

Telecommunications company

MTN

Rank: 7th

Score: 23%

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](#)

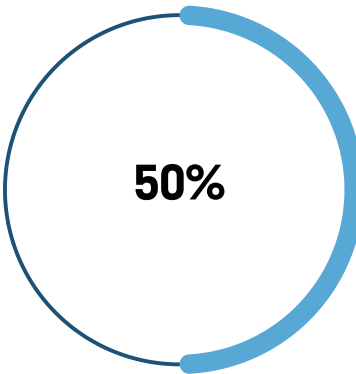
Changes since 2019:

analysis missing

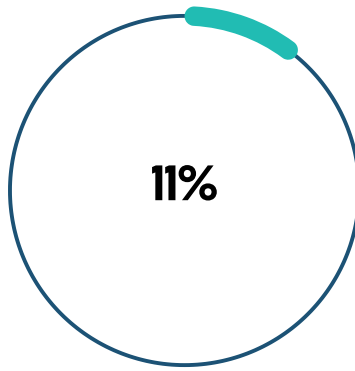
+ 12.52 points

Gained 12.52 points on comparable indicators since the 2019 RDR Index.

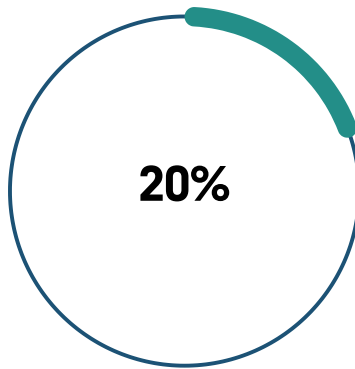
Governance



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

50%

governance missing

Indicators

G1. Policy Commitment



67%

G2. Governance and management oversight



100%

G3. Internal implementation

G3. Internal implementation	100%
G4. Human rights due diligence	5%
G5. Stakeholder engagement and accountability	0%
G6. Remedy and appeals	28%

Freedom of Expression

11%

freedom of expression missing

Indicators

F1. Access to policies	13%
F2. Notification of policy changes	2%
F3. Process for policy enforcement	10%
F4. Data about policy enforcement	0%
F5. Process for responding to third-party requests to restrict content or accounts	43%
F6. Data about government demands to restrict for content and accounts	0%
F7. Data about private requests for content or account restriction	0%
F8. User notification about content and account restriction	25%
F9. Network management (telecommunications companies)	0%
F10. Network shutdown (telecommunications companies)	31%
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	33%
P2. Notification of changes	0%
P3. User information collection and inference	17%
P4. Sharing of user information	25%
P5. Purpose for collecting, inferring, and sharing user information	20%
P6. Retention of user information	0%
P7. Users' control over their own user information	13%
P8. Users' access to their own user information	33%
P9. Collection of user information from third parties	0%
P10. Process for responding to demands for user information	43%
P11. Data about demands for user information	0%
P12. User notification about third-party requests for user information	0%
P13. Security oversight	17%
P14. Addressing security vulnerabilities	75%
P15. Data breaches	0%
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	50%

About

2020 Methodology

Publications

2020 Corporate Accountability Index

Privacy Policy

Funders and partners



RankingRights

RankingRights

RSS

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