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ATIS Standard on

**ATIS Standard on Toll-Free Numbers in the SHAKEN Framework**

**Alliance for Telecommunications Industry Solutions**

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**Abstract**

This document is intended to cover calls using Toll-Free Numbers (TFNs) within the SHAKEN Framework. This addresses both calls where the calling party number displayed in the Caller ID is a TFN and calls where the called party number is a TFN. This document considers those scenarios involving the calling party’s use of the TFN in order to enable them to attain full attestation for the TFN.

**Foreword**

The Alliance for Telecommunications Industry Solutions (ATIS) serves the public through improved understanding between carriers, customers, and manufacturers. The Packet Technologies and Systems Committee (PTSC) develops and recommends standards and technical reports related to services, architectures, and signaling, in addition to related subjects under consideration in other North American and international standards bodies. PTSC coordinates and develops standards and technical reports relevant to telecommunications networks in the U.S., reviews and prepares contributions on such matters for submission to U.S. International Telecommunication Union Telecommunication Sector (ITU-T) and U.S. ITU Radiocommunication Sector (ITU-R) Study Groups or other standards organizations, and reviews for acceptability or per contra the positions of other countries in related standards development and takes or recommends appropriate actions.

The SIP Forum is an IP communications industry association that engages in numerous activities that promote and advance SIP-based technology, such as the development of industry recommendations, the SIPit, SIPconnect-IT, and RTCWeb-it interoperability testing events, special workshops, educational seminars, and general promotion of SIP in the industry. The SIP Forum is also the producer of the annual SIP Network Operators Conference (SIPNOC), focused on the technical requirements of the service provider community. One of the Forum's notable technical activities is the development of the SIPconnect Technical Recommendation – a standards-based SIP trunking recommendation for direct IP peering and interoperability between IP Private Branch Exchanges (PBXs) and SIP-based service provider networks. Other important Forum initiatives include work in Video Relay Service (VRS) interoperability, security, Network-to-Network Interoperability (NNI), and SIP and IPv6. Suggestions for improvement of this document are welcome. They should be sent to the Alliance for Telecommunications Industry Solutions, PTSC, 1200 G Street NW, Suite 500, Washington, DC 20005, and/or to the SIP Forum, 733 Turnpike Street, Suite 192, North Andover, MA, 01845.

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 an optional capability that could augment the standard. The standard is fully functional without the incorporation of this optional capability.

The **ATIS/SIP Forum IP-NNI Task Force** under the **ATIS** **Packet Technologies and Systems Committee (PTSC)** and the **SIP Forum** **Technical Working Group (TWG)** was responsible for the development of this document.

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# Scope & Purpose

## ***Scope***

This document is limited to scenarios that use the currently defined STIR/SHAKEN framework to process calls where the calling and/or called party number is a TFN.

## ***Purpose***

The current SHAKEN framework provides a set of tools that enable calls to process from origination to termination. The SHAKEN protocol specification [Ref 3] describes an authentication mechanism that can be invoked by the originating service provider (OSP) to "attest" to the legitimacy of the calling party telephone number associated with a call.

In this framework, the OSP’s Secure Telephone Identity Authentication Service (STI-AS) creates a Personal Assertion Token (PASSporT) and inserts this PASSporT in the SIP Identity header per ATIS-1000074-E [Ref 3] and RFC 8224 [Ref 9]. The SIP INVITE is then routed over the network-to-network interface (NNI) through the standard inter-domain routing configuration.

This document details scenarios where the calling and/or called party number is a TFN and the process for authentication.

# References

The following standards contain provisions which, through reference in this text, constitute provisions of this document. 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.

## ***Normative References***

[Ref 1] ATIS-0300251, *Codes for Identification of Service Providers for Information Exchange.*[[1]](#footnote-2)

[Ref 2] ATIS-0417001-003, *Industry Guidelines For Toll-Free Number Administration.*1

[Ref 3] ATIS-1000074-E, *Errata on ATIS Standard on Signature-based Handling of Asserted Information using Tokens (SHAKEN).*1

[Ref 4] ATIS-1000080, *SHAKEN: Governance Model and Certificate Management.*1

[Ref 5] ATIS-1000089, *Study of Full Attestation Alternatives for Enterprises and Business Entities with Multi-Homing and Other Arrangements.*1

[Ref 6] ATIS-1000092, *Signature-based Handling of Asserted information using toKENS (SHAKEN): Delegate Certificates.*1

[Ref 7] IETF RFC 3261, *SIP: Session Initiation Protocol.*2

[Ref 8] IETF RFC 4949, *Internet Security Glossary, Version 2.*2

[Ref 9] IETF RFC 8224, *Authenticated Identity Management in the Session Initiation Protocol.*2

## ***Informative References***

[Ref 101] ATIS-1000085, *SHAKEN Support of “div” PASSporT.* 1

# 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 >.

## ***Definitions***

**Authoritative Directory:** A data store of TNs and their verified association to the TN customer, which is populated by authorized parties.

**Caller ID:** The originating or calling party’s telephone number used to identify the caller carried either in the P-Asserted-Identity or From header fields in the Session Initiation Protocol (SIP) [Ref 7] messages.

**(Digital) Certificate:** Binds a public key to a Subject (e.g., the end-entity). A certificate document in the form of a digital data object (a data object used by a computer) to which is appended a computed digital signature value that depends on the data object [Ref 9]. See also STI Certificate.

**Certification Authority (CA):** An entity that issues digital certificates (especially X.509 certificates) and vouches for the binding between the data items in a certificate [Ref 9].

**Company Code:** A unique four-character alphanumeric code (NXXX) assigned to all Service Providers [Ref 1].

**Customer:** Typically, a service provider’s subscriber, which may or not be the ultimate end-user of the telecommunications service. In the context of the SHAKEN attestation model, the Customer is the entity with a direct business relationship and a direct user-to-network interface with the OSP. Enterprises, hosted/cloud service providers, OTT providers and other service resellers may be considered customers of an OSP depending on the use case.

**End-Entity:** An entity that participates in the Public Key Infrastructure (PKI). Usually a Server, Service, Router, or a Person. In the context of this document, an end-entity is a Service Provider, TN Service Provider, or VoIP Entity.

**Originating Service Provider (OSP):** The service provider that handles the outgoing calls from a customer at the point from which they are entering the public network. The OSP performs the SHAKEN Authentication function. OSP may also serve in the role as TNSP, RespOrg, TN reseller and other roles.

**Private Key:** In asymmetric cryptography, the private key is kept secret by the end-entity. The private key can be used for both encryption and decryption [Ref 9].

**Public Key:** The publicly disclosable component of a pair of cryptographic keys used for asymmetric cryptography [Ref 9].

**Public Key Infrastructure (PKI):** The set of hardware, software, personnel, policy, and procedures used by a CA to issue and manage certificates [Ref 9].

**Responsible Organization (RespOrg):** Entity designated as the agent for the Toll-Free subscriber to obtain, manage and administer Toll-Free Numbers and provide routing reference information in the Toll-Free Number Registry. RespOrgs are the only parties who assign, manage and administer Toll-Free numbers in the Toll-Free Number Registry.

**RespOrg Identification (RespOrg ID):** A 5-character code that designates or points to the Responsible Organization (RespOrg) associated with a specific Toll-Free number [Ref 2].

**Root CA:** A CA that is directly trusted by an end-entity. See also Trust Anchor CA and Trusted CA [Ref 9].

**Secure Telephone Identity (STI) Certificate:** A public key certificate used by a service provider to sign and verify the PASSporT.

**Secure Telephone Identity Subordinate CA (STI-SCA):** An SCA that gets its certificate directly from an STI-CA

**Service Provider Code:** In the context of this document, this term refers to any unique identifier that is allocated by a Regulatory and/or administrative entity to a service provider. In the US and Canada this would be a Company Code as defined in [Ref 1], or a RespOrg ID assigned to a RespOrg as defined in [Ref 2].

**Signature:** Created by signing the message using the private key. It ensures the identity of the sender and the integrity of the data [Ref 9].

**Subordinate CA (SCA):** A CA whose public-key certificate is issued by another (superior) CA.

**Telephone Number Assignee (TN Assignee):** Entity (e.g., enterprise, service provider, VoIP Provider, Over the Top Provider, hosted/cloud communications provider, etc.) that has been given the authority to use TNs by virtue of having been directly assigned these TNs by an authorized Telephone Number Service Provider. In the context of Toll-Free numbering resources, a TN Assignee is an entity that has been assigned the use of the TN by a RespOrg.

**Telephone Number Service Provider (TNSP):** An entity that is authoritative over a set of telephone numbers, and that can delegate a subset of those telephone numbers to another entity to attest for signing. In the context of this document a TNSP is a SHAKEN entity that is authorized by the STI-PA to obtain STI certificates from an STI-CA. Ultimately the entities entitled to obtain STI Certificates will be defined by the STI-GA.

**Terminating Service Provider (TSP):** The SP whose network terminates the call (i.e., serving the called party). The TSP performs the SHAKEN Verification function.

**Toll-Free Application Server (TFAS):** The real-time database systems (e.g. Service Control Point, routing engine, etc.) in the Exchange Carrier network that contain routing instructions downloaded via the Toll-Free Number Registry.

**Toll-Free Number Administrator (TFNA):** An entity that is authoritative over the assigning, reserving and releasing of TFNs for public use.

**Toll-Free Number Registry (TFNR):** The main administrative support system of Toll-Free service. It is used to create and update subscriber Toll-Free records that are then downloaded to Service Control Points (SCPs) for handling subscriber’s Toll-Free calls. The system is also used by RespOrgs to reserve and assign TFNs.

**Toll-Free Routing Database (TFR-DB):** See also Toll-Free Number Registry.

**VoIP Entity:** A non-STI-authorized customer entity that purchases (or otherwise obtains) delegated telephone numbers from a TNSP.

## ***Acronyms & Abbreviations***

|  |  |
| --- | --- |
| ATIS | Alliance for Telecommunications Industry Solutions |
| BGCF | Breakout Gateway Control Function |
| CSCF | Call Session Control Function |
| CVT | Call Validation Treatment |
| HTTPS | Hypertext Transfer Protocol Secure |
| IBCF | Interconnection Border Control Function |
| IETF | Internet Engineering Task Force |
| IP | Internet Protocol |
| NNI | Network-to-Network Interface |
| OSP | Originating Service Provider |
| PASSporT | Personal Assertion Token |
| PBX | Private Branch Exchange |
| PKI | Public Key Infrastructure |
| SHAKEN | Signature-based Handling of Asserted information using toKENs |
| SIP | Session Initiation Protocol |
| SKS | Secure Key Store |
| SP | Service Provider |
| STI | Secure Telephone Identity |
| STI-AS | Secure Telephone Identity Authentication Service |
| STI-CA | Secure Telephone Identity Certification Authority |
| STI-CR | Secure Telephone Identity Certificate Repository |
| STI-VS | Secure Telephone Identity Verification Service |
| STIR | Secure Telephone Identity Revisited |
| TFAS | Toll-Free Application Server |
| TFN | Toll-Free Number |
| TFNA | Toll-Free Number Administrator |
| TFNR | Toll-Free Number Registry |
| TFR-DB | Toll-Free Routing Database |
| TN | Telephone Number |
| TNSP | TN Service Provider |
| TSP | Terminating Service Provider |
| UA | User Agent |
| URI | Uniform Resource Identifier |
| UUID | Universally Unique Identifier |
| VoIP | Voice over Internet Protocol |

# Overview

## ***Problem Statement***

STIR/SHAKEN describes a framework for originating service providers to create a SHAKEN PASSporT that can be carried by the SIP signaling protocol to cryptographically attest the identity of callers. (ATIS-100074-E [Ref 3] and ATIS-1000085 [Ref 101]). Businesses rely on calls using TFNs as the calling party number and it is important to have their calls processed appropriately through the SHAKEN framework. Users originating calls with TFNs in the Caller ID may only be able to get “B” level attestation because the OSP may not have a direct relationship with the use of the TFN. Providing the confirmation of the right to use the TFN can enable the user to get the best level of attestation.

## ***Objective***

The objective of this document is to address the Toll-Free inclusion in the SHAKEN environment.

This document will do the following:

* Describe Toll-Free and the RespOrg role
* Show Toll-Free in the SHAKEN environment
* Provide the architectural description and call flow ladder

## ***Toll-Free Overview***

The Toll-Free Number Registry (TFNR) is the database for the management and administration of Toll-Free Numbers (TFNs) in the North American Numbering Plan (NANP), and the authoritative directory for TFNs. The TFN database is accessed by Toll-Free Service Providers (also known as Responsible Organizations [RespOrgs]) for reserving and managing TFNs (see ATIS-0417001-003 [Ref 2]). The RespOrg has been designated by the FCC as the agent for the subscriber to obtain, manage and administer TFNs and provide routing reference information in the TFNR. Reservation, assignment, or activation of TFNs may only be made by a RespOrg based upon negotiations with a specific prospective Customer.TFNs are assigned by RespOrgs to their Customers from a common pool of available numbers.

### Toll-Free Number Assignment

Graphical user interface, diagram

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Figure 4. – Toll-Free Number Assignment Process

1. Customer selects a RespOrg and requests a TFN.
2. RespOrg reserves a TFN from the pool of available numbers within the TFNR. The TFN is marked as assigned to the RespOrg. The RespOrg also provisions the routing information.
3. Routing data is delivered to Routing Database Providers and used by SPs to route calls.
4. RespOrg works with the Transit Networks and SPs to establish the infrastructure to support the Toll-Free service.
5. Enterprise is able to make calls using the TFN, as well as receive calls using the TFN as a call back number.

### Using TFN as Calling Party Number

Graphical user interface, text, application

Description automatically generated

Figure 4. – Enterprise using TFN as the calling party number

1. Originating SP and RespOrg are different entities. (RespOrgs are equivalent to TNSPs in the SHAKEN framework in relation to the assignment and management of TFNs)
2. RespOrg reserves 800-555-1212 from the pool of available numbers within the TFNR.
3. RespOrg assigns 800-555-1212 to Enterprise Customer.
4. Enterprise calls 555-321-4321 using 800-555-1212 as Caller ID.

# Scenarios

## ***Principles***

Where the originating entity utilizes the network connectivity of the OSP who is also the RespOrg or the reseller who assigned the TFN used as the Caller ID, the OSP is able to authenticate their customer's use of the TFN following the ATIS-1000074-E [Ref 3] SHAKEN Principles.

The following core principles, as published in ATIS-1000089 [Ref 5] should be adhered to in order to attain full attestation in the event there is no naturally verified association available to the OSP regarding the customer and the use of a TN as the Caller ID:

1. OSPs adhere to SHAKEN criteria for attestations “A”, “B” and “C”.
2. Any enhancements required to SHAKEN PASSporT fields and certificates align with ATIS/SIP Forum IP-NNI Task Force standards and/or best practices.
3. ATIS-1000074-E [Ref 3] states that ultimately it is up to service provider local policy to decide which mechanisms are sufficient for an OSP to attest fully to a “legitimate right to assert a telephone number” for a given call.
4. OSPs send a SHAKEN PASSporT, signed with their own credentials, attesting to the validity of the TN independent of other information such as an enterprise signed Identity header added to the call.
5. Regardless of which enterprise mechanism is utilized, the OSPs should be able to audit the mechanism(s) used to establish authorization for a customer to use specific TFNs as the customer Caller ID.
6. TNSPs and RespOrgs are authorized issuers of TFNs to business entities and can vouch for a customer’s right to use a given TFN as their Caller ID.
7. The association between a Customer and a TFN may be determined by means other than direct assignment from the OSP.

The OSPs’ reputation and continued membership in the SHAKEN ecosystem may be directly dependent on how rigorously they have applied the above principles within their local policies regarding Caller ID attestation.

## ***Toll-Free in SHAKEN***

RespOrgs performs an equivalent function as a TNSP in the SHAKEN framework for TFNs.

A RespOrg may be a Service Provider as that term is used in ATIS-1000074-E [Ref 3] and ATIS-1000080 [Ref 4] or it may be a non-Service Provider entity that has the authority to obtain and assign TFNs to customers. A RespOrg is identified with a RespOrg ID assigned by the Toll-Free Number Administrator (TFNA).

There are various ways in which the attestation level of a TFN as the calling party number can be determined. Two methods are summarized in this document. Other implementations are possible.

1. By using Delegate Certificates as specified in [Ref 6]. Refer to Clause 5.3.
2. The OSP determines an appropriate attestation level, based on information it has on the caller’s right to use the signaled, Toll-Free calling number. The OSP may have direct knowledge of the relationship of the caller to the Toll-Free calling number (e.g., the OSP is the TNSP/RespOrg) or the OSP may obtain this relationship via a trusted 3rd party. Refer to Clause 6.

## ***Delegate Certificate Management for Toll-Free Number***

### Issuing Delegate Certificate for Toll-Free Number

Figure 5.1 shows a high-level overview of the process for issuing delegate end-entity certificates to a VoIP Entity for a TFN. This does not assume that all SPs will use Delegated Certificates. Per ATIS-1000092 [Ref 6], a SHAKEN authorized SP that is or is not a RespOrg may issue Delegate Certificates that include TFNs to its customer, provided that the issuing SP complies with the ATIS-1000092 [Ref 6] or a TN Registry process.

Graphical user interface, application

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Figure 5. – RespOrg issues Delegate Certificate for Toll-Free Number

The procedure in Figure 5.1 is performed when TNSP-a as RespOrg (with RespOrg ID JTN01) issues a delegate end entity certificate for TFN 1-800-555-1212 to Enterprise PBX-1, as follows:

1. STI-SCA (TNSP-a/RespOrg) obtains SPC Token (SPC-JTN01) from STI-PA.
2. STI-SCA uses the SPC Token to obtain CA certificate from STI-CA.
3. STI-SCA issues delegate end-entity certificate to PBX-1 (TN = 1-800-555-1212).

### Utilizing Delegate Certificate to sign Originating Toll-Free Number

Figure 5.2 shows a high-level overview of signing an originating TFN with a Delegate Certificate.

Graphical user interface, application

Description automatically generated

Figure 5. – STI Authentication/Verification during call setup

Figure 5.2 assumes that the TNSP has assigned a delegate certificate to the VoIP Entity as described in 5.3.1. The call establishment procedure in Figure 5.2 is initiated when the VoIP Entity user initiates a call to called TN-x, and the VoIP Entity is configured to deliver a Toll-Free calling number (TFN-a in this example).

1. The VoIP Entity Call Control function invokes the STI-AS to perform authentication for calling TFN-a, as specified in ATIS-1000092 [Ref 6]. The STI-AS constructs a base PASSporT containing an "orig" claim of TFN-a and a "dest" claim of TN-x, and signs the PASSporT using the private key associated with the delegate certificate.
2. The VoIP Entity Call Control includes an Identity header containing the newly created base PASSporT in the originating INVITE request sent to the originating SP.
3. The STI-VS fetches the referenced delegate certificate from the TNSP STI-CR and uses the certificate credentials to verify the base PASSporT.
4. The originating SP verifies that the base PASSporT contained in the received INVITE request is valid. It then performs SHAKEN authentication, asserting an attestation level of "A" (based on the presence of a valid base PASSporT received from the VoIP Entity). The originating SP includes an Identity header in the INVITE request to the TSP containing the newly created "shaken" PASSporT.
5. On receiving the terminating INVITE request, the Terminating SP invokes the STI-VS to verify the received SHAKEN Identity header as specified in ATIS-1000074-E [Ref 3].
6. STI-VS fetches the referenced STI certificate from the OSP STI-CR and uses the certificate credentials to verify the "shaken" PASSporT.
7. The TSP sets the INVITE Verstat parameter based on the verification results (in this case verification passed), and sends the INVITE to the phone registered for TN-x.

## ***Toll-Free Call Flows***

### Toll-Free Translation Prior to Authentication Server Request

The following call flow scenario and associated ladder diagram represent a call originating to a TFN where the OSP determines the TFN routing from the TFAS prior to authenticating through the SHAKEN framework.

A picture containing parked, meter, parking, sitting

Description automatically generated

Figure 5. – SHAKEN Architecture with Toll-Free Query (pre-Authentication Server)

The ladder diagram below shows the call flow for the originating portion of the call setup action. It shows the Toll-Free Application Server (TFAS) being queried (and subsequently returning the Toll-Free Response with routing data) prior to requesting a PASSporT token from the Authentication Server (AS) with the original calling and called party numbers.

Graphical user interface, application, Teams

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Figure 5. – Toll-Free Translation Prior to Authentication Server Request

### Toll-Free Translation After Authentication Request

The following call flow scenario and associated ladder diagram represent a call originating to a TFN where the OSP determines the TFN routing from the TFAS after authenticating through the SHAKEN framework.

A picture containing meter, parking, parked, side

Description automatically generated

Figure 5. – SHAKEN Architecture with Toll-Free Query (post-Authentication Server)

The second scenario is that in which the PASSporT token is fetched from the AS, with the original calling and called party numbers, before querying the TFAS for the routing data. The ladder diagram below shows the call flow for the originating portion of the call setup action.

A close up of a screen of a cell phone

Description automatically generated

Figure 5. – Toll-Free Translation After Authentication Server Request

## ***Toll-Free Use Case – Toll-Free Originations (On Premise PBX, Hosted/Cloud Platform) in SHAKEN***

Graphical user interface

Description automatically generated

Figure 5. – Toll-Free Origination Use Case: Leveraging 3rd Party RespOrg and Different OSPs ATIS-1000089 [Ref 5]

1. TN Assignee with TN 555-321-1234 initiates call to 555-321-4321.
2. Enterprise originates call from TFN 800-321-2234, assigned by RespOrg, using OSP E.
3. OSP E cannot authenticate the Caller ID TFN. OSP E adds a SIP Identity header field with a SHAKEN PASSporT setting Attestation to B. The PASSporT is signed using an STI-Certificate with a TNAuthlist containing a single SPC with a value assigned to OSP E.
4. The TSP verifies that the received SHAKEN PASSporT is valid. Since the attestation level is “B” (and not “A”) the TSP sends no Verstat parameter in the INVITE request sent to the called endpoint.

The following two (2) Toll-Free Use Cases also depict examples where the OSP cannot determine the Toll-Free Calling TN is authorized to the customer and would set the Attestation as B:

* A shared use TFN is originated from multiple enterprises. This is the case where enterprises in different geographical locations originate calls using the same TFN but utilize different OSPs. In this scenario, the TFN is issued by a single RespOrg.
* The same TFN is originated from multiple locations. This is the case where an enterprise uses the same TFN but originates calls in different locations utilizing different OSPs.

# The Right to Use the Toll-Free Number

To enable an OSP to determine the appropriate attestation level when a TFN is used in the Caller ID, there is a process that can provide clarity for determining the party’s right to use a TFN. The TFNA manages the authoritative source for TFN information, the TFNR [Ref 2].

A party who will use their TFN in making an outbound call can work in advance of their calls to enable them to get the information to use with an OSP to provide proof of the right to use the TFNs and can get the appropriate attestation level from the OSP when a TFN is used in the Caller ID. This is done by working with the TFNA or the RespOrg.

One possible way to demonstrate a calling entity’s association with a TFN for use as the Caller ID is to show that the TFN is one that is in use and assigned to that entity. The TFNA will review and confirm via the authoritative source for TFN information, the TFNR. The TFNA then will work with the RespOrg to ensure that the party with the TFN has the right to use that TFN. Then the TFNA will provide that information upon a specific request. This needs to be done in advance of the use of the TFN in making a call or calls. With that information the party planning to make the Toll-Free call may then use it in their pre-call preparation, including to the OSP whose network will be used in making the call. RespOrgs may have their own processes.

# Summary

SHAKEN has been defined as a framework that utilizes protocols defined in the IETF Secure Telephone Identity Revisited (STIR) Working Group that work together in an end-to-end architecture to provide traceability of calls to the originating service provider (OSP), via a digital signature tied to a certificate identifying the OSP, and to allow the OSP to indicate whether or not a calling telephone number (calling TN) is valid.

It is recognized that there are conditions where the OSP lacks a direct mechanism to fully attest that there is a known authenticated customer and/or that the customer associated with the calling TFN is valid. This document provided use cases where there is a “knowledge gap” between the information the OSP can determine locally and the information it needs, or through additional methods to provide “full attestation” marking (attestation level “A”).

# Annex A: Process of becoming a RespOrg (Informative)

To become a RespOrg, the Toll-Free Service Provider must complete the following process:

* Online application (including deposit): Any person, company, or organization that can demonstrate the required skills and financial responsibility for managing TFN can apply to become a Toll-Free Service Provider (RespOrg) in the TFNR.
* Training: Attend a TFNR class or self-train with materials about Toll-Free.
* Successful completion of an exam on Toll-Free Industry practices: The exam includes knowledge of customer records, number administration, and service provisioning. After the exam is passed, the applicant will be certified as a Toll-Free Service Provider (RespOrg). A RespOrg ID will be assigned.
* Each RespOrg is identified by a 5-character code (RespOrg ID) provided by the TFNA. Every TFN that resides in the TFNR must have an associated RespOrg ID. The TFNR Help Desk maintains and publishes the contact information associated with each operational RespOrg ID.

1. Available from the Alliance for Telecommunications Industry Solutions (ATIS) AT: < [www.atis.org/](http://www.atis.org/%20) >.

   2 Available from the Internet Engineering Task Force (IETF) AT: < <https://www.ietf.org/> >. [↑](#footnote-ref-2)