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 – 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 tKENs
  - 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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