

Report Unwanted Calls and Text Messages

Unsolicited, unwanted telephone calls and messages, also known as “spam” calls and messages, are not only annoying but they can be fraudulent or illegal. Boost Mobile works to prevent spam calls and messages from reaching you.

To report spam calls to us for investigation, you may:

- Email the number that the spam call came from to: roboblocking@boostmobile.com with relevant details.
- Call us at Boost Customer Care: (833) 502-6678.

You may also wish to block the number on your device to prevent additional calls.

To report spam text messages to us for investigation, you may:

From an **Android** device:

Forward the spam message to 7726 (SPAM). If you are unable to forward the message, you may copy and paste it instead.

- You will receive an automatic reply asking you to provide us with the number that the spam message came from.
- Reply with this format: +12223334444

From an **iOS (iPhone)** device with iOS 18.5 or newer:

Find the message, and tap "Report Junk" (or "Delete and Report Junk" if you haven't opened the message).

- This action sends the sender's information and the message to us for review, and also deletes the message from your phone.

Please note that if your iPhone is running iOS version 18.4 or older, you will need to update your device to the latest iOS version to utilize this method for reporting spam.

Any customer may:

- Email the number that the spam call or message came from to: roboblocking@boostmobile.com with relevant details.
- Submit a Spam Report.
- Call us at Boost Customer Care: (833) 502-6678.

No matter which method you use, you may also wish to block the number on your device to prevent additional calls and messages.

Outbound Call/Messages Blocking

If you have a phone number that is used for inbound calls and messages only (this is not typical and usually only applies to certain businesses) and you believe your phone number is being used illegally or for spam, and you wish to block outbound calls and messages from your own number, please call Customer Care at (833) 502-6678.

If you believe your number has been blocked in error, please email "roboblocking@boostmobile.com" from your registered email address with details and any evidence you may have that your number was blocked erroneously.