

SHAKEN Policy Administrator

Secure Telephone Identity (STI) RespOrg Methods and Procedures

STI-PA Release 2.2

iconectiv System Documentation
STI-PA-US-METHODPROCRO-001
Issue 2
November 2022



Trademark Acknowledgments and Contact Information

- ◆ iconectiv[®] is a registered trademark of iconectiv, LLC.
- ◆ All brand or product names are trademarks of their respective companies or organizations.

Prepared by:

iconectiv Product Management

Table of Contents

Executive Summary	1
1 Introduction	2
2 Contact Information	2
3 RespOrg Registration	3
4 RespOrg Approval	3
4.1 Provide Information to the STI-PA Administrator.....	3
4.2 Test for Readiness in the STI-PA Staging Environment.....	4
5 Adding a RespOrg to the SHAKEN Ecosystem	4
6 Procedures for Company Name Change, Business Termination or Sale	5
7 Account Management	5
7.1 Registering for a RespOrg Account.....	5
7.2 Activating the RespOrg Account	7
7.3 Paying the Annual Fee	8
7.4 Obtaining SPC Tokens	9
7.5 Adding Revoked Certificates to the CRL	9
7.6 Account Maintenance	9
8 Glossary	10
9 References	11

Executive Summary

This document provides the guidelines and procedures to be followed by Responsible Organizations (RespOrgs) for enrollment in the Signature-based Handling of Asserted Information Using toKENS (SHAKEN) ecosystem as introduced in [\[ATIS-1000074\]](#). [\[ATIS-1000080\]](#) and [\[ATIS-1000084\]](#) provide the details on the RespOrgs roles and responsibilities for interacting with the STI Policy Administrator (STI-PA). [\[ATIS-1000093\]](#) describes the support for RespOrgs. This document provides the detailed procedures to be followed by the RespOrg in order to participate in the SHAKEN ecosystem.

1 Introduction

This document describes the process for the approval and enrollment of a Responsible Organization (RespOrg) in the SHAKEN ecosystem. The STI-GA, an industry group under the auspices of the Alliance for Telecommunications Industry Solutions (ATIS), provides a venue for RespOrg collaboration in establishing the overall governance to ensure that only approved RespOrgs are enrolled in the SHAKEN ecosystem. The STI-GA has established the policy that a RespOrg must have a RespOrg ID in order to participate in the SHAKEN ecosystem. To participate, a RespOrg must create an account with the STI-PA. Once the account is created, the RespOrg then has the credentials to interface to the STI-PA to obtain a RespOrg Code Token and link to the Certificate Revocation List, as detailed in [[ATIS-1000080](#)].

These guidelines are provided as a job aid and user guide.

2 Contact Information

iconectiv STI-PA Administrator (Customer Support):

100 Somerset Corporate Blvd.
Bridgewater, NJ 08807

Phone: 1.800.458.4826
E-mail: STI-PA@iconectiv.com

iconectiv PMA Director:

100 Somerset Corporate Blvd.
Bridgewater, NJ 08807

Phone: 1.800.458.4826
E-mail: PMA@iconectiv.com

3 RespOrg Registration

The RespOrg must first complete and submit a registration form on the STI-PA website to be a participant in the SHAKEN ecosystem.

The details for the account registration are in section [7.1 \[Registering for a RespOrg Account\]](#).

Once registration information is received, the RespOrg will receive an email indicating the STI-PA Administrator (STI-PA Admin) has received the application and is currently reviewing it for completeness. The STI-PA Admin will contact the RespOrg for additional information required to complete their account registration as defined in the *STI-GA SPC Token Access and Funding Policy**

❖ See ***Note** below item #2 in the next section.

*** Important Note if you are both RespOrg and Service Provider ***

A company that is both **RespOrg and Service Provider** [with an assigned **OCN**] *shall always register as Service Provider.*

Based on the STI-GA policies an account registered as a Service Provider can request SPC Tokens for both their RespOrg and a Service Provider; however, if they register as a RespOrg, they will only be able to request SPC Tokens for a RespOrg ID and not for an OCN.

- ◆ To access the *RespOrg Methods and Procedures Guidelines* and register as RespOrg, select the [RespOrg Guidelines](#) link on the Policy Administrator website:

<https://authenticate.iconectiv.com>

4 RespOrg Approval

The STI-PA Admin is responsible for ensuring timely review of the RespOrg's registration submission, and for contacting the RespOrg to complete the registration process. The expected turnaround is 2-3 business days.

Below is the information you will be asked to provide to the STI-PA to obtain an SPC Token and gain access to the system.

4.1 Provide Information to the STI-PA Administrator

1. RespOrg must have a **RespOrg ID** that is eligible for Numbering Resource assignments.
 - The RespOrg ID will be entered directly on the registration form.
 - RespOrg ID format must be 5 alphanumeric character codes.
 - Sample valid RespOrg IDs: AMT01, DAXSM, TFC99

- The RespOrg ID will be used to verify the RespOrg has direct access to telephone numbers from the Toll-Free Number Administrator (TFNA).
2. Provide a current **Annual Toll-Free Revenue Total** for the most recent full calendar year (i.e., aggregate Annual Fee Revenue data for 2020 when filing in 2021).
 - Per the STI-GA funding policy, RespOrgs are required to provide the **aggregate revenue dollar amount**, to the STI-PA Admin.
 - This information is required in order to calculate the annual fee for your RespOrg account.
 - *You will not be permitted to use the Policy Administrator services until this information is provided.*
 - ❖ **Note:** The above RespOrg information requirements are based on decisions set in the *STI-GA Policy Decisions Binder* (click on this [link](#) to view the latest version).
3. Any additional RespOrg IDs that the RespOrg wishes to request SPCs with
 4. SPC Token Expiry timer value
 5. Billing information
 6. IP addresses for whitelisting for production and staging.

4.2 Test for Readiness in the STI-PA Staging Environment

- ❖ **Note:** If you are working with a Certified Vendor, you do not need to go through these steps.

The RespOrg will need to go through the Readiness Evaluation Test Plan Iss 2 within the STI-PA Staging environment prior to accessing the STI-PA Production environment.

The RespOrg must submit results from the completed Readiness Evaluation Test to the STI-PA Admin for readiness evaluation. Once deemed ready, the STI-PA Admin will notify the RespOrg by email with login instructions to the Production environment.

5 Adding a RespOrg to the SHAKEN Ecosystem

Once a RespOrg has been approved, the RespOrg is notified via email. The RespOrg must follow the procedures in Section [7.2 \[Activating the RespOrg Account\]](#) to log into the STI-PA portal. The procedures in section [7.4 \[Obtaining SPC Tokens\]](#) are required in order for a RespOrg to establish the credentials that allow them to use the automated mechanism (API) in order participate in the SHAKEN ecosystem, as described in [\[ATIS-1000080\]](#).

6 Procedures for Company Name Change, Business Termination or Sale

Once a RespOrg has been added to the ecosystem they must notify the STI-PA of any company name changes, including those related to sales. The RespOrg must also notify the STI-PA if the company terminates business or the RespOrg chooses to no longer be a part of the SHAKEN ecosystem.

- ◆ In the case of a company name change, whether it be due to a sale or other legal or marketing reasons, the RespOrg must notify the STI-PA Admin to have their account updated to reflect the name change.
- ◆ If business changes result in the need to consolidate RespOrg IDs that result in other changes to an account (e.g., merging accounts for example) the RespOrg should notify the STI-PA Admin.
- ◆ If a business terminates, the RespOrg must notify the STI-PA so that the account can be deactivated.

7 Account Management

7.1 Registering for a RespOrg Account

A onetime registration is required for your company to become an authorized SHAKEN RespOrg participant. Your company account authorizes usage of the STI-PA to all RespOrgs operating within your company; however, these must be configured as individual Service provider Codes under the main account.



❖ See Important Note at the end of section [3 RespOrg Registration](#) if you are both RespOrg and Service Provider with an assigned OCN.

Registering for a STI-PA Account is a 2-part process:

1. Complete the registration form on the STI-PA website and verify your contact email address.
2. Provide additional information to the STI-PA Admin, who will contact you to complete the registration.

Once registration is complete and your company account is approved, you will receive an email with instructions for accessing the initial login, accepting the Account Level Agreement, and establishing a password. You will be able to begin using the STI-PA as well as add new users for RespOrgs in your company.

Instructions to register on the STI-PA website:

1. Open a browser window and go to the Policy Administrator website:
<https://authenticate.iconectiv.com>
Recommended browser:
 - Google® Chrome
2. Click the **PROVIDER→GET STARTED** link on the page header, or the **GET STARTED** () button below the **Provider Registration** section of the same page to go to the Provider Registration page.
3. Click on the **BEGIN REGISTRATION** () button at bottom of the page to go to the registration page. See [Figure 1](#) below.
4. Select the *RespOrg* account type.
 - The **STI Participant ID** fields for RespOrg will display.
 - Provide your company’s **RespOrg ID** in the text box provided.

NOTE: Only 1 RespOrg ID is required at registration.

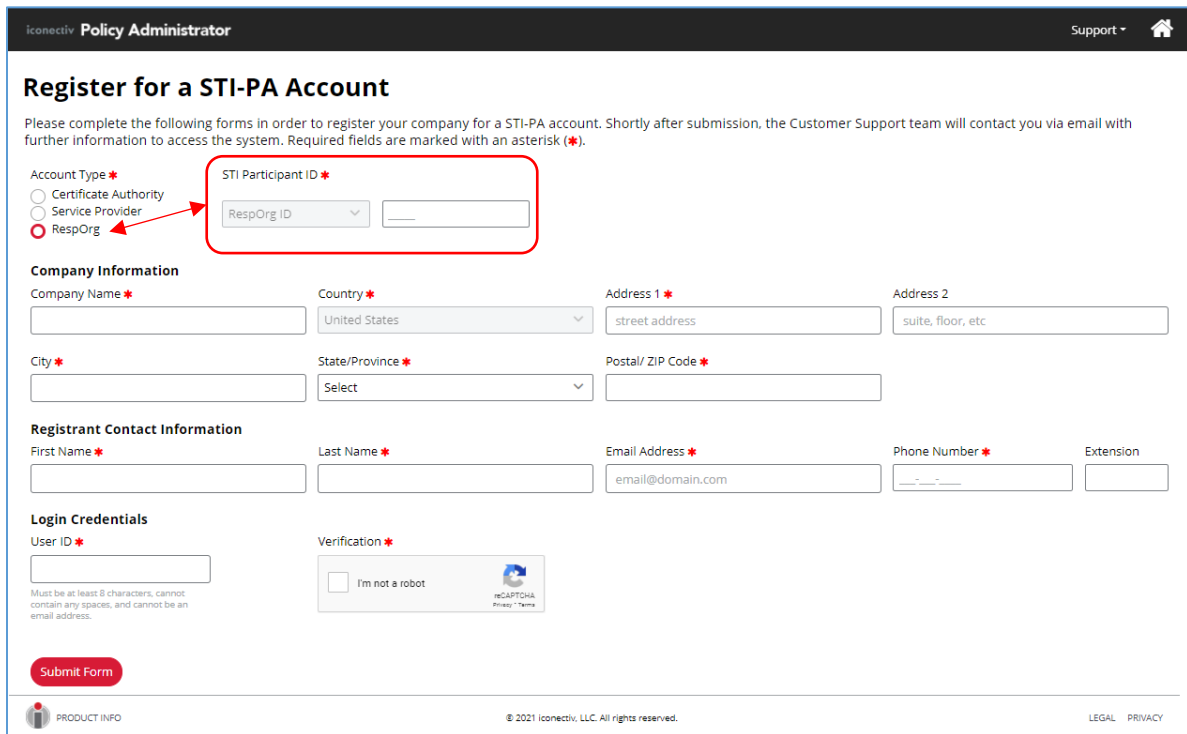
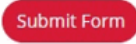


Figure 1 Registration Page – Select *RespOrg* to display **STI Participant ID**

5. Complete all required (*) fields on the form, using correct formats as per noted.

IMPORTANT NOTES:

- ◆ **Company Information** – The **Company Name** field cannot contain the colon (:) character. Suggested alternatives are: dash (-), underscore (_), or period (.)
- ◆ **Login Credentials** - Write down the **User ID** separately as you will need this ID to log into the STI-PA web application. **This will be the RespOrg Admin User ID for your company's STI-PA account.**

6. Click the **I'm not a robot** checkbox next to the User ID field (and any additional prompt(s) that may display), then click the **Submit Form** () button.

Upon successful form validation, a success message will display with information on the next step to completing the registration process.

7. Verify **Registrant Contact Email Address**.

Check the mailbox of the Email Address indicated in the success message for the email sent from **STI-PA Do Not Reply** containing the email verification link.

❖ Note: You may need to search for the email in your **Junk** mailbox.

- You must click on the link in the email prior to its expiry.
- If you are unable to complete the verification prior to code expiry, contact the STI-PA Admin as noted in section 2 [\[Contact Information\]](#) of this document to send a new verification email.

8. Complete the Email Verification by clicking the link in the email.

A **Success** message will display if you complete the verification prior to link expiry. You will receive an email explaining the review and registration completion process.

7.2 Activating the RespOrg Account

Once registration is approved, the RespOrg will receive an email containing the temporary password and link to the STI-PA login page.

1. Using the **RespOrg Admin User ID** created on the registration form as login ID and the password provided in the email, fill in the login fields and click the Log In button.
 - The RespOrg Admin user will be prompted change the password before they can log in for the first time.
 - Password Guidelines:
 - Must be length of 8-99 characters
 - Must have at least one number 0-9
 - Must have one lower case letter a-z
 - Must have one upper case letter A-Z

- Must include one of the following special characters: ^\$*.[]{}()? -"!@#%&^\,;><'";|_~`
2. Following password change the RespOrg Admin user will be required to accept both the **Account Level Agreement**, and **RespOrg Annual Fee Agreement*** in order to activate their account in the STI-PA.
 - ❖ Notes:
 - i. For information on how pricing is determined, please refer to the **Funding** section in the [STI-GA Policy Decision Binder](#).
 - ii. RespOrgs who are required to, but have not submitted their **Annual Toll-Free Revenue Total** will not be presented with the **RespOrg Annual Fee Agreement** for acceptance; until they have submitted their revenue data to the STI-PA Admin.

Once the account is activated, the account portal allows an RespOrg to update any contact information, add users as well as to notify the STI-PA of any revoked certificates per section [7.5 \[Adding Revoked Certificates to the CRL\]](#). Online Help Pages will be available to guide you in your tasks.


7.3 Paying the Annual Fee

The Policy Administrator sends annual fee invoices to its participating RespOrg Accounts via email once or twice a year, depending on the account's activation date in the STI-PA. Once the account is activated in the STI-PA (see section [7.2 \[Activating the RespOrg Account\]](#) above), the STI-PA will establish the account in its billing system and email an invoice using the email address from the company's billing contact on file.

Payment for the account can be rendered on the STI-PA Payment Portal by the Billing Admin User(s) on the account.

- ❖ Notes:
 - The Billing Admin User is any admin user with *Invoice Payment Permission*.
 - The first Admin User on the account is granted the permission by default, and can grant the permission to subsequent Admin Users added to the account.
 - *Details on how to manage Invoice Payment Permission for other Admin Users can be found on the STI-PA website's Online Help page under Manage Users-Add/Edit Users topic.*

To Make a Payment:

1. Log into the STI-PA Website.
2. Click the Make a Payment () button on the *Account Profile* page. *This is the landing page following successful login to the STI-PA website.*
3. The system will automatically log you into the payment portal, which will open in a new browser tab. (See important usage notes below.)

❖ Important Usage Notes:

- Make sure the pop-up blocker is disabled in your browser settings.
- For new accounts, there may be a delay (24 - 72 hours) in the establishment and activation of the account in the Payment Processing system.
If your account is not yet set up for payment processing, an error message will advise you to wait and try again at a later time.
- The payment portal has an inactivity timer which will automatically log the user off once the threshold is reached. *The inactivity threshold is currently set for 15 minutes.*
- The STI-PA provides the flexibility of establishing multiple Billing Admin Users per account; however, concurrent payment portal sessions are not supported. It is recommended that if multiple Billing Admin Users have been configured, that these users should avoid establishing payment portal sessions simultaneously.
 - *The STI-PA will display a warning message to the billing admin user if another user may still be logged in, providing the option to continue or cancel.*
 - *In the event that simultaneous sessions are established, the application will automatically disconnect one of the users from the portal.*
- Please contact the iconectiv Customer Support (see [Contact Information](#)) for additional payment portal access and usage assistance.

7.4 Obtaining SPC Tokens

Once the account is activated, the RespOrg must create additional credentials that are used to authenticate access when the RespOrg is using the automated mechanism (API) for requesting SPC tokens. Note, that the SPC tokens are required to obtain certificates in the SHAKEN ecosystem per the procedures defined in [\[ATIS-1000080\]](#). When a RespOrg requests an SPC token using the API, they are also provided a link to the Certificate Revocation List (CRL).

7.5 Adding Revoked Certificates to the CRL

Once the RespOrg has an active account, they are able to use the account to provide the STI-PA with any certificates that have been revoked. *The RespOrg must notify the STI-PA of all known revoked certificates as soon as possible.* This does not apply to delegate certificates. Delegate certificates will not be included on the CRL.

7.6 Account Maintenance

It is the responsibility of the RespOrg to keep their accounts updated, in particular contact information. If a RespOrg fails to do so, the STI-PA reserves the right to deactivate the RespOrg's account until updated contact information is provided.

8 Glossary

<u>ACRONYM</u>	<u>MEANING</u>
ATIS	Alliance for Telecommunications Industry Solutions
CA	Certification Authority
CP	Certificate Policy
CPS	Certification Practice Statement
CRL	Certificate Revocation List
OCN	Operating Carrier Number
RespOrg	Responsible Organization
STI-CA	Secure Telephone Identity Certification Authority
STI-GA	Secure Telephone Identity Governance Authority
STI-PA	Secure Telephone Identity Policy Administrator

9 References

- ◆ *ATIS-1000074* - Signature-based Handling of Asserted Information using Tokens (SHAKEN)
- ◆ *ATIS-1000080* - Signature-based Handling of Asserted Information using Tokens (SHAKEN): Governance Model and Certificate Management
- ◆ *ATIS-1000084* - Technical Report on Operational and Management Considerations for SHAKEN STI Certification Authorities and Policy Administrators
- ◆ *ATIS-1000093* – ATIS Standard on Toll-Free Numbers in the SHAKEN Framework

This page intentionally left blank.

