

**Mr. Mohammed Hassan Omran Al Shamsi**  
**Chairman**  
**Etisalat**  
**Shaikh Zayed Street**  
**PO Box 3838, Abu Dhabi**  
**United Arab Emirates**

Paris, 27 July 2009

Dear Mr. Shamsi,

Reporters Without Borders, an organisation that defends press freedom worldwide, would like to know your company's position regarding the alleged presence of spyware on Blackberry mobile phones in the United Arab Emirates.

It has been reported that Etisalat has installed this telecommunication monitoring software on Blackberries.

Independent sources say this software, which intercepts private communications and confidential information, has been installed on the phones of 145,000 Etisalat clients. The software is also reported to considerably reduced battery life. Around 300 users say their batteries now last only 60 minutes.

We urge you to give a public explanation in response to these spyware allegations and to guarantee respect for privacy. These allegations could serious damage your company's image.

We would also like to draw your attention the fact that access to the website of the daily newspaper *Yediot Aharonot* has been blocked for several weeks. We urge you to do what is necessary to restore access for your clients in the United Arab Emirates.

The United Arab Emirates has since 2008 been on the Reporters Without Borders list of "countries under surveillance" because of threats to online free expression. It would be very regrettable if it were declared an "Enemy of the Internet."

I thank you in advance for giving this matter your careful consideration.

Respectfully,



Jean-François Julliard  
Secretary-General