



COMMONWEALTH OF MASSACHUSETTS

May 31, 2019

Ex Parte Letter – Filed Via ECFS

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

In re Implementing Section 503 of RAY BAUM'S Act, WC Docket No. 18-335
In re Rules and Regulation Implementing the Truth in Caller ID Act of 2009,
WC Docket No. 11-39

Dear Ms. Dortch:

The Massachusetts Office of Consumer Affairs and Business Regulation and the Massachusetts Department of Telecommunications and Cable respectfully submit this response to the Notice of Proposed Rulemaking ("NPRM") the Federal Communications Commission ("Commission") released on February 15, 2019, in the above-captioned proceedings.¹ The Commission adopted the NPRM in order to implement recent amendments to the Communications Act to combat illegal caller ID spoofing. Specifically, the legislation is intended to reach spoofing activities directed at consumers in the U.S. from bad actors outside of the U.S., and to expand the anti-spoofing law to reach text messages.²

Massachusetts supports the Commission's proposal to track the relevant statutory language contained in RAY BAUM'S Act in its regulations. Beyond this, and consistent with our previous comments related to robocalls, we encourage the Commission to provide relief to consumers regardless of what type of technology (*i.e.*, traditional landline, wireless, Voice over Internet Protocol (VoIP), etc.) is used to receive calls and text messages or how that communication is defined.³ Moreover, we urge the Commission to require carriers to quickly and uniformly implement SHAKEN/STIR⁴ in a manner that will ensure that legitimate calls are

¹ *In re Implementing Section 503 of RAY BAUM'S Act*, WC Docket No. 18-335, FCC 19-12 (Feb. 15, 2019).

² Consolidated Appropriations Act, 2018, Pub. L. No. 115-141, Div. P, Title V, § 503, 132 Stat. 348, 1091-94 (2018) (codified as amended in 47 U.S.C. § 227(e)) ("RAY BAUM'S Act").

³ *See In re Advanced Methods to Target & Eliminate Unlawful Robocalls*, MDTC Comments, CG Docket No. 17-59 (June 7, 2018).

⁴ SHAKEN/STIR is an industry-developed set of protocols and operational procedures designed to authenticate telephone calls and thus mitigate spoofing and illegal robocalling. Specifically, SHAKEN/STIR is an acronym of two sets of technical specifications: the Secure Telephone Identity Revisited (STIR) protocols defined by the Internet Engineering Task Force (IETF); and the Signature-based

not blocked inadvertently. We have been pleased to serve as part of the North American Numbering Council's Call Authentication Trust Anchor Working Group and we eagerly await carriers' compliance with the Working Group's recommendations.⁵

According to the Commission, Massachusetts consumers submitted 5,571 telemarketing complaints, including spoofing complaints, between 2014 and 2016.⁶ Additionally, Massachusetts consumers regularly contact our agencies for help regarding caller ID spoofing, robocalls, telemarketing scams, and alleged do-not-call-list violations. In addition to educating consumers on these issues, we work with carriers where appropriate to assist affected consumers. This is an issue that impacts virtually all Massachusetts consumers. We thank the Commission for its work to date and believe there is much more to be done. We look forward to continuing to assist the Commission in its efforts to combat unwanted robocalls.

Respectfully submitted,

/s/ Edward A. Palleschi

Edward A. Palleschi
Undersecretary

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/s/ Karen Charles Peterson

Karen Charles Peterson
Commissioner

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Handling of Asserted information using toKENs (SHAKEN) specifications defined by the ATIS/SIP Forum IP-NNI Task Force.

⁵ See NANC Call Authentication Trust Anchor Working Group, Report on Selection of Governance Authority and Timely Deployment of SHAKEN/STIR (2018), http://nanc-chair.org/docs/mtg_docs/May_18_Call_Authentication_Trust_Anchor_NANC_Final_Report.pdf.

⁶ FCC - Open Data, Consumer Complaints Data - Unwanted Calls, <https://opendata.fcc.gov/Consumer/Consumer-Complaints-Data-Unwanted-Calls/vakf-fz8e>.