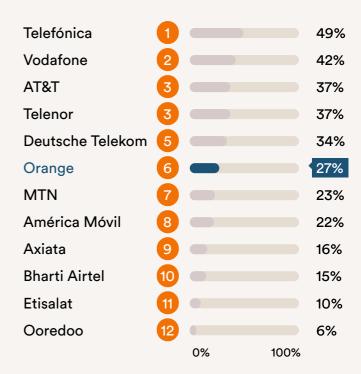


Rank:

Out of 12 telecommunication companies.

Score:

basic information missing



key findings missing

Key Takeaways:

key takeaways missing

Key Recommendations:

key recommendations missing

Services evaluated:

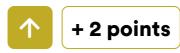
Prepaid mobile

(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.

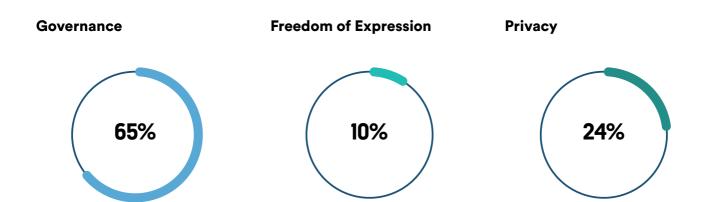
Fixed-line broadband Scores reflect the average score across the services we evaluated, with each service weighted equally.

Changes since 2019:



analysis missing

Gained 2 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 65%

governance missing

Indicators

G1. Policy Commitment	83%
G2. Governance and management oversight	30%
	100%
G3. Internal implementation	
	100%
G4. Human rights due diligence	V
	18%
G5. Stakeholder engagement and accountability	50%
C6 Pemady and annuals	~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~
G6. Remedy and appeals	30%

Freedom of Expression 10%

freedom of expression missing

Indicators

F1. Access to policies	∨ 179
F2. Notification of policy changes	~
F3. Process for policy enforcement	→ 39 → 259
F4. Data about policy enforcement	× 09
F5. Process for responding to third-party requests to restrict content or accounts	× 219
F6. Data about government demands to restrict for content and accounts	09
F7. Data about private requests for content or account restriction	09
F8. User notification about content and account restriction	179
F9. Network management (telecommunications companies)	09
F10. Network shutdown (telecommunications companies)	259
F11. Identity policy	09
F12. Algorithmic content curation, recommendation, and/or ranking systems	N.
F13. Automated software agents ("bots")	N.

Privacy 24%

privacy missing

Indicators

P1. Access to policies affecting users' privacy	~	50%
P2. Notification of changes	~	0070
		0%
P3. User information collection and inference	<u> </u>	25%
P4. Sharing of user information		
P5. Purpose for collecting, inferring, and sharing user information		25%
		40%
P6. Retention of user information		100/
		10%
P7. Users' control over their own user information		3%
P8. Users' access to their own user information		
		25%
P9. Collection of user information from third parties		0%
P10. Process for responding to demands for user information	~	070
		14%
P11. Data about demands for user information	<u> </u>	10%
P12. User notification about third-party requests for user information		
		0%
P13. Security oversight		
		50%
P14. Addressing security vulnerabilities		25%
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	
	100%