

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.

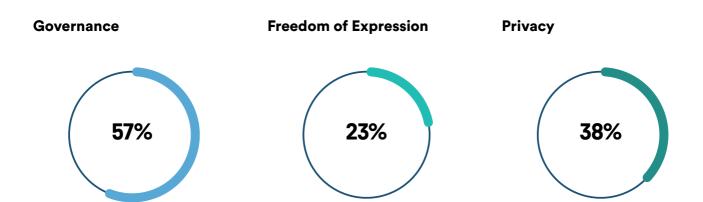
Fixed-line broadband Scores reflect the average score across the services we evaluated, with each service weighted equally.

Changes since 2019:

-0.87 points

analysis missing

Lost -0.87 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 57%

governance missing

Indicators		
G1. Policy Commitment		83%
G2. Governance and management oversight	10	00%
G3. Internal implementation		88%
G4. Human rights due diligence	~	5%
G5. Stakeholder engagement and accountability		
G6. Remedy and appeals	~	33%
		33%

Freedom of Expression 23%

freedom of expression missing

Indicators	
F1. Access to policies	∨ 46%
F2. Notification of policy changes	× 14%
F3. Process for policy enforcement	~
F4. Data about policy enforcement	32%
F5. Process for responding to third-party requests to restrict content or accounts	0% V
F6. Data about government demands to restrict for content and accounts	19%
F7. Data about private requests for content or account restriction	30%
F8. User notification about content and account restriction	0%
F9. Network management (telecommunications companies)	33%
F10. Network shutdown (telecommunications companies)	67%
F11. Identity policy	13%
F12. Algorithmic content curation, recommendation, and/or ranking systems	0%
F13. Automated software agents ("bots")	NA
	NA

Privacy 38%

privacy missing

Indicators	
P1. Access to policies affecting users' privacy	✓ 50%
P2. Notification of changes	∨ 6%
P3. User information collection and inference	~
P4. Sharing of user information	33%
P5. Purpose for collecting, inferring, and sharing user information	50%
P6. Retention of user information	40%
P7. Users' control over their own user information	0%
P8. Users' access to their own user information	25%
P9. Collection of user information from third parties	46%
P10. Process for responding to demands for user information	13%✓
P11. Data about demands for user information	50%✓
P12. User notification about third-party requests for user information	40%
P13. Security oversight	0%
P14. Addressing security vulnerabilities	83%
P15. Data breaches	25%
	50%

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%