

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](#)

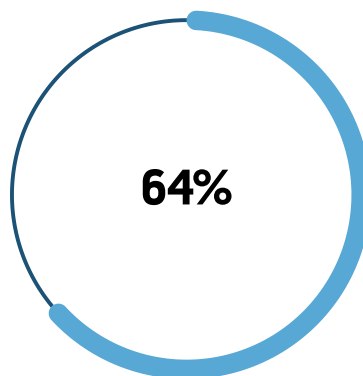
## Changes since 2019:

analysis missing

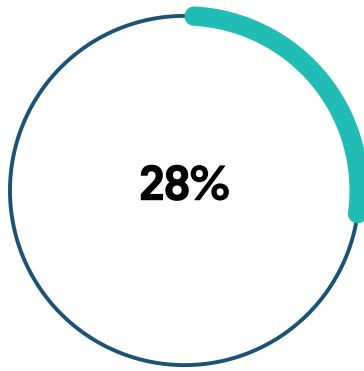
**+ 4.11 points**

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

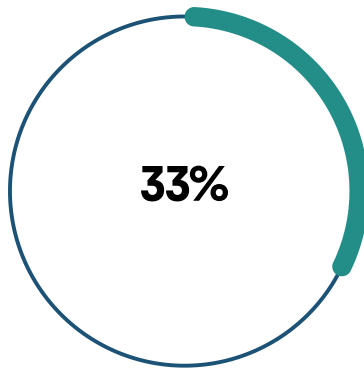
## Governance



## 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	100%
G4. Human rights due diligence	16%
G5. Stakeholder engagement and accountability	50%
G6. Remedy and appeals	33%

# Freedom of Expression 28%

freedom of expression missing

## Indicators

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

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