

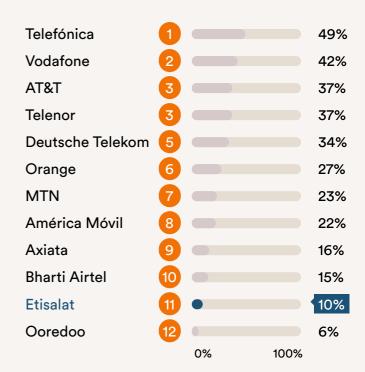
Rank:

Out of 12 telecommunication companies.

Score:

10%

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.

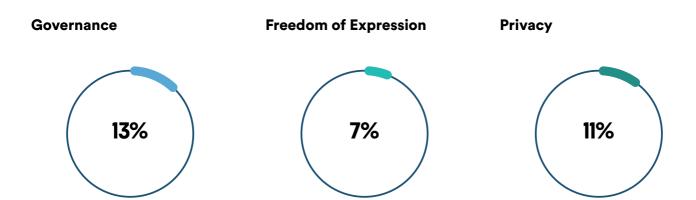
Fixed-line broadband Scores reflect the average score across the services we evaluated, with each service weighted equally.

### Changes since 2019:



analysis missing

Gained 6.42 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 13%

### governance missing

#### **Indicators**

G1. Policy Commitment		
		8%
G2. Governance and management oversight		
		8%
G3. Internal implementation		
		38%
G4. Human rights due diligence	<b>~</b>	
		0%
G5. Stakeholder engagement and accountability		
		0%
G6. Remedy and appeals	~	
		000/

# Freedom of Expression 7%

freedom of expression missing

#### **Indicators**

F1. Access to policies	~	29%
F2. Notification of policy changes	~	0%
F3. Process for policy enforcement	~	23%
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		0%
F8. User notification about content and account restriction		17%
F9. Network management (telecommunications companies)		0%
F10. Network shutdown (telecommunications companies)		13%
F11. Identity policy		0%
F12. Algorithmic content curation, recommendation, and/or ranking systems		NA
F13. Automated software agents ("bots")		NA
		11/

# Privacy 11%

#### privacy missing

### Indicators

P1. Access to policies affecting users' privacy	<b>~</b>	50%
P2. Notification of changes	<b>~</b>	
		0%
P3. User information collection and inference	<u> </u>	8%
P4. Sharing of user information		050/
P5. Purpose for collecting, inferring, and sharing user information		25%
		0%
P6. Retention of user information		0%
P7. Users' control over their own user information		070
		0%
P8. Users' access to their own user information		17%
P9. Collection of user information from third parties		0%
P10. Process for responding to demands for user information	<b>~</b>	0%
		0%
P11. Data about demands for user information	<u> </u>	0%
P12. User notification about third-party requests for user information		
P13. Security oversight		0%
1 is. Security oversight		83%
P14. Addressing security vulnerabilities		00/
P15. Data breaches		0%
. 10. 24.4 2.0401.00		0%

P16. Encryption of user communication and private content (digital platforms)	NA
	NA
P17. Account security (digital platforms)	NIA
	NA
P18. Inform and educate users about potential risks	00/
	0%