

Kipsu's Robocall Mitigation Steps Addendum 8/18/2026

Kipsu is principally a SaaS provider offering business messaging services. Kipsu's voice functionality is ancillary to its messaging service and is intentionally limited in scope. Kipsu does not provide customers with the ability to originate outbound voice calls, initiate voice campaigns, upload calling lists, place automated calls, or select or spoof outbound caller identification information. When a voice call is received at a Kipsu-provisioned messaging number, Kipsu may instruct its underlying voice provider, Bandwidth, through Bandwidth's API to forward that inbound call to a destination telephone number configured for the customer's account.

Customer identification and onboarding. Kipsu establishes a business relationship with its customers as part of its SaaS sales and onboarding process. Kipsu identifies the customer organization and authorized representatives associated with the account and maintains customer information such as the organization's name, business contact information, billing and contractual information, authorized account users, and the Kipsu locations/accounts associated with the customer. Kipsu does not offer anonymous customer access to voice services or a standalone high-volume voice-origination product.

These controls provide Kipsu with an established and traceable relationship to the business customer associated with each Kipsu account and telephone number. Where information supplied by a prospective customer is inconsistent, incomplete, or otherwise raises concerns regarding the customer's identity or intended use of Kipsu's service, Kipsu may require additional verification before activating service.

Existing customers. Kipsu maintains identifying, contractual, billing, administrative, and service information for existing customer accounts. Customer information is updated through the normal course of the customer relationship, including changes to authorized contacts, account configuration, billing information, customer organization information, and service configuration. Kipsu applies its KYC controls to existing customers as well as new customers and may revalidate customer information when material account information changes, during renewal or account review, or when activity or other information raises a concern regarding the identity or use of an account.

Voice-use controls. Because Kipsu does not permit customers to originate voice traffic, a customer cannot use Kipsu's application to generate high-volume outbound calling traffic or robocalls. Voice functionality is limited to forwarding calls that were first received at a Kipsu-associated telephone number to a configured destination. Kipsu can associate the relevant telephone number and forwarding configuration with the corresponding customer account and investigate or disable the functionality if misuse is identified or reported.

Upstream provider. Kipsu's underlying provider for this voice functionality is Bandwidth. Kipsu maintains a direct commercial relationship with Bandwidth and uses Bandwidth's services and API to receive and forward the limited voice traffic described above. Kipsu does not accept voice traffic from unidentified or customer-selected upstream voice carriers.

Call analytics and third-party analytics vendors. Kipsu does not independently operate a call-analytics platform designed to identify or block illegal outbound robocall traffic, nor does Kipsu currently engage a separate third-party call-analytics vendor for that purpose. This reflects the limited nature of Kipsu's voice functionality: Kipsu does not provide outbound voice origination capability. Bandwidth is Kipsu's underlying voice service provider, rather than a Kipsu call-analytics vendor. To the extent Bandwidth applies call analytics, authentication, fraud-prevention, or other network controls to traffic carried on its network, those controls are operated by Bandwidth as the underlying provider.

Kipsu maintains application and account information sufficient to identify the customer associated with a Kipsu-provisioned number and its configured forwarding destination and will investigate reported or suspected misuse. Kipsu will cooperate with the FCC, law enforcement, Bandwidth, and the Industry Traceback Group as appropriate in investigating suspected illegal traffic and will take appropriate action, including disabling voice forwarding where warranted.