**ATIS/SIP Forum IP NNI Task Force**

**Denver, Colorado**

**August 2-3, 2017**

**Contribution**

**TITLE: Proposed Outline for the Display of Verified Caller ID**

**SOURCE\*: Hala Mowafy (Ericsson) and Jonathan Nelson (Hiya)**

**ISSUE NUMBER:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Abstract**

This contribution introduces a proposed outline for sections 6 and 7 of the *“Technical Report on a Framework for Display of Verified Caller ID”* [IPNNI-2017-00019R2]. It outlines the different combinations of network data and analytics that help shape the display to the end user.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ATIS-0x0000x**

ATIS Standard on

**ATIS Technical Report on a Framework for Display of Verified Caller ID**

**Alliance for Telecommunications Industry Solutions**

Approved Month DD, YYYY

**Abstract**

This document provides a Technical Report on Originating Party Spoofing in IP Communication Networks. It describes problems associated with originating party spoofing in IP communication networks, identifies potential mitigation options, analyze pros and cons of mitigation options.

**Foreword**

The Alliance for Telecommunications Industry Solutions (ATIS) serves the public through improved understanding between carriers, customers, and manufacturers. The [**COMMITTEE NAME**] Committee [**INSERT MISSION**]. [**INSERT SCOPE**].

The mandatory requirements are designated by the word *shall* and recommendations by the word *should*. Where both a mandatory requirement and a recommendation are specified for the same criterion, the recommendation represents a goal currently identifiable as having distinct compatibility or performance advantages. The word *may* denotes a optional capability that could augment the standard. The standard is fully functional without the incorporation of this optional capability.

Suggestions for improvement of this document are welcome. They should be sent to the Alliance for Telecommunications Industry Solutions, [**COMMITTEE NAME**], 1200 G Street NW, Suite 500, Washington, DC 20005.

At the time of consensus on this document, [**COMMITTEE NAME**], which was responsible for its development, had the following leadership:

[**LEADERSHIP LIST**]

The **[SUBCOMMITTEE NAME]** Subcommittee was responsible for the development of this document.

**Revision History**

| **Date** | **Version** | **Description** | **Author** |
| --- | --- | --- | --- |
|  |  |  |  |

**Table of Contents**

[INSERT]

**Table of Figures**

[INSERT]

**Table of Tables**

[INSERT]

# Scope, Purpose, & Application.

# Normative References

The following standards contain provisions which, through reference in this text, constitute provisions of this Standard. At the time of publication, the editions indicated were valid. All standards are subject to revision, and parties to agreements based on this Standard are encouraged to investigate the possibility of applying the most recent editions of the standards indicated below.

# Definitions, Acronyms, & Abbreviations

For a list of common communications terms and definitions, please visit the *ATIS Telecom Glossary*, which is located at < <http://www.atis.org/glossary> >.

# Architecture

Editor’s note: add figure illustrating various access technologies and a variety of device types (UEs).

# Signaling of Verified Caller ID

# Display Guidelines for All IP Networks and Devices

With the implementation of STIR/SHAKEN and certificate governance models, specific data will be signaled between networks which could help assess the risk associated with each call.

It is important to realize that this information signaled between networks (such as attestation levels and certification information) is **not meaningful or suitable to be displayed to the end user**. However, when further analytics are applied to that information, a more useful "communication" can be formulated and presented to the end user.

The factors contributing to the final display and the possible display options are the subject of the present document.

The guidelines in the present section are provided for screen-based devices, such as smartphones, operating an all-IP network.Considerations for other scenarios of analog devices served by IP networks, or by circuit-switched networks will be discussed in Section 7.

## Entities that shape the display

Multiple entities contribute to the ultimate message delivered to the user about the trust level of incoming calls.

Each entity may be responsible for specific data that is signaled, processed, or displayed at different points in the call setup.

Editor's Note: This section proposes the following entities as the key contributors to the ultimate display and the role each one plays. Other entities may be added in the future, if deemed necessary.

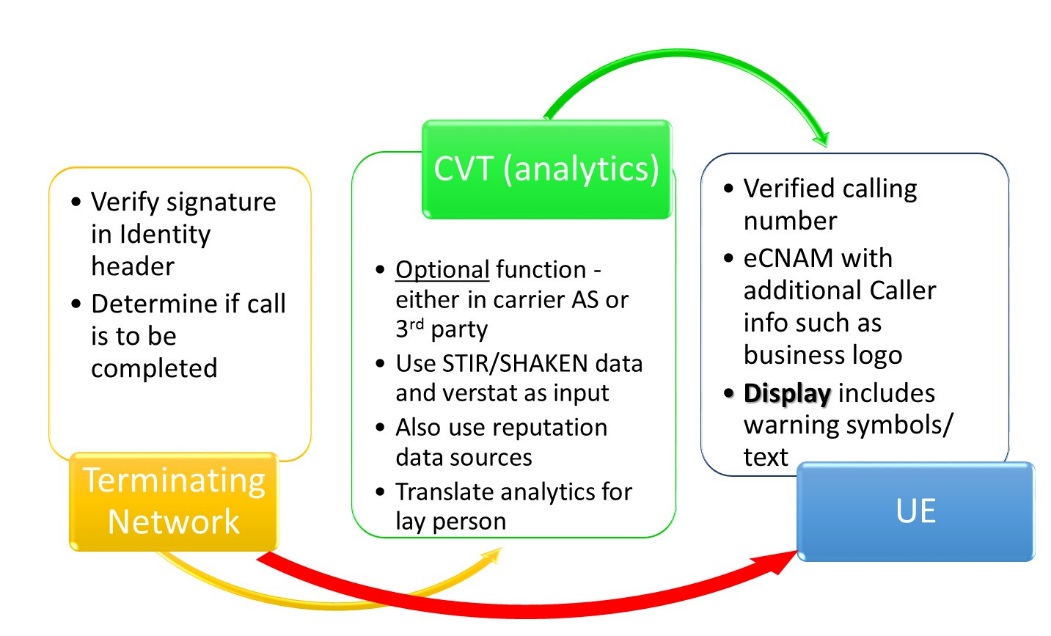


Figure 2. Entities Contributing to Ultimate Display

### IP Network

The originating network is responsible for signaling the Identity header containing the pertinent claims and attestations about the calling number, per draft-ietf-stir-rfc4474bis and ATIS-1000074.

The terminating network is responsible for verifying the received claims. Results of the verification are inserted by the AS in the "verstat" tel URI parameter (defined in 3GPP TS 24.229) to provide the UE with the calling identity number verification status in an initial INVITE request.

### Call Validation Treatment (CVT) or Analytics

CVT is a function that analyzes data to ascertain the level of risk associated with the incoming call. CVT may be implemented as part of the terminating network (e.g., in an AS) or by a third-party that partners with the service provider, or in association with a UE application. CVT applies different algorithms to data it obtains on the TN in question. CVTs typically access a multitude of data sources on each TN to improve the accuracy of its results.

### User Equipment (UE)

This section assumes a wireless handset with a screen display that is compliant with Verstat requirements in 3GPP standards.

## Assumptions

1. The guidelines herein are limited in scope to consumer services, and not business verification services.
2. Network data and/or analytics may not be available/implemented at all times in all networks.
3. When an end user subscribes to an analytics service, the end user understands that the assessment is predicated on the statistical evaluation of data available on the current call along with data on other similar calls. Consequently, he/she may receive false positive and false negative messages on some of their incoming calls.

## Available Call-related Information

The data outputs from the network and CVT will be at the center of the message delivered to the user (e.g., warning or other). The CVT or analytics function may be in a better position to process and assess the trust level of incoming calls.



Therefore, it is recommended that attestation levels and identifiers from SHAKEN be made available to the CVT function by the appropriate carrier and according to local policies.

Making more information available to the CVT algorithms is likely to yield more accurate results for the user.

## Recommended Data Treatment and Display Options

1. In the absence of an analytics service, a warning (symbols and text) should be displayed to the user if verification fails, independent of the attestation level. Otherwise, for other values of verification, the user should receive a normal call profile based on the services they subscribe to.
2. If an analytics service is available/used, a warning should be displayed to the user if verification fails, independent of the attestation level.
3. STIR/SHAKEN and verification information should be made available to the CVT (analytics), when available.

Table X+1: Summary of Proposed Displays to the User

|  |  |  |  |
| --- | --- | --- | --- |
| Attestation (by the originating end) | Verification (by the terminating network) of the originator's signature/cert | Availability of Analytics | Message presented to the User |
| A - Full | Passed | Not Available | Normal call profile |
|  | Available | Display analytics results\* |
| Failed | Not Available | Warning\*\* |
|  | Available | Display analytics results\* |
| No Verification performed | Not Available | Normal call profile |
|  | Available | Display analytics results\* |
| B - Partial | Passed | Not Available | Normal call profile |
|  | Available | Display analytics results\* |
| Failed | Not Available | Warning\*\* |
|  | Available | Display analytics results\* |
| No Verification performed | Not Available | Normal call profile |
|  | Available | Display analytics results\* |
| C - Gateway | Passed | Not Available | Normal call profile |
|  | Available | Neutral display with analytics results |
| Failed | Not Available | Warning\*\* |
|  | Available | Display analytics results\* |
| No Verification performed | Not Available | Normal call profile |
|  | Available | Display analytics results\* |
| Not A, B or C. No Attestation performed (e.g., early stages when carrier hasn't implemented STIR/SHAKEN) | *Nothing to sign – is that a "Fail"* | Not Available | Normal call profile |
|  | Available | Display analytics results\* |

\* This assumes the STIR/SHAKEN data was provided as input to the analytics service. Analytics results include additional information on the caller, and may include a warning.

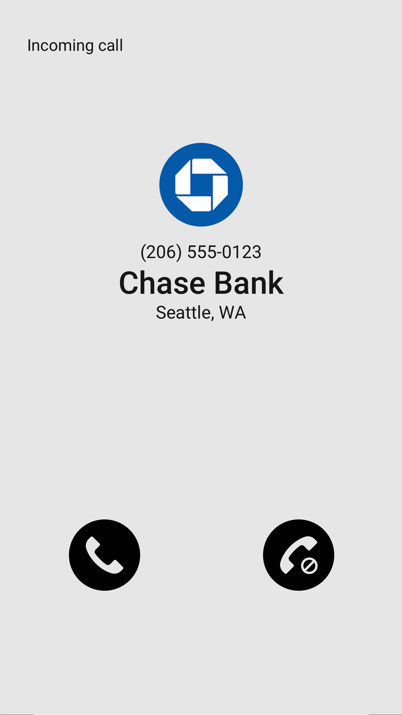
\*\* Some service providers may – based on consumer choice and consent - block these marked calls instead of completing them with a warning.

## Example Displays

These examples are provided for the illustration and enhancement of the scenarios listed in the above table.

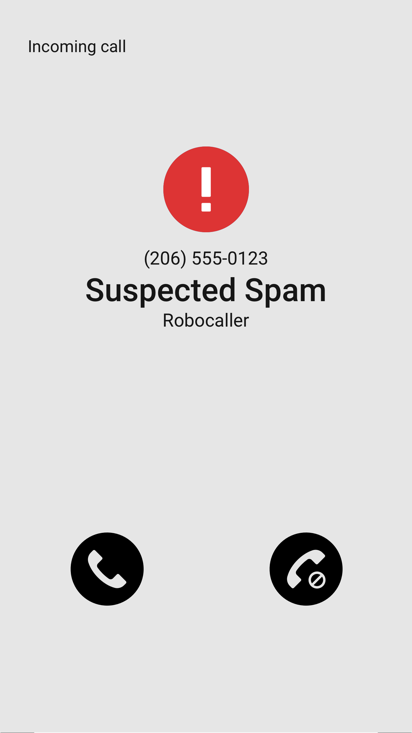
### Full Attestation and Verification Passed (no analytics)

In this scenario, the user does not subscribe to a CVT service. The delivery of the Verstat (TN validation passed) delivers the call to the UE without warnings (or affirmations). The logo and location (city and state) of the caller is retrieved and delivered by eCNAM.



### Gateway Attestation, Verification Passed, subscribes to analytics (analytics determine the call is suspicious)

In this scenario, the user subscribes to a CVT service that provides analytics. A gateway attestation is inconclusive to the caller, but an analytics service has flagged the caller as a known scammer. Therefore, a warning is provided to the user.

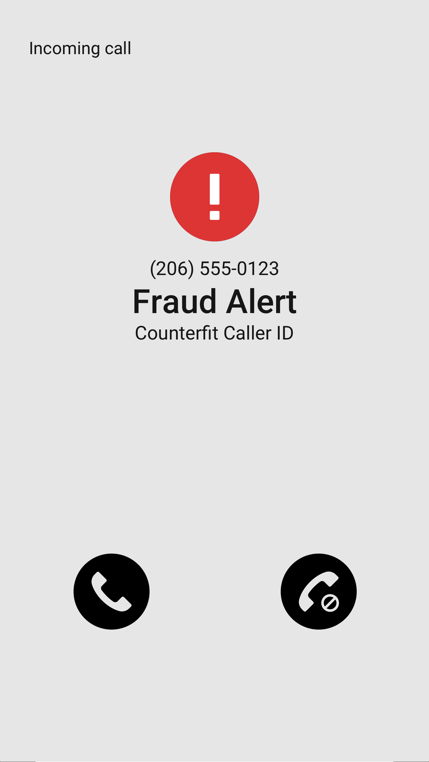


### Verification Failed

If the verification failed, CVT may not be necessary or be used. There are several possible outcomes.

The service provider may simply block the call from terminating to the end user, per the subscriber's request.

Alternatively, a warning would be provided along with an explanation of the reason behind the warning. The subscriber is then forewarned and empowered to manage incoming calls based on all the information made available. A CVT service may be able to provide more useful reasoning, but is not expected to.



## User Perspective

### Usability Studies

Background and size of study groups

What did users prefer in terms of symbols and verbal messages, colors, order of display?

Other human factors [TBD].

### Basic recommendations on the Display or Message delivery to the UE

As a result of the above studies, it is recommended that [ the following are examples of recommendations for further discussion]:

1. eCNAM delivers the aggregate of all the information available about the TN (caller identity, results of CVT analytics, and information queried by the terminating provider)
2. The use of multiple symbols in a given display is not recommended because the consumer's interpretation of different symbols may result in confusion and detract from the value the service is providing.
3. Displaying status symbols, such as checkmarks, on calls with "full attestation – verification passed", is not recommended (studies show it leads to consumer confusion).
4. It is recommended that only warning symbols be provided when warranted.
5. For displays where a warning symbol should be displayed, the following are suggested symbols to choose from:
   1. 
   2. 
6. Audible special ringing/tones may be applied on calls that fail verification as an consumer option.
7. Minimize length of verbal messages to a choice of tested, effective phrases (the following are examples for further discussion):
   1. Caution: possible scam
   2. Fraud Alert
   3. Possible Scam
   4. Warning: do not give personal information
   5. *More from human factors experts*

### ADA Considerations

* 8% of the male population are color-blind. Therefore, the display should not rely heavily on red and green to convey results.
* Ensure messages are clearly understood without relying on colors (e.g., via text or sound)
* Consider audio announcements for the visually impaired before the call is completed (within the limits of post-dial delays)

# Display Guidelines for Analog Devices

## Analog Devices connected to an IP Network

Limited Screen display

Are these devices capable of handling

a) PASSport's attestation levels

b) results of verification (Verstat), and

c) displaying analytics results?

## Analog Devices connected to CS Network

### Available Solutions

Devices that apply black and white lists with updates from FTC and FCC registries.

Devices that apply simultaneous ringing and block suspect calls, per the user's request.

More.

# Related SDOs and Fora

# Conclusions

**Annex A**

(normative/informative)

# A Illustrative Examples

This annex will document supportive material



