ATIS-1000081

ATIS Standard on -

Technical Report on a Framework for Display of Verified Caller ID

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

Alliance for Telecommunications Industry Solutions

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Abstract

This technical report provides a framework for signaling verified Caller ID information from the network to a User Equipment (UE) and displaying the information on the UE in a uniform manner, independent of technology. The main goal is to provide display guidelines that help empower consumers in managing their calls, as per the Robocalling Strike Force recommendations.

Foreword

The Alliance for Telecommunication Industry Solutions (ATIS) serves the public through improved understanding between providers, 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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ATIS Technical Report on a Framework for Display of Verified Caller ID

1 Scope, Purpose, & Application

1.1 Scope

This technical report provides a framework for signaling verified Caller ID information from the network to a User Equipment (UE) and displaying the information on the UE in a uniform manner, independent of technology. The main goal is to provide display guidelines that help empower consumers in managing their calls, as per the Robocalling Strike Force recommendations[1].

This report should be treated as a living document as the guidelines are expected to evolve. The deployment of verification methods, such as Secure Telephone Identity Revisited/Signature-based Handling of Asserted information using toKENs (STIR/SHAKEN), and application of call analytics are expected to occur in stages over an extended period of time. Hence, the operations experience gained over time is expected to provide feedback and input to future issues of this report.

Results of usability studies are expected to contribute to the evolution of the recommendations in this report, as they become available.

More research is needed to identify the types of displays that empower end users with messages that are easy to interpret. At this time, such research is outside the scope of this report.

1.2 Purpose

The guidelines presented in this document are best practices based on a review of industry standards and studies on the effectiveness of warning signs and human factors related to the reading and comprehension of variable messages (text and symbolic). These guidelines help meet the goals of regulators and consumer protection agencies for empowering consumers with simple and effective call information.

This report recommends that these guidelines be taken into consideration by all stakeholders (service providers, equipment manufacturers, and analytics providers) in the deployment of verified Caller ID displays and the composition of its related messages.

Variations may exist, subject to local policy.

2 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.

[Ref 1] ATIS-1000074, *Signature-based Handling of Asserted Information using toKENs (SHAKEN)*.[2]

[1] *Industry Robocall Strike Force Report,* FCC, April 28, 2017; This document is available from the Federal Communications Commission at < https://www.fcc.gov/file/12311/download >.

[2] This document is available from the Alliance for Telecommunications Industry Solutions (ATIS) at < https://www.atis.org/docstore/product.aspx?id=28297 >.