

VPS Consulting Memo

STIR/SHAKEN & Robocall Mitigation Order

FCC ORDER RELEASED MAY 19, 2023.

Summary

The FCC released a [7th Report & Order](#) on May 19, 2023 in an effort to continue combatting illegal and unwanted robocalls. The FCC begins this phase of the effort by extending to other voice service providers several requirements currently in place for Gateway providers.

New Order Details

24-Hour Traceback

All providers, regardless of their position in the call path, are required to fully respond to traceback requests within 24 hours of receipt of request and commit to such in their Robocall Mitigation Database filings. The 24-hour clock does not start outside of business hours local time. Business days are considered Monday through Friday, excluding federal holidays, and business hours are 8:00am to 5:30pm local time. Below are a few examples:

- Request received at 1:00pm local time on Tuesday; Response required by 1:00pm local time on Wednesday
- Request received at 9:00am local time on Friday; Response required by 9:00am local time on Monday
- Request received at 6:00pm local time on Tuesday (considered received 8:00am local time on Wednesday); Response required by 8:00am local time on Thursday

Mandatory Blocking Following Commission Notification

All originating providers are required to block traffic when notified by the FCC.

Know Your Upstream Provider

The FCC expanded the know-your-upstream provider requirement to include all voice service providers and required providers to describe steps taken in the Robocall Mitigation Program.

Order Effective Date

The order is effective 180 days after publication in the Federal Register, or for the following items the later of 180 days after publication in the Federal Register, or 30 days after OMB completes the review of. In which case, the FCC has advised that a Public Notice will be released announcing the effective date.

- 24-hour clock details outlining business days and business hours.
- Robocall Mitigation Database commitment to respond within 24 hours to all traceback requests.

Additional Information

Existing RMD participants at this point need to remain focused on the upcoming June 30, 2023 deadline to implement STIR/SHAKEN on the IP portions of the network and update the Robocall Mitigation Database if applicable.

Please contact one of the following VPS team members with any questions:

Adam Fenski, PE at (605) 995-1772, Adam.Fenski@vantagepnt.com

Courtney Spears at (830) 895-7221, Courtney.Spears@vantagepnt.com

