

# Criticism of Terms of Service, End User License Agreement, Privacy Policy for the telecommunication sector in Bangladesh.

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## Introduction

We have worked in the telecommunication sector in Bangladesh. The companies are Grameenphone, Skitto, Banglalink, Robi, Airtel, and Teletalk. We have criticized their terms of service, privacy policy so that they can improve themselves.

## Terms of Service



**Skitto has the same privacy policy and terms and service as Grameenphone.**

They sometimes provide external links to provide more information. But they are not responsible if the content of the linked websites poses any risk.

The service provider shall not be responsible for service interruptions such as communication failure, power failure, etc. But they did not offer any option to restore the service.

They do not warrant their site being free of viruses or other harmful components.

## Banglalink

Banglalink mention that they can use any kind of data given by the users at any time in their work or they can publish the data. But they have to inform users to user their data in which service user does not aware of.

Banglalink mention that they reserve the right to discontinue the website without any declaration. A declaration is needed before discontinue the website so that user can deactivate or close their account.



**Airtel has the same privacy policy and terms and service as Robi.**

They do not represent or guarantee that access to their site will be free from loss, corruption, attack, viruses, interference, hacking, or other security intrusions, and they disclaim any liability.

They also do not guarantee their site will be uninterrupted or error-free. Their information is not up to date (2018 last updated).

## Privacy Policy

All the telecommunication companies use cookies. Most cookies are "session cookies," meaning that they are automatically deleted from the use of the website. Google will store this information. your hard drive at the end of a session.

But Grameenphone, Skitto, Banglalink, Robi, Airtel, Teletalk use Google Analytics as cookies. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers.

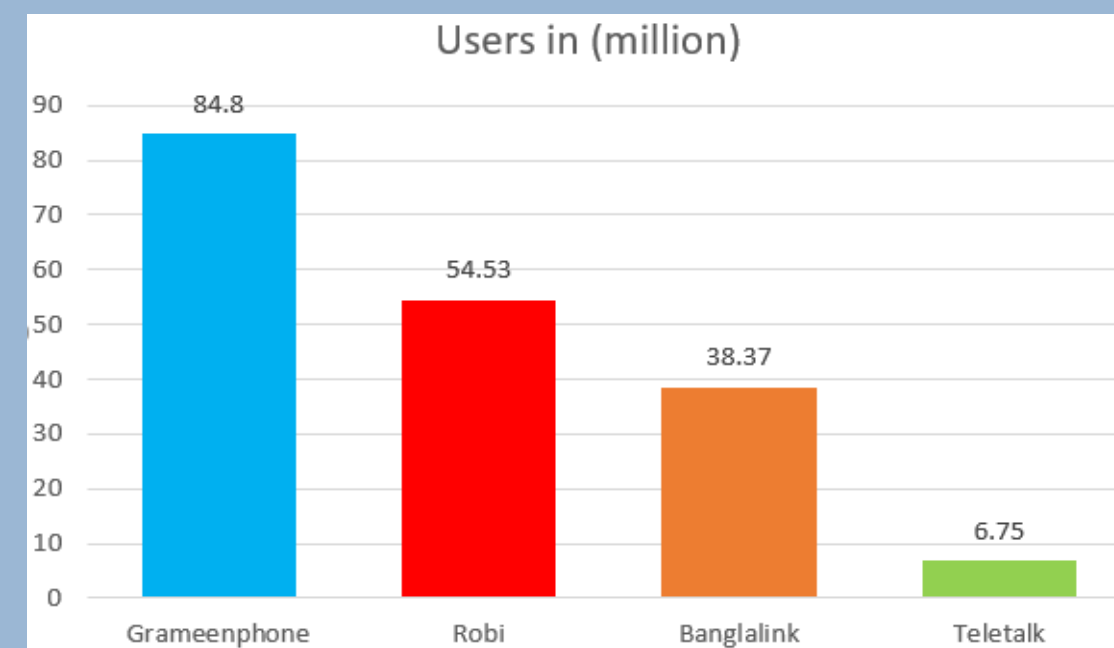
The information generated relating to our website is used to create reports.

They properly follow the principle of data collection and use. They disclose users' personal information to different companies or personnel, but they do not mention what data they provide to them.



The page shows under construction in terms of use in Teletalk. It is essential to see the terms & conditions before subscription. Again, they do not provide the terms of service in the official pdf, which is the documentation of Teletalk Bangladesh Limited.

The total number of Mobile Phone subscribers has reached 184.45 Million at the end of June, 2022.



**Citycell was closed in 2016**

## Why Citycell Failed??

Citycell's failure is not being able to adopt new technology timely. Citycell was not offering any smart features on their smartphones. On the other hand, many network problems arise due to the poor bandwidth of CDMA technology. As GSM and 3G technologies gained more and more popularity worldwide, Citycell was too late to change its technology, so it could not survive.