



June 22, 2021

WC Docket No. 17-97

Re: Shaw Communication Inc.'s robocall mitigation practices

1. Pursuant to 47 C.F.R. § 64.6305, Shaw Communications Inc. ("Shaw") is filing this document as a supplement to its registrations in the Federal Communications Commission's Robocall Mitigation Database.
2. Shaw is a leading Canadian connectivity company. Shaw's Wireline division consists of Consumer and Business services. Consumer serves residential customers with broadband Internet, Shaw Go WiFi, video and digital phone services in British Columbia, Alberta, Saskatchewan, Manitoba, and Northern Ontario. Shaw Business provides business customers with Internet, data, WiFi, digital phone and video services. The Wireless division, operating as Freedom Mobile, provides wireless voice and LTE data services through its mobile wireless network in British Columbia, Alberta, and Ontario. Freedom Mobile also offers services under the brand name Shaw Mobile.
3. We are committed to reducing the incidence of fraud and spam robocalls. Shaw works with other telecommunications service providers and regulators to thoroughly investigate any such calls that appear to originate from our network. We will comply with all applicable regulations from the Commission with regard to foreign voice service providers.
4. Shaw has been an active participant in the development of the Secure Telephony Identity Revisited / Signature-based Handling of Asserted information using toKENs ("STIR/SHAKEN") authentication framework in Canada. We were a founding member of the Canadian Secure Token Governance Authority (CST-GA), which the Canadian Radio-television and Telecommunications Commission (CRTC) designated as Canada's STIR/SHAKEN Governance Authority in December 2019.¹ We participate in the CST-

¹ See Compliance and Enforcement and Telecom Decision CRTC 2019-403, *Establishment of the Canadian Secure Token Governance Authority*, para. 26.

GA's Technical Committee and in the CRTC Interconnection Steering Committee (CISC) Network Working Group (NTWG) TIF40 STIR/SHAKEN working group.

5. Under the CRTC's call verification and authentication framework, Canadian voice service providers have until November 30, 2021 to implement STIR/SHAKEN for Internet Protocol-based voice calls. We are currently working to implement the STIR/SHAKEN framework in both our wireline and wireless networks and will have it operational by the deadlines established by the CRTC.
6. Beyond STIR/SHAKEN, Shaw currently operates multiple call blocking platforms to reduce the volume of spam and fraudulent calls that reach our customers. These include an opt-in call filtering system on our wireline voice platform and a universal call blocking system on our wireless platform. Our universal call blocking platform reduces spam and fraudulent phone calls that purport to originate from blatantly illegitimate phone numbers that do not conform to the North American Numbering Plan.
7. Lastly, Shaw relies on the principle of 'know your customer' (KYC), especially for our enterprise and business customers. We understand the phone numbers that our customers are entitled to use under their service agreements with Shaw. We will take action against any of our customers that are misusing our services to originate fraudulent robocalls.

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