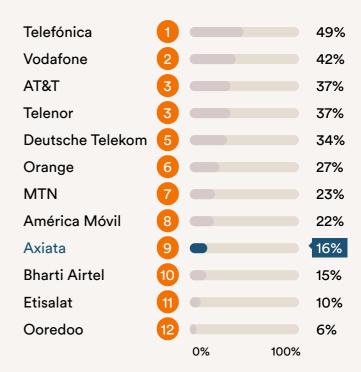


Score: 16%

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.

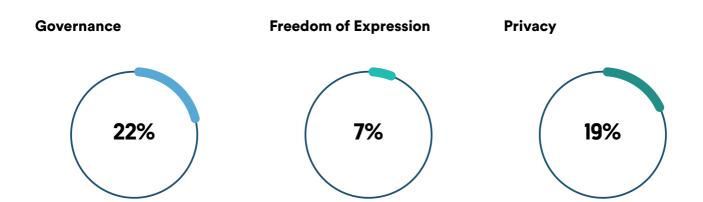
Fixed-line broadband Scores reflect the average score across the services we evaluated, with each service weighted equally.

Changes since 2019:



analysis missing

Gained 6.58 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 22%

governance missing

Indicators	
G1. Policy Commitment	17%
G2. Governance and management oversight	500/
G3. Internal implementation	50%
G4. Human rights due diligence	50%
G4. Human rights due diligence	1%
G5. Stakeholder engagement and accountability	0%
G6. Remedy and appeals	17%

Freedom of Expression 7%

freedom of expression missing

Indicators		
F1. Access to policies	× 27%	
F2. Notification of policy changes	× 3%	
F3. Process for policy enforcement	× 9%	
F4. Data about policy enforcement	× 0%	
F5. Process for responding to third-party requests to restrict content or accounts	× 0%	
F6. Data about government demands to restrict for content and accounts	0%	
F7. Data about private requests for content or account restriction		
F8. User notification about content and account restriction	0%	
F9. Network management (telecommunications companies)	0%	
F10. Network shutdown (telecommunications companies)	33%	
F11. Identity policy	6%	
F12. Algorithmic content curation, recommendation, and/or ranking systems	0%	
F13. Automated software agents ("bots")	NA	
	NA NA	

Privacy 19%

privacy missing

Indicators		
P1. Access to policies affecting users' privacy	~	42%
P2. Notification of changes	~	19%
P3. User information collection and inference	~	25%
P4. Sharing of user information		25%
P5. Purpose for collecting, inferring, and sharing user information		40%
P6. Retention of user information		0%
P7. Users' control over their own user information		0%
P8. Users' access to their own user information		0%
P9. Collection of user information from third parties		0%
P10. Process for responding to demands for user information	~	7%
P11. Data about demands for user information	~	0%
P12. User notification about third-party requests for user information		0%
P13. Security oversight		
P14. Addressing security vulnerabilities		50%
P15. Data breaches		0%
		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	
	100%