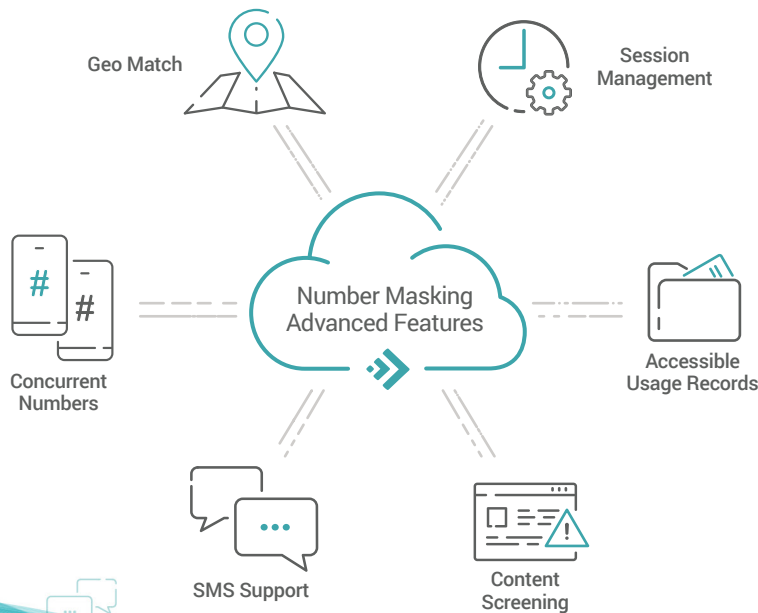


Number Masking Advanced Features



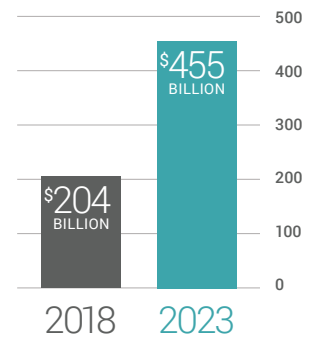
Deliver the most comprehensive Number Masking application with extended management, visibility, and control.

Phone number masking gives customers the ability to make calls and send messages without exposing personal phone numbers. For user security, the number is hidden during interactions with a business or digital platform. Telestax Number Masking is a turnkey communications platform as a service (CPaaS) application with a high level of customizability, offering a more complete solution for rideshare, dating apps, e-commerce, logistics providers, healthcare, and many more marketplace, peer-to-peer, and remote work solutions that are being developed today.



DRIVING THE NEW NORMAL

The global gig economy, which includes digital platforms generates \$204 billion in gross volume and is projected to grow to \$455 billion by 2023.



Number Masking protects the communications and transactions essential to the gig economy.

TELESTAX NUMBER MASKING ADVANCED FEATURES



Geo Match

Match country code to the phone number of origin, facilitating the appearance and display of familiar numbers during incoming calls or texts.



Session Management

Enable number blocking, permanent masked number, session or context expiration, and more for maximized configurability.



Concurrent Numbers

Use the same phone number in multiple sessions simultaneously for added cost savings and the optimization of resources.



Accessible Usage Records

Easily access usage and support records for increased visibility and control.



SMS Support

Seamlessly communicate using voice or text within the same session using comprehensive SMS support.



Content Screening

Flag unwanted content by keyword and other criteria to limit the sharing of personal information outside the specified platform.

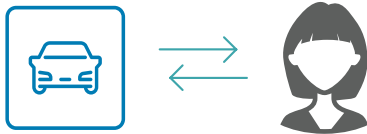
USE CASES AND KEY BENEFITS



Geo Match

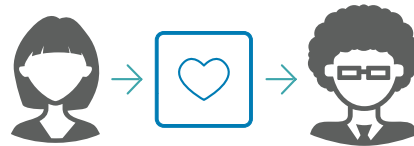
For ride share, social, or dating applications, users experience a greater sense of confidence and trust if the masked number's country code is familiar and matches their expectations.

Ride Share Application



When a ride-share customer requests transportation via a mobile phone application, any communication received from the driver would appear as a masked number from the expected country code, eliciting familiarity and confidence in the transaction.

Social/Dating Application



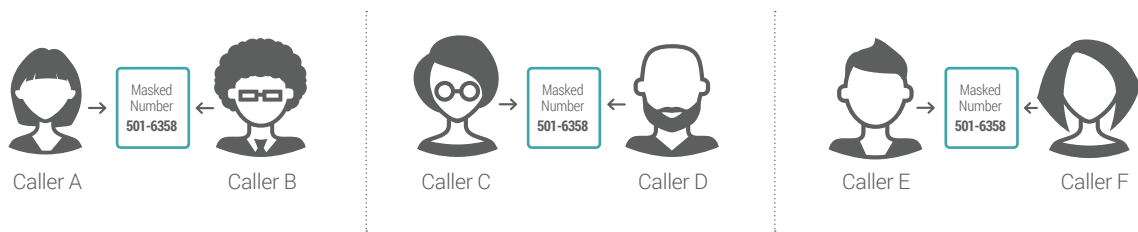
While using an online social or dating application, an individual can phone a contact using a local masked number. The recipient will recognize the number and experience a higher level of trust and security in the communication.

USE CASES AND KEY BENEFITS *cont.*

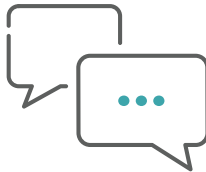


Concurrent Numbers

The Concurrent Numbers feature allows enterprises to get the most out of purchased phone numbers, while maintaining privacy. As long as the originating numbers are unique, the same masked number may be used for multiple interactions. For example, in the case of several agents working from home, the recipient's caller ID display would feature the main switchboard number of the organization, regardless of which agent responded to the request.



With Concurrent Numbers, one masked number can be used at the same time for multiple calls, reducing the need to purchase numbers.



SMS Support

Number Masking is not just limited to Voice but also includes full SMS support. For example, SMS is available for all Number Masking features such as "call back URL." In all use cases, parties can communicate via text or call.



USE CASES AND KEY BENEFITS *cont.*



Session Management

With Session Management, the carrier, provider, operator, or enterprise can select how long a masked number is available for use by setting session or context deadlines, or automatically terminating sessions based on defined criteria.

For example:

- Ride share, food and goods delivery, logistics, or other services can use Session Management to ensure that masked numbers remain live for up to an hour after the ride ends or the delivery has occurred in case of followup questions or concerns
- Remote workers can set up permanent masked numbers to avoid the risk of displaying personal mobile phone numbers when doing business
- All businesses can leverage call blocking and routing to an external IVR or URL to ensure that communication occurs in a safe and timely manner

The screenshot displays the 'restcomm Number Masking' web application. The top navigation bar includes 'Applications', 'Numbers', 'User Management', 'Search', and 'Usage Records'. The main content area is titled 'TestMasking' and features a sidebar with 'Basic Details', 'Mask Numbers', and 'Contexts'. The 'Contexts' section shows a table with columns for 'Context Name', 'Participants', 'Last Interaction', 'SID', and 'Status'. A '+ Add Context' button is visible. An 'Add Context' modal is open, showing fields for 'Context name' (Taxi Session), 'Mode' (Voice And Message), 'Expiry Date' (Sep 30, 2020, 11:04 PM), and 'Time To live (in sec)' (600). The modal has 'Close' and 'Done' buttons.

Context Name	Participants	Last Interaction	SID	Status
Context1	Participants		CTXe05bc01e57de4c878da7aaace27b4bc5	OPEN

Context name: Taxi Session

Mode: Voice And Message

Expiry Date: Sep 30, 2020, 11:04 PM

Time To live (in sec): 600

Close Done

With Session Management, users can specify how long a masked number will remain active. Extending a context may improve customer service by allowing time for post-transaction questions, or even create a permanent masked number for business use.

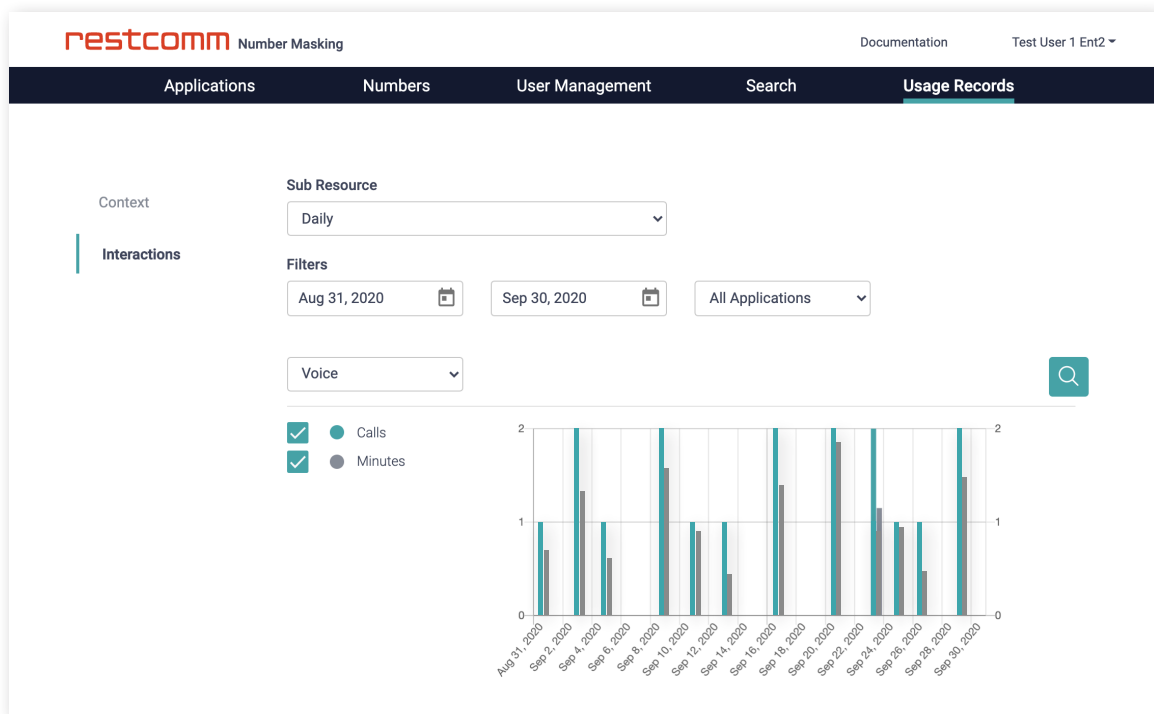
USE CASES AND KEY BENEFITS *cont.*



Accessible Usage Records

With Accessible Usage Records, the carrier, operator, provider, or enterprise customer can access complete call detail records (CDRs) in order to:

- View exact usage count including how many contexts, number of calls, total number of minutes for given calls, and number of messages
- Filter records by specified criteria for more actionable data
- Monitor their own usage and address support issues without having to request records from another source
- Inform traffic and budget planning, determine the need to purchase numbers, and more



Access usage records for Number Masking, view by context or interaction, and apply filters.

USE CASES AND KEY BENEFITS *cont.*



Content Screening

Creating rules around messaging (SMS) conversations helps prevent users from sharing sensitive information. For example, organizations can use the intercept callback URL and perform custom programming to search for a social security number, credit card, phone number, or other identifying information.



Caller_1234 I'm ready to purchase.

_12:10 pm

My credit card number is XXX-XX-XXXX.

_12:11 pm

AB Rep_645 Congratulations on your decision to buy! For your protection, our system does not allow credit card numbers to be shared via text. Click the link to visit our secure payment portal.

_12:12 pm



Going Forward

With Number Masking, users can take advantage of a trusted application loaded with advanced features, eliminating the need to purchase additional phone numbers, spend time configuring difficult solutions, or making unnecessary data usage requests. User privacy and the integrity of personal information is maintained for business and enterprise customers, gig economy workers, and anyone else seeking to facilitate private communication transactions.

Enable Number Masking with advanced features for your enterprise customers today.

To get set up, contact info@telestax.com.

telestax 

Bringing CPaaS to communications service providers, helping enterprises embrace the digital transformation.

www.telestax.com