

Boonwerks dba Boontel

Robocall Mitigation Program Description

Updated for inbound-only call screening / no outbound PSTN origination
Certification date: April 25, 2026

1. Company Overview

Boonwerks dba Boontel provides inbound-only call screening and call management services for end users. Boontel receives inbound calls to assigned numbers and routes those calls to the user application experience for screening, notification, and user-controlled call handling.

As of this filing, Boontel does not provide outbound PSTN calling to end users, does not originate calls onto the PSTN, does not provide wholesale originating voice traffic, and does not permit customers to upload call lists, initiate outbound autodialed traffic, or originate robocall campaigns.

2. RMD Filing Role and STIR/SHAKEN Status

Boontel is filing in the Robocall Mitigation Database as a voice service provider without a STIR/SHAKEN implementation obligation for its current service configuration.

Rule basis: Boontel certifies under the No STIR/SHAKEN Implementation / robocall mitigation program path associated with 47 C.F.R. section 64.6305. Boontel does not claim a STIR/SHAKEN implementation certification for its current service because it does not originate outbound calls onto the PSTN, does not sign originating traffic, and does not operate as a wholesale originating voice provider.

If Boontel later enables outbound PSTN calling, originates traffic onto the PSTN, obtains an SPC token/certificate, or otherwise changes its call-chain role, Boontel will update its Robocall Mitigation Database filing and mitigation program as required before operating under the changed service configuration.

3. Current Service Scope

- Inbound-only call screening and call management for end users.
- No outbound PSTN calling offered to end users in the current service configuration.
- No wholesale originating voice service.
- No customer self-service tools for campaign dialing, lead-list uploads, auto-dialing, bulk calling, or robocall origination.
- No customer-controlled caller ID spoofing or outbound caller ID management.

4. Robocall Mitigation Measures

Although Boontel does not currently originate outbound PSTN traffic, it maintains mitigation procedures appropriate to its current inbound-only service role. Boontel will take reasonable steps to prevent its service from being used to facilitate illegal robocalls, spoofing, fraud, harassment, or abuse.

- Terms of Service and acceptable-use restrictions prohibiting illegal robocalling, spoofing, fraud, harassment, or abusive use.
- Review of abuse complaints, carrier notices, traceback requests, law-enforcement requests, and regulator inquiries.
- Suspension, disabling, or termination of accounts, numbers, routes, or service features associated with suspected abuse.
- Maintenance of relevant account, number-assignment, routing, and call-handling records to support investigations where available and lawful.
- Cooperation with the FCC, Industry Traceback Group, law enforcement, regulators, and upstream providers as applicable.

5. Customer and Account Controls

Before enabling service features that could materially affect call routing or call handling, Boontel may collect and verify customer identity, contact information, intended service use, payment information, and acceptance of

applicable terms. The level of review will scale with customer type, risk signals, service capabilities enabled, complaint history, and traffic patterns.

- Verify reachable contact information for account holders.
- Require acceptance of terms prohibiting illegal robocalling, spoofing, fraud, harassment, and abusive activity.
- Review high-risk or unusual account behavior before expanding service capabilities.
- Retain relevant customer and account records consistent with operational, legal, and privacy requirements.

6. Monitoring Approach

Boontel will monitor activity appropriate to its current inbound-only service model. Monitoring may include review of number usage, inbound call patterns, complaint data, routing anomalies, upstream-provider notices, app-level abuse reports, and other operational signals.

If Boontel later launches outbound PSTN calling or any service feature capable of originating calls to the PSTN, Boontel will expand monitoring before launch to address outbound-originating risks, including traffic volume, call duration patterns, answer/seizure ratio, destination anomalies, traceback notices, and other fraud indicators as applicable.

7. Response to Suspected Violations

- Review complaint, traceback, carrier, regulator, or law-enforcement notices promptly.
- Investigate suspected misuse and preserve relevant records where available.
- Suspend, restrict, or terminate accounts, numbers, or service features associated with suspected abuse.
- Permanently terminate confirmed bad actors when appropriate.
- Document material incidents, investigation steps, and remediation actions.

8. Traceback and Regulatory Cooperation

Boontel will cooperate with traceback, law-enforcement, regulatory, and upstream-provider requests as applicable to its service role. Boontel will use commercially reasonable efforts to respond to authorized traceback requests within 24 hours, including by providing available account, routing, number-assignment, and call-handling information relevant to the request.

9. Prohibited Uses

- Illegal robocalling or autodialing.
- Fraudulent caller ID spoofing or misleading identity presentation.
- Use of Boontel service to facilitate scams, fraud, harassment, abuse, or deceptive activity.
- Attempts to evade traceback, regulatory investigation, carrier enforcement, or law-enforcement requests.
- Any activity violating applicable FCC rules, law, or upstream-provider acceptable-use policies.

10. Upstream Providers and Interconnection

Boontel relies on upstream communications providers for numbers, PSTN connectivity, routing, and related network services where applicable. Boontel intends to use upstream providers that maintain appropriate regulatory registrations, robocall mitigation practices, and operational abuse-response processes for the services they provide.

11. Recordkeeping

Boontel will maintain records appropriate to its service role and operational stage, which may include:

- Customer account and contact records.
- Number assignment and routing records.
- Available call-handling, call-detail, and application event records.
- Abuse complaints, notices, investigation notes, and remediation actions.
- Traceback, law-enforcement, regulator, and upstream-provider correspondence.

12. Limitations and Future Changes

This program describes Boontel's current inbound-only call screening configuration. It is not a certification that Boontel provides outbound PSTN calling, originates PSTN traffic, signs originating calls, or operates as a wholesale originating provider.

Boontel will update this program and its Robocall Mitigation Database filing if its service configuration changes, including if it enables outbound PSTN calling, originates traffic onto the PSTN, changes its call-chain role, obtains STIR/SHAKEN signing capability, or becomes subject to additional implementation obligations.

13. Contact Information

Responsible Officer	John Kim
Title	Chief Executive Officer
Company	Boonwerks dba Boontel
Address	30 N Gould St Ste R, Sheridan, WY 82801
Email / Phone	team@boontel.com / +1-307-264-2617

Certification

I certify under penalty of perjury that the above-described Robocall Mitigation Program is accurate for Boonwerks dba Boontel's current service configuration and will be followed by Boonwerks dba Boontel.

Signature: 

Date: April 25, 2026

Name:

John Kim

Title:

Chief Executive Officer

Company:

Boonwerks dba Boontel