



October 15, 2019

Re: Letter from Accessnow on October 3, 2019

Dear Peter,

Many thanks for reaching out to us on our results in the 2019 Ranking Digital Rights Corporate Accountability Index.

We recognise that public interest on transparency remains high. We fully agree all ICT companies have a responsibility to be as transparent as possible with their customers.

As you mentioned in your letter, we ranked second out of the 12 telecommunications companies evaluated in the 2019 Ranking Digital Rights Accountability Index. We take our commitment to respect our users' rights very seriously.

We were delighted of your acknowledgement that we disclose more than most of our peers on our processes for responding to Law Enforcement Assistance requests. Despite our leadership in transparency reporting, we continuously review how to improve our approach where it is possible and where doing so would provide meaningful insight to our customers and to the civil society.

We always welcome feedback and appreciate that you have taken the time to provide us with further thoughts on this.

We enjoyed our last meeting at our Paddington offices, and we welcome you to visit us again to continue this discussion when you are in London.

Thank you.

Kind regards



Laura Okkonen