



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

November 5, 2018

Sundar Pichai, CEO  
Google LLC  
1600 Amphitheatre Parkway  
Mountain View, CA 94043

Dear Mr. Pichai,

Thank you for Google's commitment to implement a robust call authentication framework as quickly as possible. Stopping unwanted robocalls is the Commission's top consumer protection priority, and ending caller ID spoofing is essential to that effort. Caller ID spoofing enables scammers to defraud Americans and hide from law enforcement. The Commission has been pursuing solutions to this vexing problem through policymaking, enforcement actions, and collaborative efforts with other regulators and industry. For example, the Commission has issued forfeitures totaling more than \$200 million since 2017 for mass spoofing schemes in violation of the Truth in Caller ID Act. But to end Caller ID spoofing, we need a robust call authentication framework, in which providers "sign" calls to vouch for their authenticity.

The Commission and industry have made significant progress in developing a call authentication framework. The Internet Engineering Task Force, Alliance for Telecommunications Industry Solutions (ATIS), SIP Forum, and other organizations have worked for several years to develop the protocols and standards to authenticate and verify caller identification for calls carried over an IP network, resulting in a set of protocols known as Signature-based Handling of Asserted Information Using toKENs (SHAKEN) and the Secure Telephone Identity Revisited (STIR). In July 2017, the Commission issued the Call Authentication Trust Anchor Notice of Inquiry, seeking comment on the implementation and governance of the SHAKEN/STIR framework. In May 2018, the North American Numbering Council (NANC), an FCC federal advisory committee on numbering policy, issued recommendations on the SHAKEN/STIR system, including the selection criteria for a SHAKEN/STIR Governance Authority. NANC responded with a proposed timeline for adoption and deployment of SHAKEN/STIR in 2019. This summer, ATIS has convened a Governance Authority, which is currently moving forward in the creation and selection of the Policy Administrator. The Policy Administrator will apply the rules set by the Governance Authority and oversee the certification process.

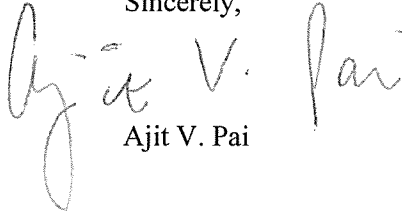
To help our staff understand the steps you are taking to implement the SHAKEN/STIR framework, please provide your timeline for deployment of a call authentication system to ensure all the calls your customers originate or you carry from other carriers are appropriately signed. Once deployed, what information do you intend to provide to consumers to identify improperly signed or unsigned calls? In addition to your efforts to implement a robust call authentication framework, what other steps is Google taking to reduce the number of illegally spoofed calls your customers receive? Are you taking steps to stop transmitting illegally spoofed calls from your customers?

Please send your detailed response by November 19, 2018 by email to [Deborah.Salons@fcc.gov](mailto:Deborah.Salons@fcc.gov) and via the FCC's Electronic Comment Filing System in WC Docket No. 17-97. If you have any

questions regarding this letter, please contact Deborah Salons in the Wireline Competition Bureau, Competition Policy Division, at (202) 418-0637 or [Deborah.Salons@fcc.gov](mailto:Deborah.Salons@fcc.gov).

Thank you for your efforts and your continued work in this area. It is a challenging task, but I'm confident that we can protect Americans from illegal spoofed robocalls if all of us work together.

Sincerely,

A handwritten signature in black ink that reads "Ajit V. Pai". The signature is written in a cursive style with a large initial 'A' and a long tail on the 'i'.

Ajit V. Pai