



STIR/SHAKEN Compliance

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STIR/SHAKEN is an industry-standard Caller ID authentication technology that enables subscribers to trust that callers are who they say they are, reducing the effectiveness of fraudulently spoofed calls. This authentication technology is critical in protecting Americans from scams using spoofed robocalls because it erodes the ability of callers to illegally spoof a caller ID, which is a common scam tactic used to trick Americans into answering their phones when they shouldn't.

The STIR/SHAKEN solution also allows consumers and law enforcement alike to more readily identify the source of illegal robocalls and reduce their frequency and impact.

Partner Brief - Must Read

SkySwitch submitted [its filing in the Robocall Mitigation Database](#), per FCC requirements.

Handling for SkySwitch DIDs

For calls originating from the SkySwitch network, SkySwitch will make attestation level A for calls whose Caller ID is a phone number purchased directly from SkySwitch.

Handling for BYOT

For calls originating from the SkySwitch network with BYOT assigned phone number(s), SkySwitch will make attestation level B. BYOT partners should work with their underlying carriers for guidance if they haven't already done so for their STIR/SHAKEN call handling.

SkySwitch Robocall Mitigation Plan

As part of STIR/SHAKEN enforcement, on April 20, 2021, the FCC began requiring all providers to certify in the Robocall Mitigation Database that they have fully implemented STIR/SHAKEN or have instituted a robocall mitigation program to ensure that they are not originating illegal robocalls. Our SkySwitch policies are aligned with this FCC regulation, as detailed below.

The handling policies submitted under SkySwitch's robocall mitigation program are as follows:

- Software introduced to monitor outbound voice traffic in real-time to prevent the origination of illegal robocalls.
- The software provides detailed reporting identifying suspected illegal robocalls and alerts SkySwitch if SkySwitch originates any calls where the calling number is:
 - Invalid
 - Unallocated
- SkySwitch will immediately investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If we determine that the caller was attempting to originate unlawful robocalls, then we either warn them to stop or terminate their service as appropriate.

For Partners who utilize SkySwitch Origination and Termination Services

Invalid Numbers or Offending Origination Calls:

- Currently, we are tracking calls that pass through our network with an invalid DID, and those calls are not signed with an attestation.
- In the future, calls with invalid DIDs will not be allowed to egress our Network, except 911 Calls.

STIR/SHAKEN FAQs

Will SkySwitch allow a number to be spoofed temporarily for porting In purposes?

Yes, so long as it is compliant with our robocall mitigation program.

When will SkySwitch provide attestation indicators on inbound calls?

This is currently being reviewed with our vendors and equipment manufacturers for best practices. It is our goal to implement these as soon as possible across all devices. At this time we do not have an expected release date.

How did we get to where we are today with STIR/SHAKEN?

It all points back to Caller ID spoofing by robocallers to try to dupe or defraud consumers. Most of the traffic predominantly originated on VoIP provider networks all around the world, in some cases with the audacity to spoof government telephone numbers at times. This pattern created a major initiative to stop robocalls in Canada and the US which eventually evolved into a concept called STIR/SHAKEN which is now being enforced by the CRTC and FCC.

What is STIR/SHAKEN expected to do?

STIR/SHAKEN is designed to create a measure of trust in the displayed caller name and number by authenticating the calling number. STIR/SHAKEN is NOT going to eliminate spam calls immediately, the most immediate benefit to the FCC/CRTC and Law Enforcement is having the ability to trace calls back to their Origin.

Why is it called STIR/SHAKEN?

STIR (*Secure Telephone Identity Revisited*) has been defined as a series of RFC standards used to create a digital signature key for a call by a working group within the IETF, an internet standards body. The signed call includes information about the calling party and allows for verification of the signature by the terminating provider.

SHAKEN (*Signature-based Handling of Asserted Information Using toKENs*) is the standard or handling for how STIR is to be deployed by service providers within their networks.

In the STIR/ SHAKEN framework, digital signatures also referred to as tokens shall be issued to carriers or others who own or are assigned dedicated telephone numbers. A trust factor or Attestation Level will be sent by the sending carriers in the call stream for the receiving carriers to determine how they want to handle the call. The levels are as follows:

- **“Full” Attestation A** - The provider knows the customer, they know the customer has a right to use the originating number, and they know that the call originated on their network.

- **“Partial” Attestation B** - The provider knows the customer but the customer may be using another provider's number. The call is legitimate but the provider can't fully attest because of missing info (No Token in the SIP stream).
- **“Gateway” Attestation C** - The provider can't verify the customer or phone number and has no way of knowing whether the call is legitimate, however, they attest to the call to mark that it originated on their network.

Who is required to participate in STIR/SHAKEN?

All voice providers operating in N. America. The magnitude of the implementation with all voice providers is enormous, as there are 15,000+ CLEC's in the United States operating various switching platforms for call processing via SIP and or traditional SS7 signaling. As of today, the major carriers, T-Mobile, Verizon, and ATT have begun to sign many of their calls between each other with tokens. We expect full implementation across all service providers to take quite a bit of time.

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The Essentials

Network Overview

Getting Support

Support Policy

Phone Model Support and Supported Configurations

911 & E911 Services on SkySwitch - Set up, Management & Testing

Email Whitelist

Managing Methods of Payment at SkySwitch

How to Submit a Call Trace

Star Codes and Features

Reserved Number Space

Reserved Extensions Suffixes

SkySwitch Fax ATA - RMA Process

Accessing & Navigating the Partner Ticketing Portal



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STIR/SHAKEN Compliance

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[SkySwitch CPNI Policy and FAQs](#)

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[ENF \(Emergency Number Forwarding\) Portal](#)

[Robocall Mitigation Database Filing Requirements](#)

[Incident Resolution and Notification Process](#)

[SkySwitch Release Notes](#)

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[BYOT vs. SkySwitch Services Comparison](#)

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