agencies
- Potential proactive measures:
 - Blocking invalid numbers
 - Blocking calls from “Do Not Originate” numbers
 - DID blocking for numbers being used for scam callbacks
 - Exploring solutions that can assist higher customer call completion rates
 - Enhanced caller ID capabilities
- New capabilities being evaluated and will be announced as they become available

What is STIR / SHAKEN?

- New industry standard that enables carriers to authenticate and validate caller identity on IP calls
- Helps prevent malicious caller ID spoofing and helps prevent the completion of illegally spoofed calls
- **STIR – Secure Telephony Identity Revisited**
 - Would define a signature to verify the calling number
 - Specifies how the call will be transported
- **SHAKEN – Secure Handling of Asserted information using toKENS**
 - A call authentication technology that will allow the end to end authentication of IP voice calls or VoIP
 - All calls will be delivered, but not all calls will be authenticated

Can I implement STIR/SHAKEN on my TNs?

- Lumen is implementing STIR/SHAKEN technology and will communicate with customers as appropriate. There should be no impact if properly formatted phone numbers owned by our customer is sent to Lumen. Please see lumen.com/cpnstandards

How will STIR/SHAKEN affect my traffic?

- Initially, STIR/SHAKEN is being implemented as a carrier-to-carrier application – this is an evolving standard

Will calls without authentication get blocked?

- We currently do not block solely based on STIR/SHAKEN authentication or lack of authentication
- We currently do not expect other providers to block solely based on STIR/SHAKEN authentication or lack of authentication

Does Lumen sign our customers traffic?

- Lumen signs calls it receives pursuant to the STIR/SHAKEN standard and does not represent that Lumen's signing of the calls it receives from its customers ensures its customer's compliance with associated laws or regulations. Customers should consult with their legal or regulatory council for advice associated with such compliance

When will STIR/SHAKEN be available for TDM based calls?

- Lumen is leading the industries' development of Non-IP Call Authentication technology – we will communicate with customers as the capability becomes available

What do I need to prepare in order to send STIR/SHAKEN traffic?

- Ensure that TNs adhere to the correct formatting guidelines

Do I have to register my company in the FCC Robocall Mitigation database (RMD)?

- The Federal Communications Commission (FCC) [requires](#) all voice service providers to file certifications in the [Robocall Mitigation Database](#). If you resell Lumen voice services, you should consult with legal or regulatory council about compliance.