

Sri Lanka Telecom PLC - Robocall Mitigation Plan

Sri Lanka Telecom PLC (SLT) is the incumbent telecommunication service provider in Sri Lanka and engaged in domestic and international voice and data business. SLT is licensed under telecommunication Regulatory Commission, Sri Lanka (TRCSL) and abide by the laws and regulations of Sri Lanka.

SLT considers prevention of frauds as an essential aspect in the continuation of its business operation in retail, enterprise and international market segments.

As a bona fide reputable organization, SLT cooperates its customers, partners and authorities in taking actions against illegal activities.

Measures taken by SLT to mitigate Robocalls and other fraudulent traffic

SLT operates a fraud management unit headed by a general manager to handle systems and processes effectively to prevent robocall and other illegal operations through SLT network. 24x7 monitoring system and staff is utilized to fulfil the tasks effectively.

As a proactive measure SLT use streaming platform to detect and block the fraudulent numbers and networks on time. Rules are set to allow only the permitted/ legitimate number levels from external networks.

As a reactive measure SLT uses an A-number based analysis system to identify, analyze and block the malicious traffic patterns from external networks.