How to Control your DID's and Updates to STIR/SHAKEN

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Introduction. We are joined again by:

- **Rick Knight, Executive Vice President Sales and Marketing**
  Peerless Network, Inc.
  - **RKnight@peerlessnetwork.com**

- **Hayes Nelson, Chief Revenue Officer**
  ATL Communications
  - **hnelson@atlc.com**

- **Matt LaHood, Managing Principal of Telecommunications Industry**
  CliftonLarsonAllen LLP
  - **Matt.Lahood@CLAconnect.com**

Summary of Services: Peerless

- Rick Knight

ATL Communications: Porting and DID Control

- ATL is an independent, carrier-neutral, Responsible Organization, and Service Bureau managing millions of toll-free and local numbers.

- We give the telecom industry, services providers, enterprise businesses, and their consumers ONE solution that makes Local Number Porting and Toll-Free Number management, simple, fast, reliable, and secure.
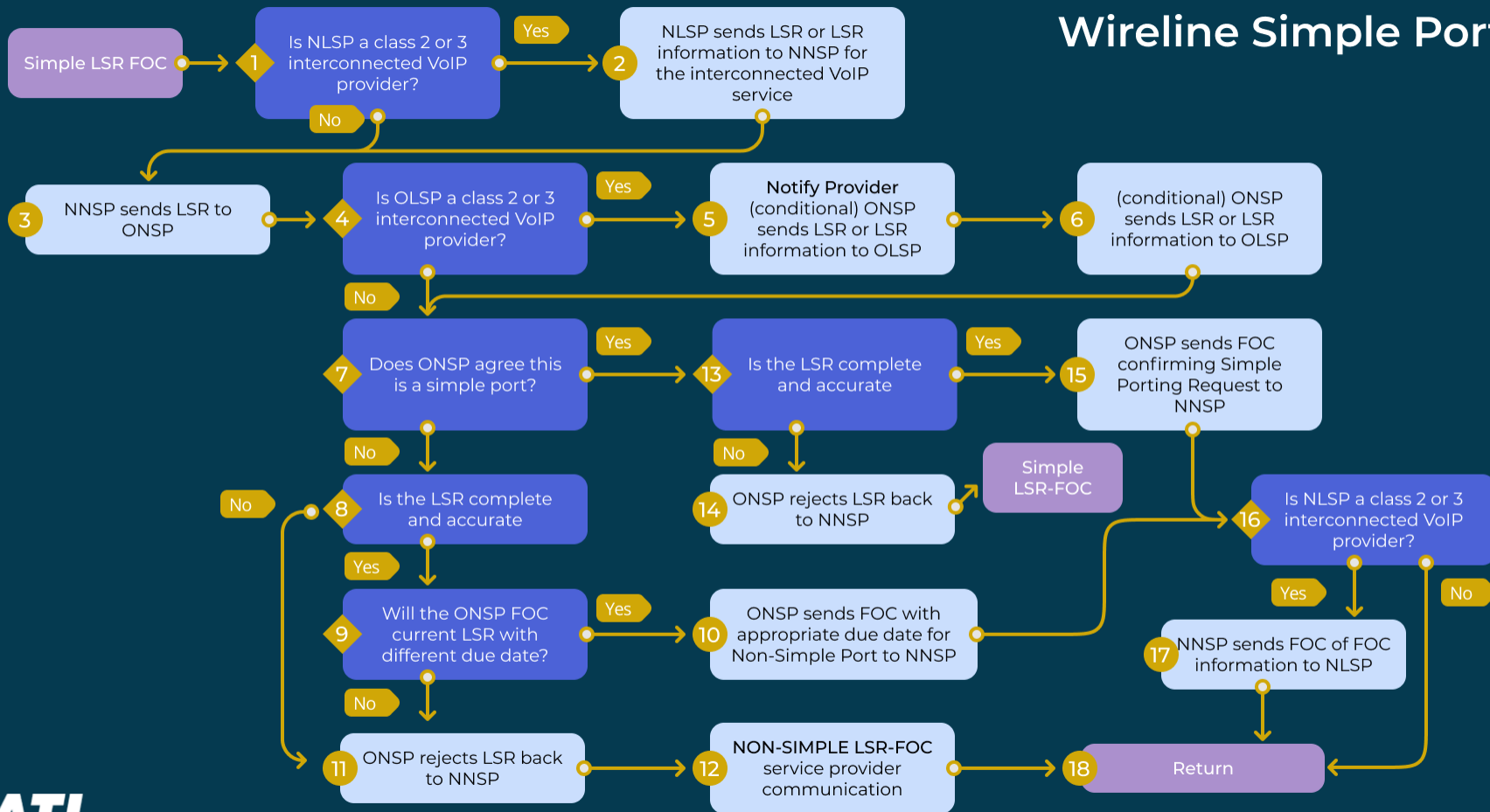
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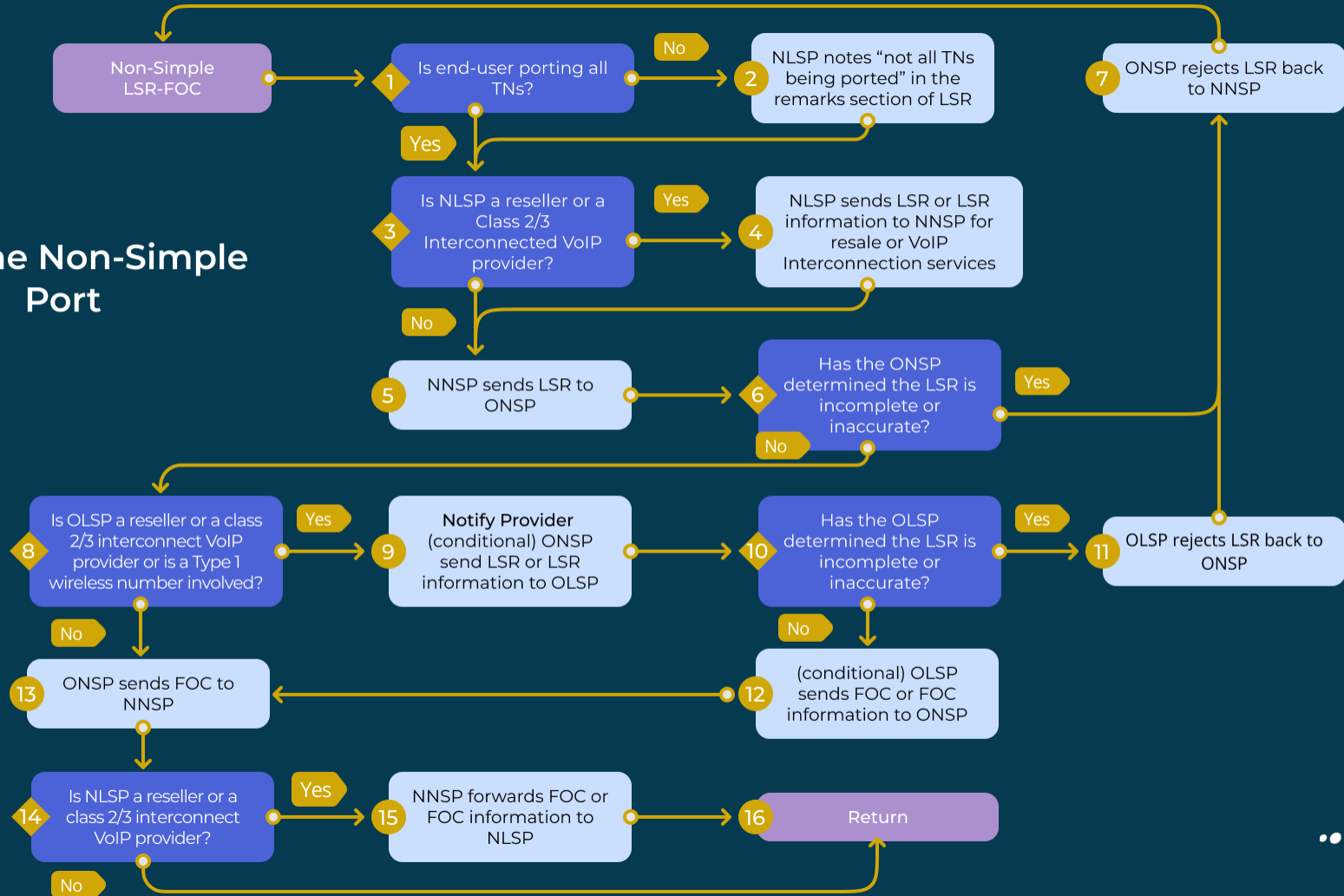
Porting Simplifed.

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Get Control of Your Numbers

- True redundancy through the diversification of service providers and networks

- Freedom to choose to work with the telecom service providers that serve you and your customers best

- Control and protection through gaining your own unique RespOrg ID (Tollfree)

- More control of your Customer Experience
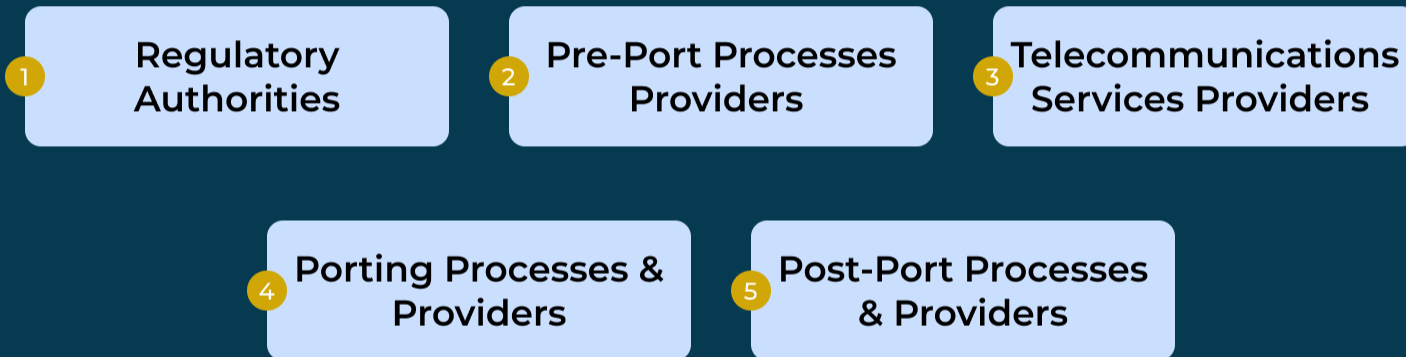
- Operational consistency

Wireline Simple Port

Simple LSR FOC

1. Is NLSP a class 2 or 3 interconnected VoIP provider? — Yes → 2. NLSP sends LSR or LSR information to NNSP for the interconnected VoIP service

No ↓

3. NNSP sends LSR to ONSP → 4. Is OLSP a class 2 or 3 interconnected VoIP provider? — Yes → 5. Notify Provider (conditional) ONSP sends LSR or LSR information to OLSP → 6. (conditional) ONSP sends LSR or LSR information to OLSP

No ↓

7. Does ONSP agree this is a simple port? — Yes → 13. Is the LSR complete and accurate — Yes → 15. ONSP sends FOC confirming Simple Porting Request to NNSP

7 No ↓
13 No ↓ → 14. ONSP rejects LSR back to NNSP

Simple LSR-FOC

8. Is the LSR complete and accurate — No →

16. Is NLSP a class 2 or 3 interconnected VoIP provider?

8 Yes ↓

9. Will the ONSP FOC current LSR with different due date? — Yes → 10. ONSP sends FOC with appropriate due date for Non-Simple Port to NNSP

16 Yes ↓ → 17. NNSP sends FOC of FOC information to NLSP

16 No →

9 No ↓

11. ONSP rejects LSR back to NNSP → 12. NON-SIMPLE LSR-FOC service provider communication → 18. Return

17 ↓ → 18. Return

Wireline Non-Simple Port

Non-Simple LSR-FOC

1. Is end-user porting all TNs?
   - No → 2. NLSP notes "not all TNs being ported" in the remarks section of LSR
   - Yes → 3. Is NLSP a reseller or a Class 2/3 Interconnected VoIP provider?
     - Yes → 4. NLSP sends LSR or LSR information to NNSP for resale or VoIP Interconnection services
     - No → 5. NNSP sends LSR to ONSP

6. Has the ONSP determined the LSR is incomplete or inaccurate?
   - Yes → 7. ONSP rejects LSR back to NNSP
   - No → 8. Is OLSP a reseller or a class 2/3 interconnect VoIP provider or is a Type 1 wireless number involved?
     - Yes → 9. Notify Provider (conditional) ONSP send LSR or LSR information to OLSP
       → 10. Has the OLSP determined the LSR is incomplete or inaccurate?
         - Yes → 11. OLSP rejects LSR back to ONSP
         - No → 12. (conditional) OLSP sends FOC or FOC information to ONSP
     - No → 13. ONSP sends FOC to NNSP

13. ONSP sends FOC to NNSP
   → 14. Is NLSP a reseller or a class 2/3 interconnect VoIP provider?
     - Yes → 15. NNSP forwards FOC or FOC information to NLSP → 16. Return
     - No → 16. Return

Porting Ecosystem

1 Regulatory Authorities

2 Pre-Port Processes Providers

3 Telecommunications Services Providers

4 Porting Processes & Providers

5 Post-Port Processes & Providers

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Regulatory Authorities

The governing bodies, companies, and groups that create, maintain, and develop the processes, procedures, and databases for (LNP) Local Number Porting.

(FCC) Federal Communications Commission

The FCC governs, creates tariffs, creates laws and appoints for the NPAC and NANPA.

NANPA / Somos, Inc.

(North American Numbering Plan Administrator)
Somos is contracted with the FCC and responsible for the assignment of local numbers, area code relief planning, the collection of utilization and forecast data. They supply, issue and control local phone numbers

NPAC / iconectiv

(Number Portability Administration Center)
Iconectiv is contracted with the FCC to creates and maintain the framework that governs and allows for local number portability. This framework, or central database, is utilized and is the Source Of Truth to port, lookup, route, rate, and bill calls for local phone numbers.

Pre-Port Processes Providers

The processes and procedures involved before the number activation and the companies that provide these services.

| Lookup the number owner/SPID (dip it) | Trading Partner Profiles Exchange (TPP) | Request Customer Service Record (CSR) | Submit Local Service Request (LSR) | Get Firm Order Confirmation (FOC) | Create Subscription Version with NPAC (SV) |
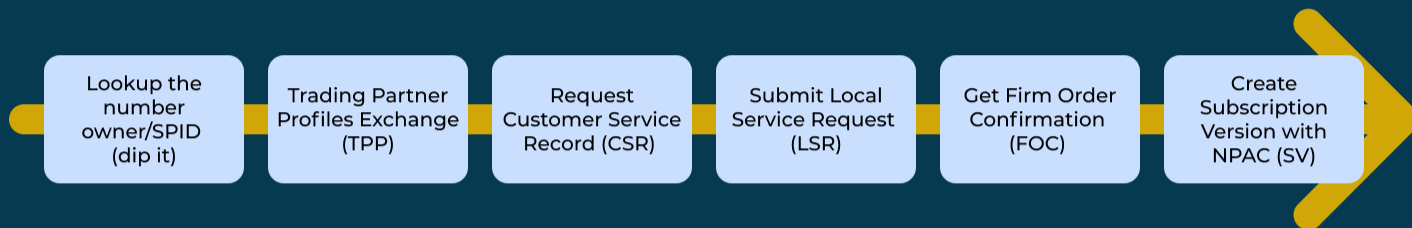
(TPP) Trading Partner Profile Exchange

The operational rules and agreement between carriers to send/receive phone numbers to/from each other

→ **(CSR) Customer Service Record**

Request for current line information, details, and configuration. (optional)

→ **(LSR) Local Service Request**

Submitted to the losing service provider containing account information, porting phone numbers, requested date, new SPID

→ **(FOC) Firm Order Commitment**

The earliest agreed upon date when numbers can be migrated

Fallout

LSR rejection because of any error. Needs correction and resubmission to the losing carrier

PortControl by ATL Communications

PortControl exclusively offers exploratory numbering data querying tools providing eligible parties the ability to look-up LRN, SPID, Block, Code, History, and Contamination of local numbers, as well as data on toll-free numbers through it's Explore function.

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Porting Processes & Providers

The processes needed to complete a port in or port out of a number to/from a network, the information that is sent to update the central database for number portability, and the companies that offer these services. These providers are typically SOA providers, or clearinghouse service providers.

PortControl by ATL Communications

Order-based local number porting solution providers offering a solution to create, modify, and activate subscriptions that are broadcasted to the NPAC central database for carrier routing

(SV) Subscription Version

Information outlining who is gaining the number, losing the number, the modality (wireline to wireline, wireless to wireline, etc.) of the transfer, and which location routing number (LRN) the number should be associated with upon transfer

SV Create
Creating the subscription version in the NPAC central database

SV Modify
(Optional) modifying the subscription version in the NPAC central database

SV Activate
Number is activated on new carrier and this change is broadcasted to NPAC so other providers may update routing

Telecommunications Service Providers

The processes that are needed to activate in a switch and allow for traffic to begin with-in that network provider. Network Providers are RBOCs, CLECs, ILECs, and interconnected VoIP providers.

Routing Profiles

Set-up routing configuration to decipher routing through IP routing or PSTN routing.

Switch Provisioning

Provision in carriers switch to ensure calls complete upon service activation.

peerless network

Robocall Mitigation Database

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Robocall Mitigation Database

Keyword Search

Business Name	Previous Business Names	Business Address	Other DBA Name(s)	Foreign Voice Service Provider	Implementation ∧	Intermediate Provider	Robocall Mitigation Contact Name	Contact Title	Contact Department	Contact Business Address	Contact Telephone Number	Contact Email	Attachment Link
Peerless Network	none	222 S Riverside Plaza Suite 1900 Chicago IL 60606	none	No	Complete STIR/SHAKEN Implementation	false	Tony Hiller	EVP, Operations and Engineering	Operations and Engineering	222 S Riverside Plaza Chicago IL 60606	(888) 380-2721	support@peerlessnetwork.com	
Peerless Network	None	222 S Riverside Plaza Chicago Illinois 60606	None	N/A	N/A	true	N/A	N/A	N/A	N/A	N/A	N/A	

< > Rows 1 - 2 of 2

FCC's Robocall Mitigation Database

Post-Port Processes & Providers

The applicable databases, information, and functionality that is completed after a number is ported in or ported out.

Post-Port Services

Upon completing a port, the following databases should be updated for accuracy, if needed:

911 / Enhanced 911 — Used by emergency services to determine your location

(CNAM) Caller Name — CallerID data that is displayed after the receiving carrier queries a database they subscribe to

(DL) Directory Listings

Modify, add, change, and delete directory listing data based on the phone numbers within a specific network or networks. This information is then distributed to publishers and local search partners by the provider

Port Control Process

1 **Pre-Port**

2 **Port**

3 **Post-Port**

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Recent STIR/SHAKEN Requirements

Quick overview of two requirements to the Order

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Two New Requirements

- <u>Robocall Mitigation Plan</u>-Responding to a database with procedures to identify robocall sources and limiting their use.

- <u>Reassigned Number Database</u>-a repository, administered by NANPA and the FCC, to give carriers knowledge of TN's that should not be in use.

  - Both are efforts to track and trap spoofed and other forms of number fraud.

Robocall Mitigation Certification with FRN

1. Certification must be submitted to the FCC database by June 30th

   Choose one

   - ☐ Option 1: Complete STIR/SHAKEN Implementation

   - ☐ Option 2: Partial STIR/SHAKEN Implementation – Performing Robocall Mitigation

   - ☐ Option 3: No STIR/SHAKEN Implementation – Performing Robocall Mitigation

2. On September 28th, service providers **must block** all calls from service providers that are not in the FCC database.[2]

Key to the September 28th Action

- o If you are controlling the call;

- o If you have taken authority of the DID (IPES/Active SPID on BIRRDS);

- o If you are identified in the routing plan;

- You are recognized as the Service Provider and your calls may be denied termination by a terminating service provider who is performing to the order.

- If you are unsure of your role as a service provider reseller it is time you confirm the role your service provider (wholesale supplier, white label platform) is taking on your DIDs and terminations.

FCC Guidance on the Robocall Mitigation Plan

- No instructions from the FCC
  - It must work.
    - "includes detailed practices that can reasonably be expected to significantly reduce the origination of illegal robocalls."[1]
  - It must be implemented.
    - "the voice service provider must comply with the practices it describes"[2]
  - Cooperate with the US Telecom Traceback Group

About the ITG (Industry Traceback Group)

- Providers do not need to proactively register with the ITG

- If the provider has not previously received a traceback request, the ITG will rely on contact information provided from the provider's downstream partner to send the traceback request,

- after an initial request the provider can choose to register additional emails to receive the requests.

CLA's Expectations

- If you are a reselling Service Provider
  - You purchase your services from an intermediary or wholesale platform,
  - You do not interact with either iconectiv nor a transport carrier like Peerless Network, Bandwidth.com, Level3 directly to activate DID's
  - Your host provider has the responsibility to the RMP and Traceback.
- If after September 28th your customers experience call blocking or call incompletion, you should check your supplier to ensure they are registered and compliant.

Reassigned Number Database

- This directive involves everyone participating as a carrier and even identifies service provider resellers to participate.

- The purpose of this effort is to notify carriers receiving traffic from a DID/TN that the carrier in possession considers the number disconnected.

- The structure of the database and it's reporting method actually most likely will not reject multiple instances of the same number reported by you and your wholesale provider.

Service Provider Resellers

- If you have <u>administrative control</u> over your DID's in a switch you own (routing and assignment) <u>you are responsible</u> to this order without question.

- If your SP allows you to deactivate on their platform you may want to ensure they are registered and performing before you assume you have no responsibility.

- If you have less than 100,000 DID's managed, you have until 10/15 to register and report.

Due Dates and Sites

- RND requires a registered certificate to perform.

- The requirement is active and reports are due no less than 2 days after the 15th of each month (started 4/15).

- Reporting of reassigned numbers are incremental, report disconnected DID's only once.

- Report every month even if there are no numbers to report.

- The website to register and perform:
  https://www.reassigned.us

Unsure of What to Do?

- Contact CLA's AOCN Group to review your network of services, SP's and requirements (and/or)

- Reach out to your Service Provider(s) to understand their response plan and coverage for your requirements.

- Be prepared to receive notices from the FCC on lack of registration to the Reassigned Number Database if you do not act to add your company to the registry.