

Telecommunications company

Telenor

Rank: 3rd

Score: 37%

Out of 12 telecommunication companies.

basic information missing

Telefónica	1	<div></div>	49%
Vodafone	2	<div></div>	42%
AT&T	3	<div></div>	37%
Telenor	3	<div></div>	37%
Deutsche Telekom	5	<div></div>	34%
Orange	6	<div></div>	27%
MTN	7	<div></div>	23%
América Móvil	8	<div></div>	22%
Axiata	9	<div></div>	16%
Bharti Airtel	10	<div></div>	15%
Etisalat	11	<div></div>	10%
Ooredoo	12	<div></div>	6%

0%100%

key findings missing

Key Takeaways:

key takeaways missing

Key Recommendations:

key recommendations missing

Services evaluated:



Prepaid mobile



Postpaid mobile



Fixed-line broadband

The 2020 RDR Index covers policies that were active between February 8, 2019 and September 15, 2020. Policies that came into effect after September 15, 2020 were not evaluated for this Index.

Scores reflect the average score across the services we evaluated, with each service weighted equally.

[Download data and sources](#)

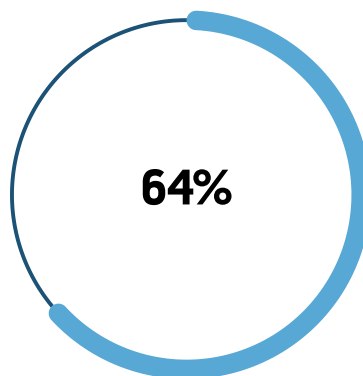
Changes since 2019:

analysis missing

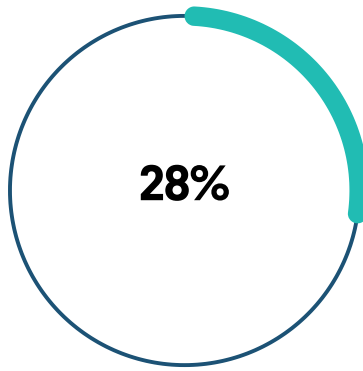
+ 4.11 points

Gained 4.11 points on comparable indicators since the 2019 RDR Index.

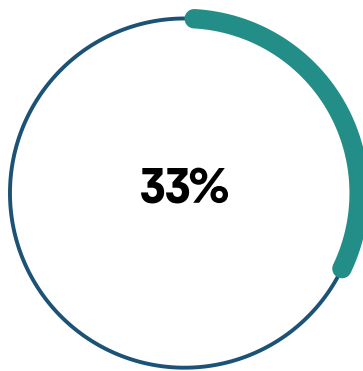
Governance



Freedom of Expression



Privacy



We rank companies on their approach to governance, and their policies and practices that affect freedom of expression and privacy.

Governance

64%

governance missing

Indicators

G1. Policy Commitment



83%

G2. Governance and management oversight



100%

G3. Internal implementation

G3. Internal implementation	<div><div></div></div>	100%
G4. Human rights due diligence	<div><div></div></div>	16%
G5. Stakeholder engagement and accountability	<div><div></div></div>	50%
G6. Remedy and appeals	<div><div></div></div>	33%

Freedom of Expression 28%

freedom of expression missing

Indicators

F1. Access to policies	<div><div></div></div>	46%
F2. Notification of policy changes	<div><div></div></div>	13%
F3. Process for policy enforcement	<div><div></div></div>	24%
F4. Data about policy enforcement	<div><div></div></div>	0%
F5. Process for responding to third-party requests to restrict content or accounts	<div><div></div></div>	44%
F6. Data about government demands to restrict for content and accounts	<div><div></div></div>	50%
F7. Data about private requests for content or account restriction	<div><div></div></div>	0%
F8. User notification about content and account restriction	<div><div></div></div>	33%
F9. Network management (telecommunications companies)	<div><div></div></div>	25%
F10. Network shutdown (telecommunications companies)	<div><div></div></div>	75%
F11. Identity policy	<div><div></div></div>	0%
F12. Algorithmic content curation, recommendation, and/or ranking systems	<div><div></div></div>	NA
F13. Automated software agents (“bots”)	<div><div></div></div>	NA

privacy missing

Indicators

P1. Access to policies affecting users' privacy	42%
P2. Notification of changes	13%
P3. User information collection and inference	17%
P4. Sharing of user information	38%
P5. Purpose for collecting, inferring, and sharing user information	60%
P6. Retention of user information	30%
P7. Users' control over their own user information	19%
P8. Users' access to their own user information	33%
P9. Collection of user information from third parties	13%
P10. Process for responding to demands for user information	39%
P11. Data about demands for user information	38%
P12. User notification about third-party requests for user information	0%
P13. Security oversight	50%
P14. Addressing security vulnerabilities	4%
P15. Data breaches	33%
P16. Encryption of user communication and private content (digital platforms)	NA
P17. Account security (digital platforms)	NA
P18. Inform and educate users about potential risks	100%

About

2020 Methodology

Publications

2020 Corporate Accountability Index

Privacy Policy

Funders and partners



RankingRights

RankingRights

RSS

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