






Criticism of Bangladesh's telecommunications sector focuses on operators' TOS and EULA with BTRC regulations

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Introduction:

Telecommunication service providers need user details. User permission is needed to acquire personal data. Data collection practices vary per organization. This poster compares several organizations policies and practices utilizing **BTRC** regulations.

Privacy and Cookie Policy Comparison:

Types of data collected	Service Providers				
					
Collect personal information	Yes	Yes	Yes	Yes	Yes
Request additional permission not included in privacy terms	Yes	No	Yes	Yes	No
Third-party data usage	Yes	Yes	Yes	Yes	Yes
Advertise using cookies	Yes	Yes	Yes	Yes	No
Data deletion can be requested	Yes	No	Yes	Yes	No
Research and development using data	Yes	Yes	Yes	Yes	Yes

Criticism:

- Grameenphone, Robi, Airtel, and Teletalk** do not guarantee any specific quality standard for the service. However, it will strive to render the best possible services [1, 3, 4, 5]. But it is unable to satisfy BRTC's basic standards for 2G/3G/4G services [7].
- Grameenphone, Banglalink, Robi, Airtel, and Teletalk** may exchange subscriber information with third parties [1, 2, 3, 4, 5]. The user's information can be leaked, and the user can be harmed.
- Banglalink, Robi, and Airtel** may block any user without warning [2, 3, 4]. Perversion is blocking a user without cause. The service availability isn't maintained.
- Grameenphone, Robi, and Airtel** may send limitless promotional messages to subscribers [1, 3, 4]. Sending a message around midnight wakes those who are asleep. Many businesses send unneeded promotional messages, consuming device storage.
- Teletalk** doesn't include any terms of use and cookie policy on their official website [6]. Users cannot know what will happen with the use of data.

Case Study:

BTRC and the Ministry of Telecommunications set limitations on the following operators:

- BTRC** restricted **Grameenphone** and **Robi's** capacity in July by forcing international internet gateway operators to slash **Grameenphone's** by **30%** and **Robi's** by **15%** because of slow internet performance and increasing call-drop frequency.
- BTRC** stopped issuing non-objection certificates (NOCs) to the two operators on July 23, 2019, to push them to pay the disputed amount.
- BTRC** issued two separate show cause notifications to the two operators, requesting them to comment within 7 days as to why their 2G and 3G licenses should not be revoked for not paying the disputed amount.

The authorities should interact with stakeholders more on these issues and be stringent about **unfair** privacy and cookie policies such as **Terms of Service (ToS)** and **End User License Agreement (EULA)**.

Results:

Grameenphone, Banglalink, Robi, Airtel, and Teletalk can exchange subscriber information with third parties, so the data can be misused. User data for advertising purposes is used by **Grameenphone, Robi, and Airtel**. **Teletalk** must include its terms of use and cookie policy.

Conclusions:

Authorities should interact with stakeholders more on these concerns and not put undue financial pressure on telecommunications via high taxes and license renewal costs. They should also impose stringent monitoring to overcome operator restrictions.

References:

- [1] "Terms of Use | Grameenphone." shorturl.at/afHL5 (accessed Aug. 25, 2022).
- [2] "Terms and Conditions | Banglalink." shorturl.at/cqxTV (accessed Aug. 25, 2022).
- [3] "Privacy Notice - Robi." shorturl.at/owY26 (accessed Aug. 25, 2022).
- [4] "Terms and Conditions | Airtel." shorturl.at/dfwzH (accessed Aug. 25, 2022).
- [5] "Teletalk Bangladesh Ltd - Terms of Use." shorturl.at/DPRTX (accessed Aug. 25, 2022).
- [6] "Teletalk Bangladesh Ltd - Privacy Policy." shorturl.at/delPR (accessed Aug. 28, 2022).
- [7] "BTRC Regulations." <https://cutt.ly/yX0JU1V> (accessed Aug. 25, 2022).

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