Terms of Service

Last updated: 24.10.2026

Definitions

Key terms used in these Terms: "callSaul" / "we" / "us" = Trikuti AI Labs (OPC) Private Limited, operating as callSaul; "you" / "Customer" = the business that accepts these Terms; "Service" = the callSaul platform, made up of the Inbound Receptionist, Outbound Campaigns and Call Upload Analysis modules and related features; "Module" = any one of those three; "Saul" = the AI assistant; "Caller" = a person who calls a number connected to your account; "Contact" = a person called, or to be called, in an Outbound Campaign; "Contact List" = the list of Contacts and campaign variables you upload or configure; "Campaign" = a set of outbound calls or messages you configure; "Uploaded Recording" = a call recording you upload for analysis; "Agent" = a member of your staff (or a person acting for you) whose voice or details appear in an Uploaded Recording; "Analysis Output" = the transcripts, summaries, scores and coaching produced from an Uploaded Recording; "Customer Data" = data you provide or that is captured on your behalf (call audio, transcripts, contacts, Contact Lists, Uploaded Recordings, Analysis Outputs, configuration).

The service

callSaul provides an AI voice platform with three Modules, as described on our website and in your plan:

- **Inbound Receptionist:** an AI phone receptionist that answers your inbound calls, works out what the caller needs, books appointments, captures leads, and logs calls.
- **Outbound Campaigns:** Saul places calls (and, where enabled, messages) to the Contacts on your Contact Lists, on your instructions and on your behalf.
- **Call Upload Analysis:** you upload call recordings, and Saul transcribes, summarises and scores them and produces coaching.

You may use only the Modules included in your plan. We may improve, change, or add to the Service over time.

Accounts, eligibility, authority to bind

You must provide accurate registration details and keep them current. You must be a business (not a consumer) and authorised to enter into these Terms on behalf of your organisation. You are responsible for activity under your account and for keeping your credentials secure. If you sign in with a Google Account, you are also responsible for keeping that Google Account secure.

Plans, billing, taxes

Plans, fees, and included usage are as shown at signup. Fees are billed in advance (monthly or annually) and usage-based charges (e.g., minutes of inbound and outbound calls, and recordings analysed) as incurred. Fees are exclusive of taxes; you are responsible for applicable taxes. Auto-renewal and cancellation are covered in **Schedule 2**.

Refund and cancellation

Refund and cancellation terms are set out in **Schedule 2 (Refund & Cancellation)**. In summary: cancel anytime, no refunds, access continues to the end of the paid period.

Customer obligations and compliance responsibilities

You control what Saul says. You are solely responsible for the accuracy, completeness, and lawfulness of the business information, knowledge base, prices, hours, policies, scripts, and configuration you provide, and for the answers Saul gives based on them.

Lawful use in your jurisdiction. You are responsible for using the service lawfully everywhere you, your callers and your Contacts are located — including obtaining any required consents and complying with call-recording, telemarketing, privacy, and consumer-protection laws that apply to your calls.

You will not disable the recording announcement. The service announces at the start of each call — inbound and outbound — that the call may be recorded, so consent can be captured. You must not disable, alter, shorten, suppress, or circumvent this announcement, and you must not configure Saul to conceal that it is an AI assistant or to impersonate a specific person. (See the **Acceptable Use Policy, Schedule 1**.)

Notice to your callers. Your callers and Contacts are your contacts, not callSaul's users, so the notice to them is the spoken announcement delivered on your behalf. You are responsible for any further privacy notice your own laws require you to give your callers and Contacts.

Data you provide. You represent that you have the right and authority to provide any personal data, contact lists, recordings, or content you upload or configure, and to have callSaul process it on your behalf as described in the **Data Processing Addendum (Schedule 3)**.

Use of captured information. You are responsible for how you use the leads, contacts, recordings, Analysis Outputs, and outcomes the service captures, including any follow-up you make and any destination you send data to (e.g., a webhook or CRM you connect). Additional obligations for Outbound Campaigns and Call Upload Analysis are set out in the two sections below.

Roles. You are the controller of the call data, Contact Lists and Uploaded Recordings — For USA users, business / service-provider relationship · For Indian users, Data Fiduciary — and callSaul processes it on your documented instructions as your processor / Data Processor. For Outbound Campaigns, you are also the seller and caller of record and, in India, the Principal Entity. (See **Schedule 3, Data Processing Addendum**.)

Accurate information. You must provide and keep current accurate account, billing, and business-identity information.

Compliance with the Acceptable Use Policy. Your use must comply with the Acceptable Use Policy (Schedule 1). Breach may lead to suspension or termination (see the **Term, suspension, termination, and data on exit** clause), and you indemnify callSaul for losses arising from your unlawful use (see the **Indemnities** clause).

Connected accounts and calendars

You may connect third-party accounts, such as Google Calendar or Microsoft Outlook, so Saul can check your availability and book appointments. By connecting an account, you authorise callSaul to access it only as described in our Privacy Policy. Your use of those services remains subject to their own terms.

Saul books appointments automatically, based on your availability and your configuration. You are responsible for keeping your calendar accurate and for reviewing bookings. callSaul is not responsible for bookings that are missed or delayed because a connected service was unavailable or your access was revoked.

You can disconnect a connected account at any time in Settings. Disconnecting stops new bookings to that calendar. It does not delete events Saul has already created.

Outbound Campaigns — additional terms

Consent. You warrant that, for every Contact on every Contact List you upload, you hold the consent the law requires for the Campaign you run — in the USA, prior express written consent for marketing calls and prior express consent for informational calls, scoped to you as the seller and to that Campaign; in India, consent that meets TRAI's requirements, recorded against you as the Principal Entity. callSaul does not verify your consents, and calling a Contact without the required consent is prohibited (Schedule 1). You must keep your consent records and produce them on request by callSaul or any regulator.

Do-not-call scrubbing is yours. Before you upload a Contact List, and for as long as you use it, you must scrub it — in the USA, against the National Do Not Call Registry (using your own registry subscription as the seller) and any applicable state lists, and against your own internal do-not-call list; in India, against the NCPR / DND preferences for the relevant category. callSaul does not scrub your lists, does not supply registry access, and does not verify that you have scrubbed.

Preference scrubbing on Indian messaging. For text messages sent in India through callSaul's DLT registration, the telecom operator applies preference scrubbing on the DLT platform. That is an operator control, not a callSaul service, and it does not reduce your responsibility above or limit your warranties or indemnity under these Terms.

Calling hours. Calls are placed only within permitted hours in the Contact's local time — in the USA, 8am–9pm (narrower where state law requires); in India, 9am–9pm for promotional calls. You may not override these limits.

Opt-outs. Saul recognises verbal and keypress opt-outs during a call. An opt-out given during a call ends that call at once. The opt-out is then applied immediately to the Campaign that placed the call, and across all of your calls and messages within 24 hours. In India, the Contact is not contacted again to seek consent for 90 days. You must also honor opt-outs in your own systems and must not re-upload an opted-out Contact without fresh consent.

Disclosures on every call. Each outbound call opens by stating that Saul is an AI assistant, naming your business, and giving a callback number, followed by the recording announcement. You must not disable, alter, shorten, or circumvent these disclosures.

Numbers. Calls are placed only from numbers registered to your business; you must not spoof or rotate caller ID. In the USA, numbers must carry STIR/SHAKEN attestation. In India, promotional calls must use 140-series numbers and service / transactional calls 1600-series numbers (available only to RBI-, SEBI-,

IRDAI- or PFRDA-regulated entities), and commercial calls must never be placed from standard 10-digit mobile numbers.

India registrations. Text messages sent in India through the Service go out under callSaul's own DLT registration, obtained through Exotel. callSaul registers the headers and content templates; you must give us the content you want registered and use only approved templates. For voice Campaigns in India, you remain responsible for every registration TRAI's commercial-communication rules require of you as Principal Entity — including DLT registration, header and template registration, and any required telemarketer arrangement — before any commercial call is placed. What Saul says must match the registered templates.

Answered and abandoned calls (USA). Saul begins speaking, with the disclosures above, within two seconds of the called person's greeting. Calls ring for at least 15 seconds or four rings before being disconnected, and abandoned calls are kept to no more than 3% of calls answered by a live person, per Campaign, per 30-day period. Any voicemail message left identifies your business and gives a callback number; you must hold consent that covers artificial-voice or prerecorded messages.

Text messaging. Before any text message is sent in the USA, your A2P 10DLC brand and campaign registration must be in place. Replies of STOP (and equivalent keywords) opt the Contact out of messages, and HELP returns your business name and contact details. At opt-in, you must disclose to each Contact the message frequency, that message and data rates may apply, and how to opt out and get help. In India, messages are sent under callSaul's DLT registration (see **India registrations** above) and must match the registered headers and templates. Messages are subject to the same consent, do-not-call and calling-hour rules as calls.

Opt-out records. callSaul keeps records of opt-outs and suppressions for your Campaigns and can export them to you.

Call Upload Analysis — additional terms

Lawful recordings. When you upload a recording, you confirm the jurisdiction in which it was made, and you warrant that it was lawfully made with every consent the law requires — including all-party consent where required.

Purpose. You warrant that the notice given and the consent obtained when each recording was made cover its analysis by AI and its scoring, not only "quality and training".

Your Agents. You warrant that you have given your Agents notice and, where the law requires, obtained their consent to the analysis of their calls, separately from any consent obtained from your customers.

Scores. Analysis Outputs are generated by AI (see the next clause). Scores must not be the sole basis for any employment decision about an Agent — a human must review them first. You are responsible for complying with employment law in how you use Analysis Outputs.

How analysis works. Sentiment and tone scoring is derived from transcript text only; callSaul does not infer emotion from vocal characteristics. Speakers are separated within a single recording only, and callSaul does not identify or match speakers across recordings. (See **Schedule 3**.)

Acceptable use

Your use must comply with the **Acceptable Use Policy (Schedule 1)**. Breach may lead to suspension or termination.

AI output — no professional advice, no guarantee of accuracy

Saul's responses and Analysis Outputs (including scores) are generated by AI and may be inaccurate, incomplete, or unexpected. The Service does not provide professional, legal, financial, medical, or other regulated advice. You are responsible for reviewing and verifying Saul's outputs before relying on them, and for how the Service is used with your callers, Contacts and Agents.

Ownership of customer data and content

As between you and callSaul, you own your Customer Data and content. You grant callSaul a license to host and process it to provide and support the Service. callSaul owns the Service, software, and all related intellectual property. callSaul may use aggregated and de-identified data (that does not identify you or any individual) to operate and improve the Service. This does not apply to data received from Google APIs, which callSaul uses only as described in the Google user data section of our Privacy Policy.

Confidentiality

Each party will protect the other's non-public information disclosed under these Terms, use it only to perform under these Terms, and not disclose it except to those who need it and are bound by confidentiality. This survives termination.

Data protection

Our processing of personal data on your behalf is governed by the **Data Processing Addendum (Schedule 3)**, which forms part of these Terms.

Warranties and disclaimers

We provide the Service with reasonable skill and care. Otherwise the Service is provided "as is"; we do not warrant that it will be uninterrupted, error-free, or that Saul's outputs will be accurate or fit for a particular purpose, to the maximum extent permitted by law.

Limitation of liability

To the maximum extent permitted by law, neither party is liable for indirect, incidental, special, or consequential damages, or lost profits or data; and callSaul's total liability under these Terms is limited to the fees you paid in the 12 months before the claim. These limits do not apply to liability that cannot be limited by law (e.g., certain wilful misconduct).

Indemnities

You will indemnify callSaul against claims and losses arising from: your use of the Service in breach of these Terms or the AUP; your Customer Data or content; your failure to obtain required consents from your callers, Contacts or Agents; claims under telemarketing laws (including the TCPA, state telemarketing laws, and TRAI's rules) arising from your Contact Lists, consents, Campaigns, or scripts;

claims relating to your Uploaded Recordings; and employment-related claims arising from your use of Analysis Outputs.

Term, suspension, termination, and data on exit

Term. This agreement begins when you accept these terms or create an account and continues for your subscription term, renewing as set out in Schedule 2 (Refund & Cancellation) until terminated.

Suspension. For non-payment, callSaul gives you 3 business days' notice to pay before suspending. For other breaches of these terms or the AUP, callSaul may suspend with notice where practicable. callSaul may suspend immediately where your use is unlawful, poses a security or fraud risk, or you disable the recording announcement. callSaul may also suspend immediately, or pause a Campaign, where a Campaign breaches do-not-call or calling-hour rules, you attempt to disable the AI or identity disclosure, complaints about a Campaign spike, or a registration your Campaign depends on lapses.

Termination. Either party may terminate as set out in Schedule 2. callSaul may terminate for cause — material breach, unlawful use, or repeated AUP violations — with notice.

Data on exit. On termination, callSaul deletes your data per the Data Processing Addendum (Schedule 3) — except data it must retain by law. Before deletion you may export your call recordings, call transcripts, contacts, Contact Lists, Uploaded Recordings, Analysis Outputs, and opt-out and suppression records. (See Refund and Cancellation Policy - Schedule 2.) On termination, callSaul also revokes its access to any calendars you connected.

Survival. The clauses on ownership, confidentiality, disclaimers, limitation of liability, indemnities, and governing law survive termination.

Changes to these terms

We may update these Terms; we will post the updated version with a new date and give notice of material changes. Continued use after changes take effect means you accept them.

Governing law and dispute resolution

These Terms are governed by the laws of India. The courts at Mumbai, Maharashtra have exclusive jurisdiction, subject to the arbitration clause below.

Arbitration: any dispute will be finally resolved by arbitration seated in Mumbai under the Arbitration and Conciliation Act, 1996, by a sole arbitrator, in English.

Class-action waiver: disputes are brought only on an individual basis, not as part of any class or representative action. (Applies to all customers, US and India.)

General

Notices to the addresses/emails on file.

Assignment: you may not assign without our consent; we may assign to an affiliate or successor.

Force majeure: neither party is liable for events beyond its reasonable control.

Entire agreement: these Terms (with the Schedules and Privacy Policy) are the entire agreement and supersede prior discussions. If any provision is unenforceable, the rest continues. No waiver unless in writing.

Schedule 1 - Acceptable Use Policy

Prohibited content and conduct

You must not use callSaul for anything illegal or harmful, including: illegal, fraudulent, deceptive, or misleading activity; harassment, threats, or hateful conduct; infringing anyone's intellectual property or privacy; distributing malware or attempting to breach security; or anything that violates applicable law.

Prohibited call practices

- Do not disable, alter, shorten, or circumvent the recording announcement, or the AI and identity disclosure on outbound calls.
- Do not configure Saul to conceal that it is an AI assistant, and you must disclose that it is AI where the law requires (including on request).
- Do not impersonate a specific real person or an organisation you are not authorised to represent.
- Do not attempt to build voiceprints or identify people by their voice — callSaul does not provide voice identification and you must not attempt it.

Prohibited outbound practices

- Do not call or message a Contact without the consent the law requires.
- Do not buy, rent, or scrape contact lists without the consent of the people on them.
- Do not use neighbour spoofing, or otherwise spoof or rotate caller ID.
- Do not call numbers on a do-not-call list, call outside permitted hours, or re-contact people who have opted out.
- In India: do not call without DLT registration, on the wrong number series, with unregistered templates, or from standard 10-digit mobile numbers.
- In the USA: do not send text messages without A2P 10DLC registration.

Prohibited analysis practices

- Do not upload recordings made without the consent the law requires.
- Do not attempt to identify or match speakers across recordings.
- Do not use scores as the sole basis for an adverse employment decision.

Module availability

You may use only the Modules included in your plan — Inbound Receptionist, Outbound Campaigns, and / or Call Upload Analysis.

Restricted verticals

callSaul may restrict or refuse use in high-risk or regulated categories, or where you are not licensed for the activity. Already restricted business categories and verticals include adult, gambling, drugs, weapons, debt collection and predatory lending, crypto schemes, Multi Level Marketing, scams, counterfeits, hate/violence, unlicensed advice, and political robocalls.

Technical abuse and volume limits

No reverse-engineering, scraping, overloading the service, circumventing limits, sharing credentials, or exceeding your plan's fair-use limits.

Consequences

Depending on severity, violations may lead to a warning, suspension, or termination under the **Term, suspension, termination, and data on exit** clause in terms of service. callSaul may also pause an individual Campaign. Serious or unlawful cases may be actioned immediately.

How to report misuse

Report suspected misuse to saul@callsaul.io.

Schedule 2 - Refund and Cancellation Policy

Subscription term and renewal

Plans are billed monthly or annually and auto-renew for the same period until cancelled.

How to cancel, and when it takes effect

You can cancel anytime from your account (or by contacting us). Cancellation takes effect at the end of your current paid period — you keep access until then and are not charged for the next period.

Refund eligibility

Fees already paid are non-refundable. We do not provide partial or pro-rated refunds for the unused part of a period, except where the law requires.

Non-refundable items

Usage-based charges (including outbound call minutes and recording-analysis charges) and telephony / per-minute pass-through costs already incurred are non-refundable, as are fees for any period during which a Campaign is paused for your breach of these Terms or the AUP.

Failed payment and involuntary cancellation

If a payment fails, we give 3 business days' notice to pay; if it remains unpaid, we may suspend and then cancel.

What happens to your data

On cancellation, your data is handled per the **Retention Schedule in Annexure B of Privacy Policy** — and you can export your recordings, transcripts, contacts, Contact Lists, Uploaded Recordings, Analysis Outputs, and opt-out and suppression records.

Schedule 3 - Data Processing Addendum

Roles

callSaul (Trikuti AI Labs OPC Pvt. Ltd.) processes personal data on the customer's behalf and on the customer's documented instructions.

- For USA customers, callSaul is a service provider; the customer is the business.
- For Indian customers, callSaul is a Data Processor; the customer is the Data Fiduciary. The customer is responsible for the lawful basis and for any consents required from callers, Contacts and Agents.
- For Outbound Campaigns, the customer is also the seller and caller of record (in India, the Principal Entity).

Subject matter, duration, nature and purpose

Set out in **Annexure 1**. In summary: callSaul processes call data to provide the Inbound Receptionist (answer calls, book appointments, capture leads), Outbound Campaigns (place calls and messages to the customer's Contacts) and Call Upload Analysis (transcribe, summarise and score recordings the customer uploads), for the duration of the agreement.

Customer instructions and warranties

The customer warrants that: it has a lawful basis and has obtained any consents required to have callSaul process caller data; it will keep the recording announcement enabled; for Outbound Campaigns, it holds the consent the law requires for every Contact it uploads (callSaul does not verify consents); for Call Upload Analysis, every recording it uploads was lawfully made with all required consents, the notice and consent given cover AI analysis and scoring, and its Agents have been given notice and, where required, have consented; and any destination it directs data to (a webhook or CRM it connects) is its own responsibility, not a callSaul sub-processor. callSaul processes only on the customer's documented instructions and will tell the customer if an instruction appears to breach applicable law.

No voice identification / no voiceprints:

(a) Fact. callSaul does not perform voice identification or verification. It does not create, store, or compare voiceprints or voice templates, and does not use voice to uniquely identify or recognise a person across calls. Audio is processed only for speech-to-text, text-to-speech, and transcription. Distinguishing the caller from the assistant within a single call is not identification and does not enable recognition beyond that call. This applies equally to live calls and to Uploaded Recordings: within a single recording, callSaul separates speakers (diarisation) but keeps no voice template and does not match speakers across recordings. Sentiment and tone scoring is derived from transcript text only, not from vocal characteristics.

(b) Opinion. In callSaul's view, the voice audio it processes is therefore not biometric data used to uniquely identify a person. This is callSaul's opinion, not a legal warranty; the customer, as controller, is responsible for the data-protection classification of its own processing.

Confidentiality and personnel

Personnel with access to customer personal data are bound by confidentiality obligations that survive their engagement, and access is limited to those who need it to provide the service.

Security measures

callSaul maintains appropriate technical and organisational measures, set out in **Annexure 2**.

Sub-processors and change notice

callSaul uses the sub-processors listed in **Annexure 3**. callSaul gives the customer 7 days' advance notice of any new or changed sub-processor (by email and on the versioned page), and will specifically flag if a new sub-processor hosts data in a region not previously listed. The customer may object on reasonable data-protection grounds. Sub-processors are bound by equivalent data-protection obligations.

Assistance with data-subject / data-principal requests

callSaul assists the customer in responding to access, correction, deletion, and other requests from data subjects (US) / data principals (India). Because the data belongs to the customer's account, a request a caller makes to callSaul is routed to the relevant customer; callSaul's role is to assist, not to decide.

Security incident notification

callSaul notifies the customer of a personal-data breach affecting the customer's data without undue delay, and no later than 48 hours after becoming aware, with the information the customer needs to meet its own notification duties (to regulators and individuals). For Indian customers, where required, callSaul also reports the incident to CERT-In within 6 hours of becoming aware, per Indian rules.

Deletion and return on termination

On termination, callSaul deletes or returns the customer's personal data within 30 days, except data it must retain by law, per the **Retention Schedule in Annexure B of the Privacy Policy**. Deletion reaches every store listed in **Annexure 3** that holds the customer's data — the Supabase database and storage (including uploaded call audio and campaign CSVs), the receptionist recordings on the Google Cloud VM disk, the Qdrant vector database (Knowledge Base text and embeddings), and data held by the other sub-processors. Deletion extends to data derived from the customer's recordings (transcripts, embeddings, summaries and scores), including copies held by sub-processors, and applies also when consent is withdrawn. Export is available before deletion.

Evidence of compliance

callSaul makes available the information reasonably needed to demonstrate compliance with this DPA, and supports audits on reasonable notice, subject to confidentiality and without unreasonable disruption.

International transfers

Customer data is stored in the US (Supabase, US East – Ohio) and the EU (Qdrant, Frankfurt) and processed in the US (callSaul's servers and certain AI/telephony sub-processors), and may be processed in other regions by the sub-processors in Annexure 3. callSaul applies appropriate safeguards for these transfers. For India, transfers are made to countries not restricted under the DPDP Framework.

Grievance, DPO and escalation contacts

- Contact / grievance: Rohit Batra — saul@callsaul.io — Trikuti AI Labs (OPC) Pvt. Ltd., Mumbai.
- Response: acknowledge within 72 hours, resolve within 30 days.

- This is the published Grievance Officer for DPDP purposes. The same contact serves as the privacy contact for US customers.

Region-specific processor terms

- **(For USA) Service-provider terms (CCPA/CPRA):** callSaul will not sell or share the personal data, will not retain, use, or disclose it outside the direct business purpose or as permitted by law, and certifies it understands and will comply with these restrictions.
- **(For India) DPDP processor terms:** callSaul processes personal data only under the Data Fiduciary's instructions, assists with data-principal rights and breach duties, and does not retain it beyond the purpose or as agreed.

Annexure 1 — Processing details

- **Subject matter:** provision of the Inbound Receptionist, Outbound Campaigns and Call Upload Analysis services.
- **Duration:** the term of the agreement.
- **Nature:** receiving and answering calls; placing outbound calls and messages; calling-hour controls and opt-out suppression; speech-to-text, text-to-speech; LLM processing; storing recordings/transcripts; transcribing, summarising and scoring uploaded recordings; booking; lead capture.
- **Purpose:** answer calls, book appointments, capture and log leads for the customer; run the customer's outbound Campaigns; analyse and score the customer's Uploaded Recordings.
- **Categories of personal data:** call audio, transcripts, caller phone number, caller-provided details (name, address, request), appointment data and calendar availability, Contact Lists (name, phone number, campaign variables), opt-out and suppression records, Uploaded Recordings, Agent audio and transcripts, Analysis Outputs (summaries, scores, coaching), and any data the customer configures.
- **Categories of data subjects:** the customer's callers (its customers/prospects), the customer's Contacts, the customer's Agents and the other parties on Uploaded Recordings, and the customer's own staff/users.
- **Special categories:** not intended; callers may nonetheless volunteer sensitive information (e.g., health) during a call.

Annexure 2 — Security measures

Encryption in transit and at rest · role-based access control and least privilege · role-based access to recordings with an access audit log · per-tenant data isolation · secrets management · secure development and change control · logging and monitoring · backups with a defined rotation · personnel confidentiality · sub-processor due diligence · incident response.

Annexure 3 — Sub-processors

Vendor	Function	Data touched	Region
Telnyx/Twilio	Telephony — inbound/outbound voice, SMS/WhatsApp, caller ID	Live call audio, caller/callee phone numbers, WhatsApp message content and media	US / global
Exotel	Telephony — inbound/outbound voice, SMS/WhatsApp, caller ID; DLT registration and header/template registration for India messaging	Live call audio, caller/callee phone numbers, SMS headers and content templates, WhatsApp message content and media	India

Vendor	Function	Data touched	Region
LiveKit Cloud	Browser demo/test calls, “Hear Saul”	Browser mic + agent audio, transcript segments (no phone number)	Region unknown
Deepgram	Speech-to-text (all calls) + Aura-2 TTS (receptionist default voice)	Call audio → text; agent reply text	US
Fish Audio	Text-to-speech (outbound + browser always; receptionist when chosen / Hindi)	Agent reply text	Region not stated
Google Gemini (Developer API, paid tier)	In-call brain, post-call analysis/scoring, uploaded-recording transcription, coaching, analyst SQL, Knowledge Base summarization, embeddings	Call audio, transcripts, caller number in prompt, contact vars, Knowledge Base, chat, open calendar slots and booking details during a call.	Global (no region pin)
Anthropic (Claude)	Setup copilot (“Saul chat”) + agent flow-builder copilot	Owner chat, business config/facts, Knowledge Base sources	US
Groq	Live Coach only (if key set)	Sales-call transcripts	US
Qdrant Cloud	Vector Database for the Knowledge Base + sales brain	Knowledge Base/website text + embeddings, per company	GCP Frankfurt (EU)
Browserless	JavaScript rendering for Knowledge Base website ingestion	Customer website URL	US (SFO)
Supabase (Postgres + Auth + Storage)	Primary Database, login, uploaded call audio + campaign CSVs	Everything: contacts, calls, transcripts, users, wallet	AWS us-east-2 (Ohio)
Google Cloud — GCE VM	Runs the app; stores receptionist recordings on local disk	All live data in transit + recordings at rest	us-central1
Google Cloud — Firebase Hosting	Serves the frontends	Request logs / IPs	Google CDN
GoHighLevel	Booking + contact reads	Contact name/email/phone, appointment times	Region not stated
Google Calendar	Booking	Attendee name/phone/email, appointment time	Global
Microsoft 365 / Graph	Outlook booking	Attendee name/phone/email (emailed an invite)	Global
Meta Platforms (WhatsApp Business Platform / Cloud API)	Sends and delivers WhatsApp messages; hosts business WhatsApp accounts, templates and profiles	WhatsApp numbers, profile names, message content and media, delivery status	Global
Customer webhook (agent-flow)	Tenant-defined destination	Call variables the tenant chooses	Anywhere (tenant-set)
SMTP relay	Call/wallet alerts, support tickets	Caller phone, outcome, first 300 chars of transcript	Unknown
Dodo Payments (Merchant of Record)	Plan subscriptions, add-on minute purchases, checkout, invoices, sales tax / VAT	Admin name and email, company_id, what was bought (card data goes to Dodo and its payment processors, never to callSaul)	US / UK