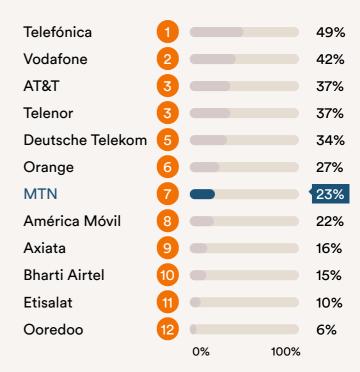


Score:

basic information missing



key findings missing

#### **Key Takeaways:**

key takeaways missing

#### **Key Recommendations:**

key recommendations missing

#### Services evaluated:

( Prepaid mobile

(C) Postpaid mobile

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.

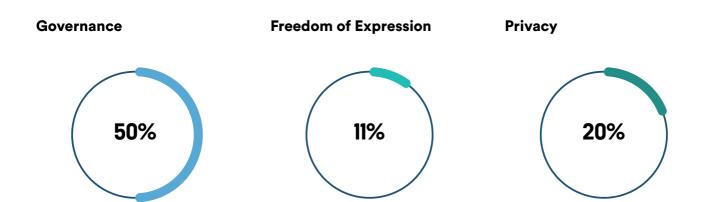
Fixed-line broadband Scores reflect the average score across the services we evaluated, with each service weighted equally.

# Changes since 2019:



analysis missing

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



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		C70/
		67%
G2. Governance and management oversight		
		100%
G3. Internal implementation		
		100%
G4. Human rights due diligence	~	
		5%
G5. Stakeholder engagement and accountability		
		0%
G6. Remedy and appeals	~	
		000/

# 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	<b>~</b>
P3. User information collection and inference	→ 0% ✓
P4. Sharing of user information	17%
P5. Purpose for collecting, inferring, and sharing user information	25%
P6. Retention of user information	20%
	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	
P10. Process for responding to demands for user information	0% ✓
P11. Data about demands for user information	43%
P12. User notification about third-party requests for user information	0%
P13. Security oversight	0%
P14. Addressing security vulnerabilities	17%
Fig. Addressing security value abilities	75%
P15. Data breaches	0%

P16. Encryption of user communication and private content (digital platforms)	NA
	NA
P17. Account security (digital platforms)	NA
P18. Inform and educate users about potential risks	
	50%