TeleSign

Anonymous SMS API

Utilize phone number masking to safeguard user identities with anonymized SMS communication experiences between two parties.

xx-xxx-xxxx   xx-xxx-xxxx

ENABLE PRIVATE SMS COMMUNICATIONS WITHOUT THE HASSLE OF BUYING & PROVISIONING VIRTUAL NUMBERS

Create anonymous limited-duration SMS communication sessions between two end-users without disclosing personal information. Mask phone numbers from view to add privacy, identity protection, and ensure conversations and transactions remain on-platform. Keep conversations between buyers and sellers, drivers and passengers, and delivery personnel and order recipients on-platform and private--without the need to buy and provision virtual numbers.

FEATURES

TWO-WAY ANONYMOUS SMS COMMUNICATIONS

Both parties are able to communicate (send & receive SMS messages to/from each other) without friction and without disclosing their personally identifiable information/phone number.

NO DEDICATED SENDER IDs REQUIRED

Use a pool of TeleSign shared Sender IDs (minimum commitment required). There is no need to purchase virtual phone numbers/ dedicated Sender IDs, which would require additional fees and can take a long time to obtain. Identify all transactions using sessions data--a combination of sender ID and end-user phone number. Dedicated sender IDs are available upon request.

SMART MESSAGE SPLITTING & LONG MESSAGE SUPPORT

Prevent the breaking of critical pieces of information such as URLs, email addresses and SMS message splitting over 160 characters (up to 10 messages/1600 characters) to ensure messages are delivered and viewed as intended.

HIGH QUALITY, DIRECT-TO-CARRIER ROUTES

TeleSign's network spans across 700+ high-quality, direct-to-carrier routes with providers worldwide to ensure the highest availability and delivery rates of SMS messages.

RELIABLE GLOBAL COVERAGE

Provide the most coverage and ensure message receipt and delivery to users in 87 countries and territories. Make sure your users are connected, wherever they are.

DEFINABLE SESSIONS

Using two end-user phone numbers, create a private communication session where you can specify the validity period (number of hours) to exchange SMS messages.

COMPLIANCE SUPPORT

Utilize free regulatory assistance to mitigate Telephone Consumer Protection Act (TCPA) risks and adhere to worldwide content compliance.

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KEY BENEFITS

MAINTAIN USER PRIVACY

Mask phone numbers between two parties during SMS conversations to protect personal information.

AVOID OFF–PLATFORM TRANSACTIONS

Provide seamless private communication sessions between end-users to ensure all transactions and related payment exchanges are conducted on-platform.
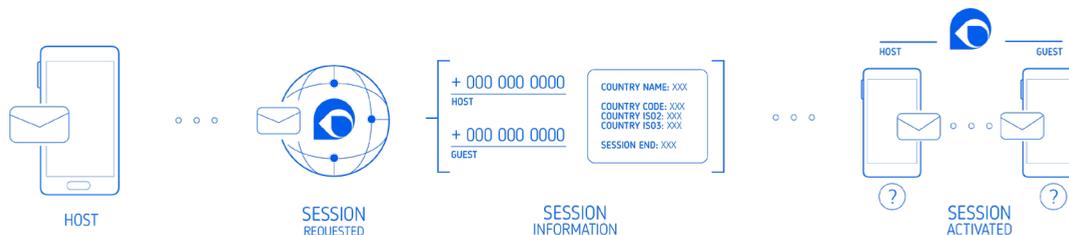
REDUCE COSTS

No need to rent or provision virtual numbers (added costs). (Standard SMS transaction rates only. Available in 87 countries.)

HomeAway®

"Telesign's global coverage is critical to our business. Their waterfall delivery process, superior global network and traffic monitoring resulted in increased delivery rates and reduced call center volumes."

TJ SPINKS
POSTMASTER, HOMEAWAY

HOW IT WORKS

HOST · · · SESSION REQUESTED

+ 000 000 0000 HOST
+ 000 000 0000 GUEST

COUNTRY NAME: XXX
COUNTRY CODE: XXX
COUNTRY ISO2: XXX
COUNTRY ISO3: XXX
SESSION END: XXX

SESSION INFORMATION

HOST GUEST · · · SESSION ACTIVATED

A vacation rental marketplace wants to give the guest and host the option to use SMS to exchange relevant information (check-in/out time, lock box code, house rules, etc.). To ensure the communications stay on the marketplace's platform – it's essential to mask the phone numbers between the two parties.

1. The property host wants to send an SMS to the guest to confirm their check-in time.

2. Using the Anonymous SMS API, the marketplace business sends a POST request to TeleSign to set up a session for two phone numbers.

3. The marketplace business receives information back about the session and each number (complete phone number, country code, country ISO2, country ISO3, country name, sender ID [from a pool of TeleSign shared senderIDs], session end, etc.)

4. The anonymous communications bridge is now set between guest and host. When messages are sent, only TeleSign and the marketplace business can access the phone numbers and track interactions.

Our platform connects and protects online experiences with sophisticated customer identity and engagement solutions. Through APIs that deliver user verification, data insights, and communications, we solve today's unique customer challenges by bridging your business to the complex world of global telecommunications.

For more information, please visit **www.telesign.com** | **@TeleSign**

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