

Media Contact:

Will Wiquist, (202) 418-0509
will.wiquist@fcc.gov

For Immediate Release**FCC ESTABLISHES PROCESS FOR REVIEWING DISPUTES OVER PARTICIPATION IN CALLER ID AUTHENTICATION SYSTEM*****Agency Ensures Due Process for Providers That May Be Non-Compliant with FCC STIR/SHAKEN Rules***

WASHINGTON, August 5, 2021—The Federal Communications Commission today adopted new rules establishing a fair and consistent process by which it can review actions affecting a voice service provider’s ability to comply with our anti-spoofing caller ID authentication rules. FCC rules require broad implementation of the STIR/SHAKEN caller ID authentication framework on voice service providers’ IP networks. To participate in STIR/SHAKEN, a provider must possess a digital “token” which the private Governance Authority that oversees the STIR/SHAKEN framework may revoke. Today’s action creates a process for providers aggrieved by such a decision to appeal to the FCC, ensuring due process and fair oversight for all providers that participate in the STIR/SHAKEN ecosystem.

Following the FCC’s June 30, 2021 deadline, all major phone companies are now using the STIR/SHAKEN caller ID authentication framework in their IP networks. To combat illegal spoofing, the STIR/SHAKEN standards serve as a common digital language used by phone networks, allowing valid information to pass from provider to provider. This allows most caller ID information to be verified from end-to-end, or, if it is not verified, for providers and third-party consumer protection services like call blocking apps to use that information to inform call blocking or warning services to protect customers.

To oversee STIR/SHAKEN, the private Governance Authority serves as a critical part of the STIR/SHAKEN ecosystem. The Governance Authority, which is led by a cross section of leading industry representatives, can withdraw a provider’s permission to participate in the STIR/SHAKEN framework by revoking a provider’s token. The Governance Authority may revoke a token if a provider originates or transmits spoofed calls despite having implemented STIR/SHAKEN or otherwise violates the policies governing token use. The revocation process is necessary to guard against bad actors and protect the public from illegal spoofing. At the same time, the revocation process allows a private entity to place another private entity out of compliance with the law without federal government oversight. The Report and Order adopted today allows providers to appeal such a decision by the Governance Authority to the FCC itself and allows third-party participation in such proceedings, ensuring fairness, due process, and proper oversight of Governance Authority decisions.

The widespread implementation of STIR/SHAKEN is a major step forward in the FCC’s fight against malicious spoofing and scam robocalls. At the same time, consumers should remain

vigilant against scammers given that some small providers and all non-IP-based portions of phone networks do not yet use STIR/SHAKEN.

Action by the Commission August 5, 2021 by Report and Order (FCC 21-93). Acting Chairwoman Rosenworcel, Commissioners Carr, Starks, and Simington approving. Acting Chairwoman Rosenworcel issuing a separate statement.

WC Docket No. 17-97, 21-291

###

Media Relations: (202) 418-0500 / ASL: (844) 432-2275 / Twitter: @FCC / www.fcc.gov

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).