

Robocall Mitigation Program Description

Bookline Solutions SL

Date: June 12, 2026

1. Company Overview

Bookline Solutions SL ("Bookline") is a business-to-business (B2B) Software-as-a-Service company incorporated under Spanish law, headquartered at Carrer Muntaner 200, Barcelona 08036, Spain. Bookline provides AI-powered voice and messaging agents for the hospitality sector, including restaurants, hotels, and mobility services. Bookline operates across multiple countries and is registering with the FCC Robocall Mitigation Database in connection with its planned use of US telephone numbers and voice services through authorized US carriers.

2. STIR/SHAKEN Implementation Status

Bookline Solutions SL has not yet implemented the STIR/SHAKEN authentication framework. As a foreign voice service provider headquartered in Spain with no physical network presence in the United States, Bookline is currently in the process of obtaining its STIR/SHAKEN certificate through its US carrier partner. Bookline commits to implementing STIR/SHAKEN authentication on all outbound calls to US numbers upon obtaining the required certificate, and will update this filing accordingly.

3. Robocall Mitigation Program

Notwithstanding its current STIR/SHAKEN status, Bookline has implemented a robocall mitigation program consistent with 47 CFR § 64.6305(a). The key elements of this program are described below.

3.1 Nature of Traffic

Bookline's AI voice agents exclusively originate calls on behalf of legitimate hospitality businesses (restaurants, hotels, campsites, and mobility service providers) to their own customers and prospects. All calls are initiated in response to inbound customer inquiries or pre-existing business relationships. Bookline does not originate unsolicited bulk calls, telemarketing calls, or any form of robocall traffic.

3.2 Customer Onboarding and Know-Your-Customer (KYC)

Bookline only onboards verified business customers (B2B). All clients must provide valid business registration documentation, tax identification numbers, and verifiable business addresses. Bookline does not provide services to anonymous entities or individuals. This KYC process significantly reduces the risk of illegal robocall traffic originating from Bookline's platform.

3.3 Call Volume Monitoring and Anomaly Detection

Bookline monitors call volumes per client account in real time. Abnormal spikes in outbound call activity trigger automatic alerts and manual review. Accounts exhibiting patterns consistent with robocall or spam activity are suspended pending investigation.

3.4 Contractual Prohibitions

All Bookline customer contracts expressly prohibit the use of Bookline's platform for illegal robocalling, spoofing, harassment, or any activity that violates applicable telecommunications laws, including the US Telephone Consumer Protection Act (TCPA) and FCC regulations. Violations are grounds for immediate contract termination.

3.5 Traceback Cooperation

Bookline commits to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement agencies, and the industry traceback consortium (USTelecom). Bookline will cooperate fully with such entities in investigating and stopping any illegal robocall activity that may be associated with its services.

3.6 Point of Contact

Bookline has designated a Robocall Mitigation Contact responsible for receiving and responding to traceback requests and regulatory inquiries. Contact details are provided in the accompanying FCC Robocall Mitigation Database filing.

4. Commitment

Bookline Solutions SL certifies that its robocall mitigation program includes reasonable steps to avoid originating illegal robocall traffic and that Bookline is committed to ongoing compliance with FCC regulations and cooperation with regulatory and law enforcement authorities.

Authorized Representative, Bookline Solutions SL

Barcelona, Spain — June 12, 2026