



Kaisa Technologies AB (Kaisa) is a CPaaS provider that helps enterprise customers to accelerate Sales. Our platform is designed to prevent unauthorised outbound calls, ensuring that all calls originate strictly from within the Kaisa platform.

To prevent misuse and fraudulent activity, we employ several proactive measures:

Strict Configuration: Outbound calls can only be initiated through the Kaisa platform, eliminating the possibility of spam or robocalls originating from our service. This approach underscores our commitment to being a CPaaS provider rather than a conventional telecommunications company.

Continuous Monitoring: We continuously monitor our systems and phone calls in collaboration with our telecom providers to detect and prevent any fraudulent behaviour.

Compliance with Telecom Regulations: We adhere to all relevant telecom regulations to maintain the integrity and security of our services.

Blocking Mechanisms: We have implemented a robust blocking feature that operates in two modes:

- **Blocking Truly Anonymous Callers:** Blocking truly anonymous callers by detecting the absence of a PAI (P-Asserted-Identity) in the carrier request.
- **Blocking Known and Known-Anonymous Callers:** Calls from known or anonymous sources are blocked if they exceed predefined thresholds, such as four calls within 30 seconds.

Additionally, Kaisa is committed to collaborating with authorities and stakeholders to further mitigate robocalls and fraudulent activities. We stand ready to assist in any investigations or initiatives aimed at reducing such occurrences.