



CC Robocall Mitigation Database

Federal Communications Commission

To whom it may concern,

About Atom Telecom

Atom Telecom Pty Ltd (ABN 97 678 581 954) is an Australian telecommunications operator headquartered in Brisbane, Queensland. Atom provides Unified Communications-as-a-Service (UCaaS) solutions including hosted voice (cloud PBX), SIP trunking, direct inward dialling (DID), international voice termination, and enterprise messaging services.

Atom operates direct Tier-1 carrier interconnects and supplies services to Australian and international business customers. Certain customers operate in the United States or have US-based remote workforces and accordingly originate or terminate a portion of their voice traffic to and from US numbers.

US Traffic Origination

Atom provides US-based DID numbers to customers for inbound call receipt and outbound Caller Line Identification (CLI). These numbers are provisioned through our upstream US carrier partner and are made available to legitimate business customers requiring US local presence.

Robocall Mitigation Measures

Atom has implemented the following technical and operational controls to mitigate illegal robocall traffic:

- Calls Per Second (CPS) Limits — all customers are subject to a default CPS cap. Standard allocation is 5 CPS per customer, with any increase subject to written approval and documented business justification.
- Channel Concurrency Limits — maximum concurrent channel counts are enforced per customer account to prevent traffic bursting inconsistent with the customer's stated use case.
- Customer Onboarding and KYC — all customers are subject to identity verification and business purpose documentation prior to service activation. Atom does not activate services for anonymous or unverified entities.
- Acceptable Use Policy (AUP) — all customers are contractually bound by Atom's AUP, which expressly prohibits CLI spoofing, unsolicited automated calls, spam, and any use of Atom's network for illegal or deceptive purposes. Breach entitles Atom to immediate suspension or termination.
- Traffic Monitoring — Atom monitors network activity for anomalous traffic patterns, including unusual CPS spikes, sequential number dialling, or high-abandon-rate call profiles. Suspicious activity triggers manual review.
- STIR/SHAKEN — Atom supports STIR/SHAKEN call authentication for US-terminating traffic through its upstream carriers, consistent with FCC requirements under 47 CFR Part 64.



Address

L14, 1 Eagle St Brisbane, QLD 4000

Email

info@atomtelecom.com.au

Phone

1300 128 897

Website

www.atomtelecom.com.au



Regulatory Co-operation

Atom Telecom is committed to co-operating fully with the FCC and US industry traceback processes, including the US Telecom Industry Traceback Group. Upon receipt of a valid traceback request, Atom will respond promptly and provide all available traffic data to assist in identifying the originating source.

Any customer found to be using Atom's network to originate illegal robocall traffic will be immediately suspended and reported to relevant regulatory authorities.

We welcome any questions or requests for further information.

Yours faithfully,

Harry Grives

Director

Atom Telecom Pty Ltd

ABN 97 678 581 954

L14, 1 Eagle Street, Brisbane QLD 4000, Australia

info@atomtelecom.com.au | 1300 128 897 | www.atomtelecom.com.au



Address

L14, 1 Eagle St Brisbane, QLD 4000

Email

info@atomtelecom.com.au

Phone

1300 128 897

Website

www.atomtelecom.com.au