

Here at Techgates we take illegal robocalls very seriously. We have taken following steps to mitigate origination of illegal robocall traffic.

1. We do not provide or allow wholesale voice traffic on our network.
2. We do not provide auto dialer facility or allow calls generating from automated dialer software. Customers be able to use our service on SIP clients only. (Such as Softphone or IP Phone)
3. All our customers have manually singed up to our platform by understanding and approving their use case. All customers are individually verified. Our customers need to have a valid registered business entity in Sri lanka doing a legitimate business for a reasonable period of time. At the signup process customers have to clearly explain their purpose of originating calls and they will have to provide documentation evidence as proof. We strictly prohibited using our service for unlawful activities.
4. Our customers can only display caller id as the number we have provided to them which we obtained from another reputed Voice service provider who is already registered in the Robocall Mitigation database and follows the Robocall Mitigation Process. Customers can not use any other caller id other than that.
5. We carefully monitor customer's ASR and ACD, to ensure they display normal behavior. We only accept Calls over 60% ASR and 2min + ACD. If we detect any unusual pattern, they service will be immediately suspend until investigation carried out by our engineers.



TECHGATES
No: 94/C/2, Digana Road,
Pelenwatta, Pannipitiya.
077-5896363

Thiwanka De Silva
Managing Director.