

Frequently Asked Questions

Lumen Robocalling Initiative November 2020



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

What is Lumen doing?

- Lumen is working on deploying call STIR/SHAKEN technology
- We are currently authenticating IP traffic within portions of our voice network and continue to progress towards the goal of having all IP portions of our voice network rolled out by the end of Q2 2021.
- 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
- Provides Call Validation – 3 Levels
 - A – Full Attestation, B – Partial Attestation or C – Gateway Attestation

Can I implement STIR/SHAKEN on my TNs?

- Lumen is continuing work on implementing STIR/SHAKEN technology and will communicate with customers as appropriate

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

Can other service providers start sending STIR/SHAKEN traffic?

- In certain cases, yes. Subject to approval and testing, please refer to your Account Team

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
- For further guidance, please refer to your Account Team