

**STATEMENT OF  
ACTING CHAIRWOMAN JESSICA ROSENWORCEL**

Re: *Promoting Caller ID Authentication to Combat Illegal Robocalls*, WC Docket No. 17-97,  
*Appeals of the STIR/SHAKEN Governance Authority Token Revocation Decisions*, WC Docket  
No. 21-291, Third Report and Order (August 5, 2021).

It was a little over a month ago, on June 30, that the Federal Communications Commission required carriers across the country to put in place a call authentication system known as STIR/SHAKEN. Maybe you didn't take note of it when it happened. But you will benefit from it if you have a phone. That's because STIR/SHAKEN is a technology that helps protect against robocalls. And the more of it we put into our networks, the fewer junk calls we'll all receive.

The STIR/SHAKEN framework depends on carriers holding a digital token provided by the private Governance Authority. If a carrier abuses the system, the Governance Authority can revoke the token, meaning that the carrier cannot use STIR/SHAKEN and would fall out of compliance with our rules. Because due process matters, we clarify here the precise procedure to allow carriers with revoked tokens to appeal their decision to the FCC. This is the right thing to do.

But make no mistake: if carriers fail to properly put in place the technology they are required to use to prevent robocalls, they will hear from us.

I'd like to thank the Robocall Response Team and the staff who worked on this decision, including Pam Arluk, Michele Berlove, Matthew Collins, Lynne Engledow, Justin Faulb, Victoria Goldberg, Alexander Hobbs, Dan Kahn, Jonathan Lechter, Albert Lewis, Kris Monteith, and Gil Strobel of the Wireline Competition Bureau; Jerusha Burnett, Aaron Garza, Kurt Schroeder, Mark Stone, and Kristi Thornton of the Consumer and Governmental Affairs Bureau; Kim Cook and Jim Schlichting of the International Bureau; Ken Carlberg of the Public Safety and Homeland Security Bureau; Eugene Kiselev, Giulia McHenry, Chuck Needy, Eric Ralph, and Emily Talaga of the Office of Economics and Analytics; and Michele Ellison, Richard Mallen, Linda Oliver, William Richardson, and Derek Yeo of the Office of General Counsel.