



Authenticate Caller ID with Certificate Manager

To implement STIR/SHAKEN you need a nationally approved Secure Telephone Identity Certification Authority (STI-CA)

Background

Illegal robocalls and fraudsters who spoof (change the caller ID) to look like a neighbor, local business, trusted brand, or even a government entity are responsible for billions of dollars in losses per year. Subscribers have lost trust in the phone as a key communication channel and close to 90% don't answer a call if they are not certain who is on the other end of the line.

To help reduce robocalls, regulators around the globe are passing legislation mandating voice service providers implement a caller ID authentication technology called STIR/SHAKEN.

STIR/SHAKEN is a set of industry-developed protocols that address illegal caller ID spoofing (using digital certificates) and help restore trust in phone calls. A key security component of the STIR/SHAKEN framework is an STI Certification Authority (STI-CA).

CALLER ID AUTHENTICATION

- Approved in multiple countries by appointed Governance Authorities
- Accepts Certificate Signing Requests (CSRs) and issues standards-compliant Secure Telephone Identity (STI) certificates
- Supports the latest certification management industry standards
- Integrated part of our complete portfolio of [Caller ID Authentication](#) services
- Proven scalability and support to industry's largest carriers and enterprises
- Future-proofed by a recognized, credible thought leader

Why Do You Need a Certification Authority?

To participate in the STIR/SHAKEN ecosystem, the Originating Service Provider (OSP) is required to obtain a digital certificate from an approved Certification Authority. An OSP uses their certificate credentials to sign (authenticate) calls originated from their subscribers so the recipient can validate the legitimacy of the caller ID.

An STI Certification Authority is a trusted third party, approved by an appointed country governance entity, that issues STI certificates to carriers to authenticate calls.

How Does a Certification Authority Fit Into the STIR/SHAKEN Framework?

A Secure Telephone Identity Governance Authority (STI-GA) is established to put call authentication into action in a country and ensure the effective use and security of digital certificates. As part of the certificate management infrastructure set up by an STI-GA, an STI Policy Administrator (STI-PA) is formed to ensure that certificates are only made available to authorized service providers. An STI Certification Authority is approved through the process established by the STI-GA to then issue certificates to authorized service providers.

As an approved STI Certification Authority, our Certificate Manager service plays an integral role in the governance and certificate management infrastructure in support of global caller ID authentication. As an approved Certification Authority in multiple countries, we perform security functions to maintain the integrity of the STIR/SHAKEN framework, including ensuring certificate requestors are authorized and their credentials can be validated with the designated STI-PA. Digital certificates are then issued and managed by our Certificate Manager service.

Partner with a Standards Leader and Global Caller ID Authentication Solution Provider

Our Caller ID Authentication solution provides service providers with a comprehensive, integrated solution developed in accordance with the latest STIR/SHAKEN specifications.

Our Certificate Manager service component is deployed across multiple countries and provides the following services:

- Acceptance of STIR/SHAKEN Certificate Signing Requests (CSRs) for new certificates
- Automated validation of Service Provider Code (SPC) tokens
- Issuance of standards-compliant STI certificates
- Optionally, publishing of certificates to a hosted STI-Certificate Repository
- Revoking certificates as requested by the service provider, to whom the certificate was issued, or the STI-PA
- Renewal of certificates before they expire

LEARN MORE

If you have questions, please email TransUnion Customer Support at CallerIDSupport@transunion.com or call our toll free number: **+1-844-638-7778**