STIR/SHAKEN verification display on Bell Total Connect (BTC)

FAQ

Certified IP phones on BTC now support STIR/SHAKEN **verification display** for inbound calls. Depending on the device, incoming calls will display the following icons to indicate verification status:

Validation state	Cisco Supported Devices (MPP6821/7841/6871/8841/8851)	Poly Supported Devices (VVX 150, VVX 250/350/450, Edge 220/350/450, Trio 8300, Trio C60)
Passed	✓ Checkmark	✓ Checkmark
Failed*	👤⊘ Alert icon	❗ Alert icon
Unknown	❓ Question mark	Caller-ID displayed as usual

* Canadian Service providers are currently not displaying the "Failed" verification state for inbound calls.
Please note: Icons may vary based on the phone model.

1. What is STIR/SHAKEN?

STIR/SHAKEN (Secure Telephone Identity Revisited/ Signature-based Handling of Asserted Information Using Tokens) is an industry-standard technology that verifies whether an incoming call is from a party that is allowed to use the displayed number.

2. How does STIR/SHAKEN work?

Service providers assign one of three levels of attestation for the originating voice call. The terminating voice service provider then assesses the inbound call and processes it accordingly.

3. What are the 3 attestation levels?

A-level: The caller has been authenticated by the originating service provider who can confirm that the caller is authorized to use the displayed calling number.

B-level: The caller has been authenticated by the originating service provider who cannot verify that the caller is authorized to use the calling number.

C-level: The originating service provider cannot authenticate the call source as the call originated outside of its network.

4. Does BTC comply with STIR/SHAKEN?

BTC complies with STIR/SHAKEN as Bell implemented STIR/SHAKEN for all outgoing calls from BTC telephone numbers in 2021.

5. Will BTC calls now be blocked because of STIR/SHAKEN?

No, STIR/SHAKEN does not block any calls. It does not grant Bell Canada or any other carrier the authority to block a call based on attestation level. Certified IP phones on BTC simply **display verification status** for inbound calls.

6. What is the difference between spam and scam calls?

Spam calls, such as pre-recorded calls made from an auto-dialer, are generally prohibited; however, they may be legal when they are made on behalf of registered charities, political parties, for newspaper subscriptions, or for the purpose of doing general, non-promotional surveys. Scam calls are never legal because they attempt to defraud people out of money or personal information. Both spam and scam calls may involve the use of non-conforming numbers.

7. What is a non-conforming number?

A non-conforming number is one that cannot be dialled or called back, such as 000-000-0000, and which does not follow numbering standards. In keeping with a CRTC decision known as "Compliance and Enforcement and Telecom Regulatory Policy CRTC 2018-484", we implemented a network-level blocking system that blocks calls from non-conforming numbers. Since January 2020, Bell has blocked billions of non-conforming calls.

8. How does Bell block fraudulent and scam calls?

Bell uses proprietary AI and machine learning algorithms to help us identify fraudulent and abusive scam calls to be blocked. Since July 2020, our CRTC-approved AI-based system has helped us block more than billions fraudulent and abusive scam calls from reaching Canadians.

9. Does STIR/SHAKEN flag calls as "suspected spam" or "potential telemarketing"?

No, those kinds of flags are not part of STIR/SHAKEN. They instead result from a reputation score or label assigned via third-party analytics. Many smartphone manufacturers have integrated reputation-scoring applications into their devices. More than 100 reputation-scoring applications exist for iPhone and Android phones.

10. How do I change my reputation score or label?

Several reputation/analytics companies have websites where organizations can register to create more accurate labels for business numbers across carriers and devices. Bell can help identify major

analytics companies to perform an outbound call assessment, and subsequently manage your reputation score and call IDs so that legitimate outbound calls do not get mislabeled as a spam or scam call.

11. Which certified IP phones support STIR/SHAKEN?

The following certified IP phones support STIR/SHAKEN verification display when running the specified firmware versions or higher:

- Cisco MPP phones (6821, 6871, 7841, 8841 and 8851) on firmware version 11.3.5 and above
- Poly VVX phones (150, 250, 350 and 450) on firmware version 6.4.3.5059 and above
- Poly Edge phones (E220, E350 and E450) on firmware version 8.1.4 and above
- Poly Trio conference phones (8300 and C60) on firmware version 8.1.4 and above

Note: if you have a certified IP phone that is not listed above due to being an end-of-sale model, the caller ID display will continue as usual without STIR/SHAKEN verification.

12. What if my certified IP phone support has a lower firmware than listed above?

Bell has pushed firmware updates to all compatible IP phones. To ensure your device receives these updates, please consult our firewall connection guide. Without updated firmware, you will see "verstat=TN-Validation" in addition to the caller ID for incoming calls:

"incoming call: Bell Canada 8663102355; verstat=TN-Validation"

13. Does my Analog Terminal Adapter (ATA) support STIR/SHAKEN?

ATA's on BTC do not support STIR/SHAKEN verification display, so caller ID will appear as usual without STIR/SHAKEN indicators.

14. Does my Webex soft client support STIR/SHAKEN?

Currently, Webex soft clients on BTC do not support STIR/SHAKEN verification display. The caller ID display will appear as usual, without STIR/SHAKEN verification display.

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