



ECG Streamlines STIR/SHAKEN Implementation for Momentum

MOMENTUM
T E L E C O M

Momentum, a cloud voice provider with a nationwide presence, knew it needed to comply with STIR/SHAKEN but wanted to figure out how to do so without wasting time and money. Enter: ECG.

From having to source software providers to needing legal advice, Momentum knew that getting compliant with STIR/SHAKEN – the FCC’s protocol for mitigating robocalling – was going to be a huge burden. The cloud voice provider turned to ECG for expertise, guidance, and compliance engineering.

“ECG’s industry knowledge is unparalleled. They are extremely competent, and they are ahead of the curve.”

- Mark Hayes, VP of Voice Engineering, Momentum Telecom

The Challenge

The Federal Communications Commission’s STIR/SHAKEN framework requires all voice service providers to meet standards to combat spoofed robocalls. This new policy means an exhausting amount of research, conversations with software vendors, legal work, and implementation.

Momentum Telecom wanted to avoid these complications while becoming compliant with STIR/SHAKEN. It brought on ECG to:

- Fast-Track the sales process with multiple software vendors
- Provide independent expertise on which solution would be best
- Identify gaps in compliance requirements and the true needs to meet
- Be an on-call guide to answer any questions from Momentum’s team
- Help Momentum not just stay compliant but remain competitive for the long term

“Once we realized we had to comply, it was in our best interest to use ECG for their engineering expertise, market knowledge, and ability to help us achieve compliance without wasting time and money,” said Mark Hayes, VP of Voice Engineering for Momentum Telecom.

The Action

ECG brought in voice engineering experts to:

- Discuss software options with vendors before starting the formal sales process for Momentum
- Look for a creative solution to match up vendors with Momentum
- Review the product-support structures vendors had in place to ensure they would work well with Momentum
- Answer questions about integration options to help Momentum choose the right vendor for today and for long-term growth
- Provide guidance and expert advice on what steps to take that would help Momentum save the greatest amount of time and money
- Enable Momentum to make the most intelligent, informed decision about how to comply with STIR/SHAKEN

“Their expertise in voice engineering is a major reason I lean on ECG. I rely on them for their knowledge, subject matter expertise, and guidance.”

- Mark Hayes, VP of Voice Engineering, Momentum Telecom

The Result

ECG helped Momentum achieve a simple, **elegant, cost-effective way to comply with STIR/SHAKEN.**

The voice provider avoided getting trapped in premature sales cycles because ECG managed the vendor-vetting process. “ECG compiled all the options in the industry, weighed those based on their specific vendor expertise and reputation, and then again weighed them based on the value they provided Momentum. **The time we saved during this process was invaluable,**” said Hayes.

ECG also enabled Momentum to:

- ✓ Ensured compliance by accessing legal briefs provided to ECG by their lawyers, bridging gaps between legal, engineering, and FCC regulatory teams
- ✓ Minimize their time expenditure and complexity throughout the entire compliance process
- ✓ Make the **most informed decision on how to comply** with STIR/SHAKEN using data compiled by ECG

“ECG’s broad scope of clients means they know what’s happening before we do. We stay competitive with ECG as our guide.”

- Mark Hayes, VP of Voice Engineering, Momentum Telecom