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Prepared by:
iconectiv Product Management
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Executive Summary

This document provides the guidelines and procedures to be followed by VoIP Service Providers (SPs) for enrollment in the Secure Handling of Authenticated Identify Tokens (SHAKEN) ecosystem as introduced in [ATIS-1000074]. [ATIS-1000080] and [ATIS-1000084] provide the details on the Service Providers roles and responsibilities for interacting with the STI Policy Administrator (STI-PA). This document provides the detailed procedures to be followed by the Service Provider in order to participate in the SHAKEN ecosystem.
1 Introduction

This document describes the process for the approval and enrollment of a Service Provider 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 service provider collaboration in establishing the overall governance to ensure that only approved service providers are enrolled in the SHAKEN ecosystem. The STI-GA has established the policy that a Service Provider must have an Operator Carrier Number (OCN) in order to participate in the SHAKEN ecosystem. In order to participate in the SHAKEN ecosystem, a Service Provider must create an account with the STI-PA. Once the account is created, the Service Provider then has the credentials to interface to the STI-PA to obtain a Service Provider 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

iconectic PA Service Desk Administrator:

100 Somerset Corporate Blvd. Phone: 1.800.458.4826
Bridgewater, NJ 08807 E-mail: STI-PA@iconectic.com

iconectic PMA Director:

100 Somerset Corporate Blvd. Phone: 1.800.458.4826
Bridgewater, NJ 08807 E-mail: PMA@iconectic.com
3 Service Provider Registration

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

The details for the account registration are in section 7.1 [Registering for a Service Provider Account].

Once registration information is received, the SP will receive an email indicating the PA Service Desk Administrator (Service Desk Admin) has received the application and is currently reviewing it for completeness. The Service Desk Admin will contact the SP for additional information required to complete their account registration.

4 Service Provider Approval

The PA Service Desk Admin is responsible for ensuring timely review of the Service Provider’s registration submission, and for contacting the SP to complete the registration process. The expected turnaround is 2-3 business days.

5 Adding a Service Provider to the SHAKEN Ecosystem

Once an SP has been approved, the SP is notified via email. The SP must follow the procedures in Section 7.2 [Activating the Service Provider Account] to log into the PA portal. The procedures in section 7.3 [Obtaining SPC Tokens] are required in order for an SP 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 an SP has been added to the ecosystem they must notify the PA of any company name changes, including those related to sales. The SP must also notify the PA if the company terminates business or the SP 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 SP must notify the PA Service Desk Admin to have their account updated to reflect the name change.
If business changes result in the need to consolidate OCNs that result in other changes to an account (e.g., merging accounts for example) the SP should notify the PA Service Desk Admin.

If a business terminates, the SP must notify the PA so that the account can be deactivated.
7 Account Management

7.1 Registering for a Service Provider Account

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

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

1. Complete the registration form on the PA website and verify your contact email address.
2. Provide additional information to the PA Service Desk 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 additional instructions for completing the registration, accepting the Account Level Agreement and establishing a password. You will be able to begin using the PA as well as add new users for service providers in your company.

Instructions to register on the PA website:

1. Open a browser window and go to the Policy Administrator website:
   https://www.authenticate.iconectiv.com

   *Recommended browsers:*
   - Google Chrome
   - Firefox

2. Click on Register button on the upper right corner of the page to go to the registration page. See Figure 1 below.

3. Select the Service Provider account type.
   - The Service Provider ID field will display.
   - Provide your company’s OCN in the text box provided.
4. Complete all required (*) fields on the form, using correct formats as per noted.

   ❖ **IMPORTANT NOTE:** Write down the User ID separately as you will need this ID to log into the STI-PA web application. **This will be the SP Admin User ID for your company’s PA account.**

5. Click the **Submit Form** button.

   ❖ **IMPORTANT NOTE:** DO NOT CLOSE THE BROWSER until you have completed the Email Verification process in these procedure steps.

Upon successful validation, an **Email Verification dialog** will display onscreen with instructions to find the verification email in order to complete the registration.

6. Check the mailbox of the Email Address indicated for the email sent from **STI-PA Do Not Reply** containing the verification code and Code Expiry.
The email verification must be completed prior to the Code Expiry.

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

- If you are unable to complete the verification prior to Code Expiry, or you cannot find the verification email, contact the PA Service Desk Admin as noted in section 2 of this document to send a new verification code.

7. Complete the Email Verification.
   
   a. Type the verification code exactly as shown in the email in the Verification Code textbox.
   
   b. Click the Submit Form button.

A Success message will display at top of the page if the verification code was submitted correctly. You will receive an email explaining the review and registration completion process.

7.2 Activating the Service Provider Account

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

1. Using the SP 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 SP 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 and initial login the SP Admin user will be required to accept the Account Level Agreement in order to activate their account in the PA.

Once the account is activated, the account portal allows an SP to update any contact information, add users as well as to notify the PA of any revoked certificates per section 7.4 [Adding Revoked Certificates to the CRL]. Online Help Pages will be available to guide you in your tasks.
7.3 Obtaining SPC Tokens

Once the account is activated, the SP must create additional credentials that are used to authenticate access when the SP 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 an SP requests an SPC token using the API, they are also provided a link to the Certificate Revocation List (CRL).

The SP uses the same credentials in order to obtain the list of Trusted STI-CAs, which is required to validate certificates by the SP to which a call terminates in the SHAKEN ecosystem.

7.4 Adding Revoked Certificates to the CRL

Once the SP has an active account, they are able to use the account to provide the PA with any certificates that have been revoked. The SP must notify the PA of all known revoked certificates as soon as possible.

7.5 Account Maintenance

It is the responsibility of the SP to keep their accounts updated, in particular contact information. If an SP fails to do so, the PA reserves the right to deactivate the SP's account until updated contact information is provided.
# 8 Glossary

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<tr>
<td>STI-PA</td>
<td>Secure Telephone Identity Policy Administrator</td>
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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