

Frequently Asked Questions

LumenSM Robocalling Initiative July 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 expect to be able to begin “authenticating” calls originating on the IP portions of our voice network by Q3 2020.
- 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 ensure network reliability and quality are essential, and we want to ensure seamless implementation.
- Active member in the Industry Traceback Group.
 - Lumen is a leader in the ITG effort
 - ITG can help track illegal calls to their origin
- Future proactive measures:
 - Blocking invalid numbers
 - Blocking calls from “Do Not Originate” numbers
 - DID blocking for numbers being used for scam callbacks
 - Exploring a multi-homing solution that can assist with higher call completion rates
 - Enhanced caller ID capabilities
- New capabilities being evaluated and will be announced over the next year.

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** – **S**ecure **T**elephony **I**ntity **R**evisited.
 - Would define a signature to verify the calling number
 - Specifies how the call will be transported

- **SHAKEN** – **S**ecure **H**andling of **A**sserted information using **t**o**K**ENs
 - 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 call 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?

- STIR/SHAKEN is purely a carrier-to-carrier application – none of it is an end user function.

Why are my calls getting blocked?

- We’re not doing any blocking on our network.
- If blocking occurs to a call, it’s happening downstream, most likely with the terminating carrier.

Can I start sending STIR/SHAKEN traffic?

- In certain cases, yes. Subject to Product approval for testing.

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

- Mid 2021

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

- Ensure that TNs adhere to the correct formatting guidelines
 - Globalized E.164 format for VoIP traffic
 - FROM header must start with a character 0-9, no alpha characters
 - For further guidance, please refer to Sales Engineering

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