A data driven regulation to promote operators investment and consumer protection

Laurent Toustou - Arcep

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2. The example of mobile coverage and QOS
3. The example of our online alert platform

The data driven regulation method

Arcep adopted a data driven approach in 2016

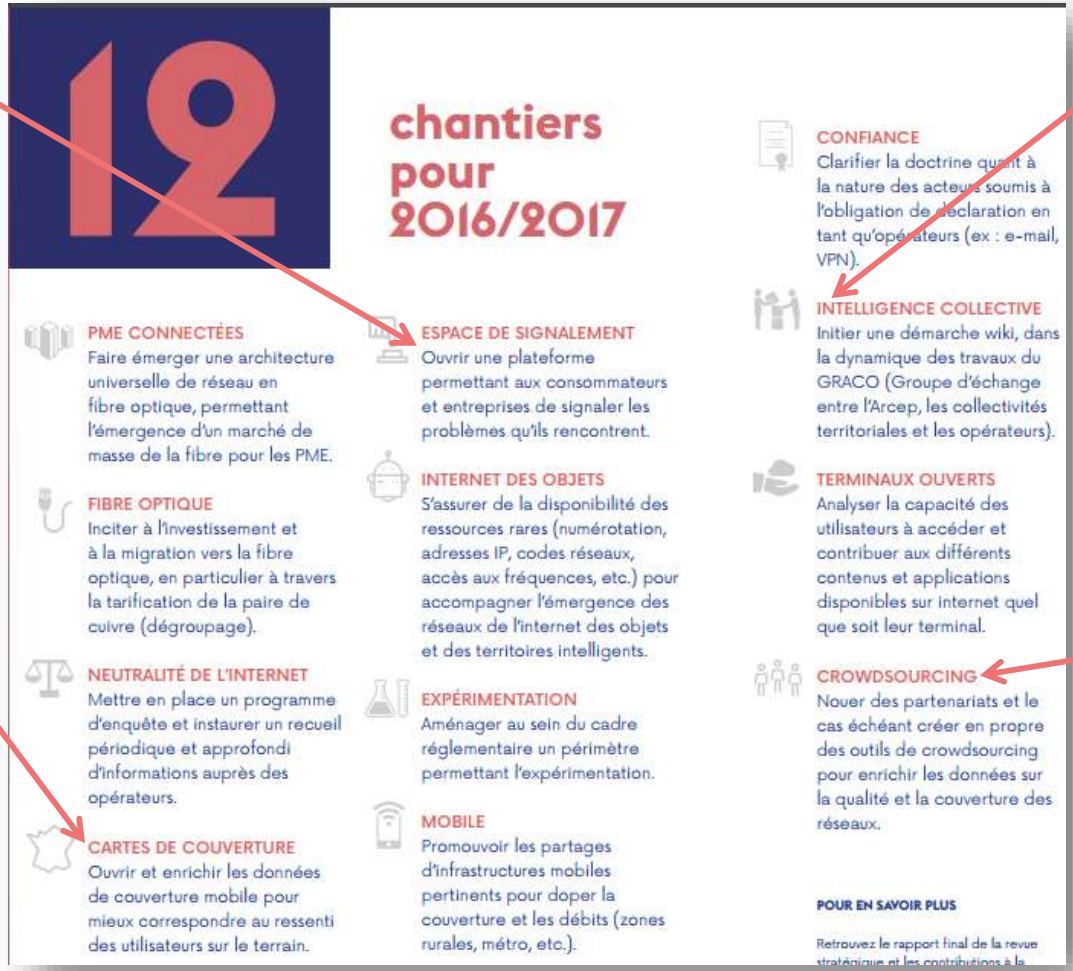
In 2016, Arcep published the results of its strategic review and 12 priorities for the regulation

A user online fix-it tool

Collective intelligence

Crowdsourcing

Coverage monitoring maps



12 chantiers pour 2016/2017

PME CONNECTÉES
Faire émerger une architecture universelle de réseau en fibre optique, permettant l'émergence d'un marché de masse de la fibre pour les PME.

FIBRE OPTIQUE
Inciter à l'investissement et à la migration vers la fibre optique, en particulier à travers la tarification de la paire de cuivre (dégroupage).

NEUTRALITÉ DE L'INTERNET
Mettre en place un programme d'enquête et instaurer un recueil périodique et approfondi d'informations auprès des opérateurs.

CARTES DE COUVERTURE
Ouvrir et enrichir les données de couverture mobile pour mieux correspondre au ressenti des utilisateurs sur le terrain.

ESPACE DE SIGNALEMENT
Ouvrir une plateforme permettant aux consommateurs et entreprises de signaler les problèmes qu'ils rencontrent.

INTERNET DES OBJETS
S'assurer de la disponibilité des ressources rares (numérotation, adresses IP, codes réseaux, accès aux fréquences, etc.) pour accompagner l'émergence des réseaux de l'internet des objets et des territoires intelligents.

EXPÉRIMENTATION
Aménager au sein du cadre réglementaire un périmètre permettant l'expérimentation.

MOBILE
Promouvoir les partages d'infrastructures mobiles pertinents pour doper la couverture et les débits (zones rurales, métro, etc.).

CONFIANCE
Clarifier la doctrine quant à la nature des acteurs soumis à l'obligation de déclaration en tant qu'opérateurs (ex : e-mail, VPN).

INTELLIGENCE COLLECTIVE
Initier une démarche wiki, dans la dynamique des travaux du GRACO (Groupe d'échange entre l'Arcep, les collectivités territoriales et les opérateurs).

TERMINAUX OUVERTS
Analyser la capacité des utilisateurs à accéder et contribuer aux différents contenus et applications disponibles sur Internet quel que soit leur terminal.

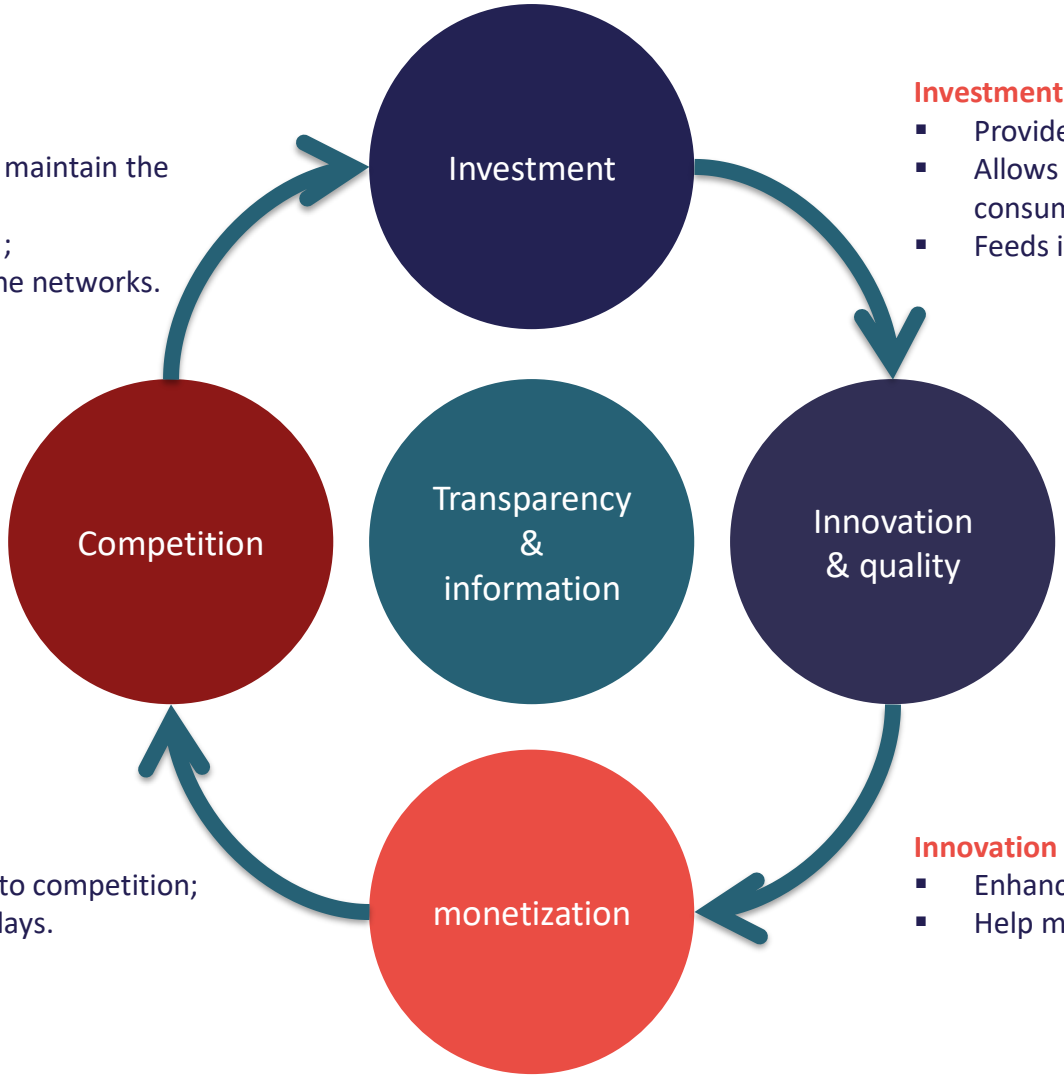
CROWDSOURCING
Nouer des partenariats et le cas échéant créer en propre des outils de crowdsourcing pour enrichir les données sur la qualité et la couverture des réseaux.

POUR EN SAVOIR PLUS

Retrouvez le rapport final de la revue stratégique et les contributions à la

One objective : to promote a competition leading to investments

Competition:
- Encourages operators to maintain the QOS of their ;
- Forces them to innovate ;
- Leads to investment in the networks.



Investment:
- Provides coverage ;
- Allows the existence of high consuming services;
- Feeds innovation.

Monetization:
- Gives sostenability to competition;
- Brings economic relays.

Innovation & quality:
- Enhance user experience;
- Help monetization.

Information ok, but which one ?

- In order to choose their operator users can rely on 4 criteria :

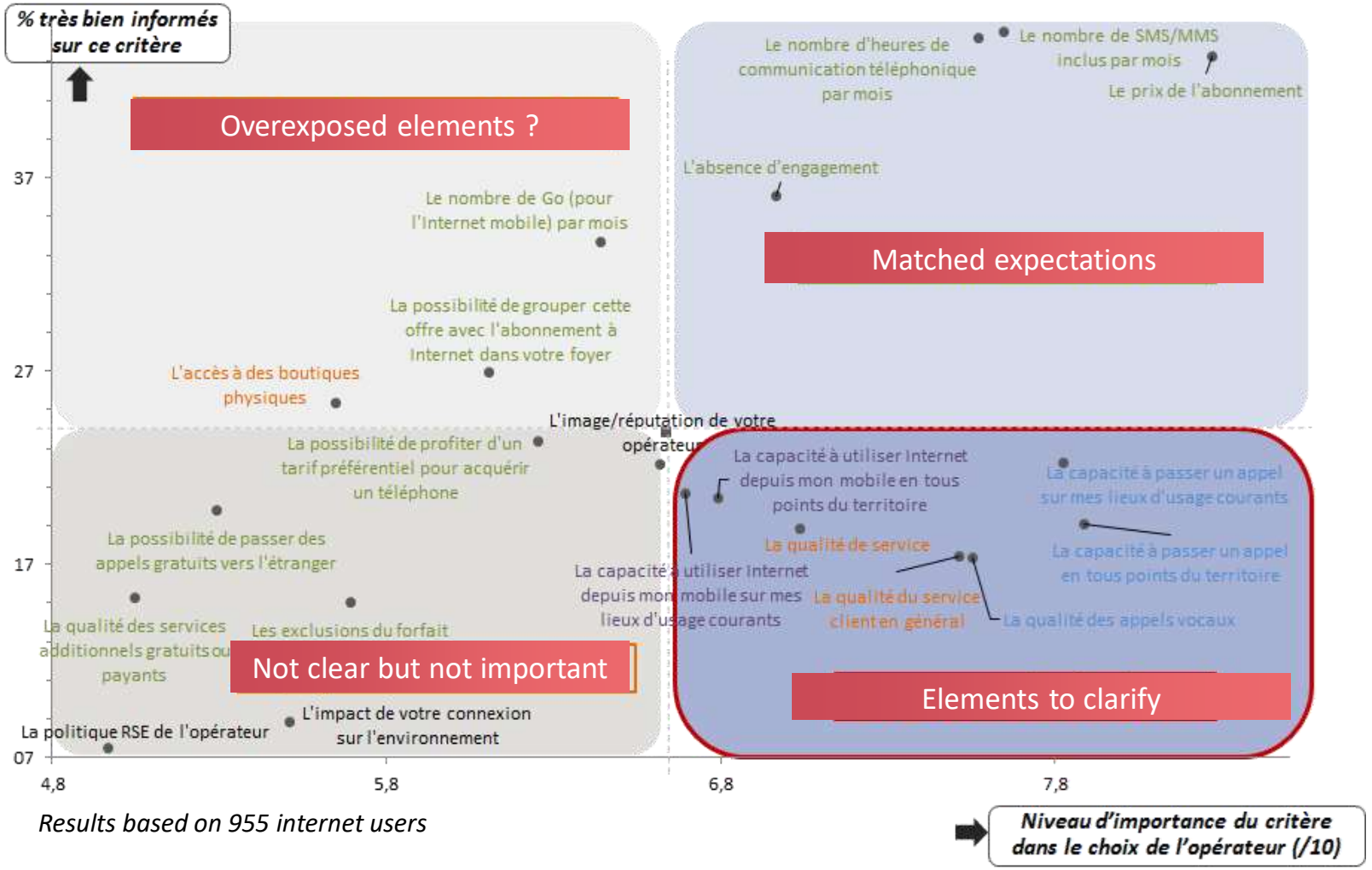
- Variety of service is usualy the most advertised by operators

- Price is the most important criteria for users

- What about Coverage and Quality of service ?

Information ok, but which one ?

- We asked people about the info they needed to choose their offer



Results based on 955 internet users

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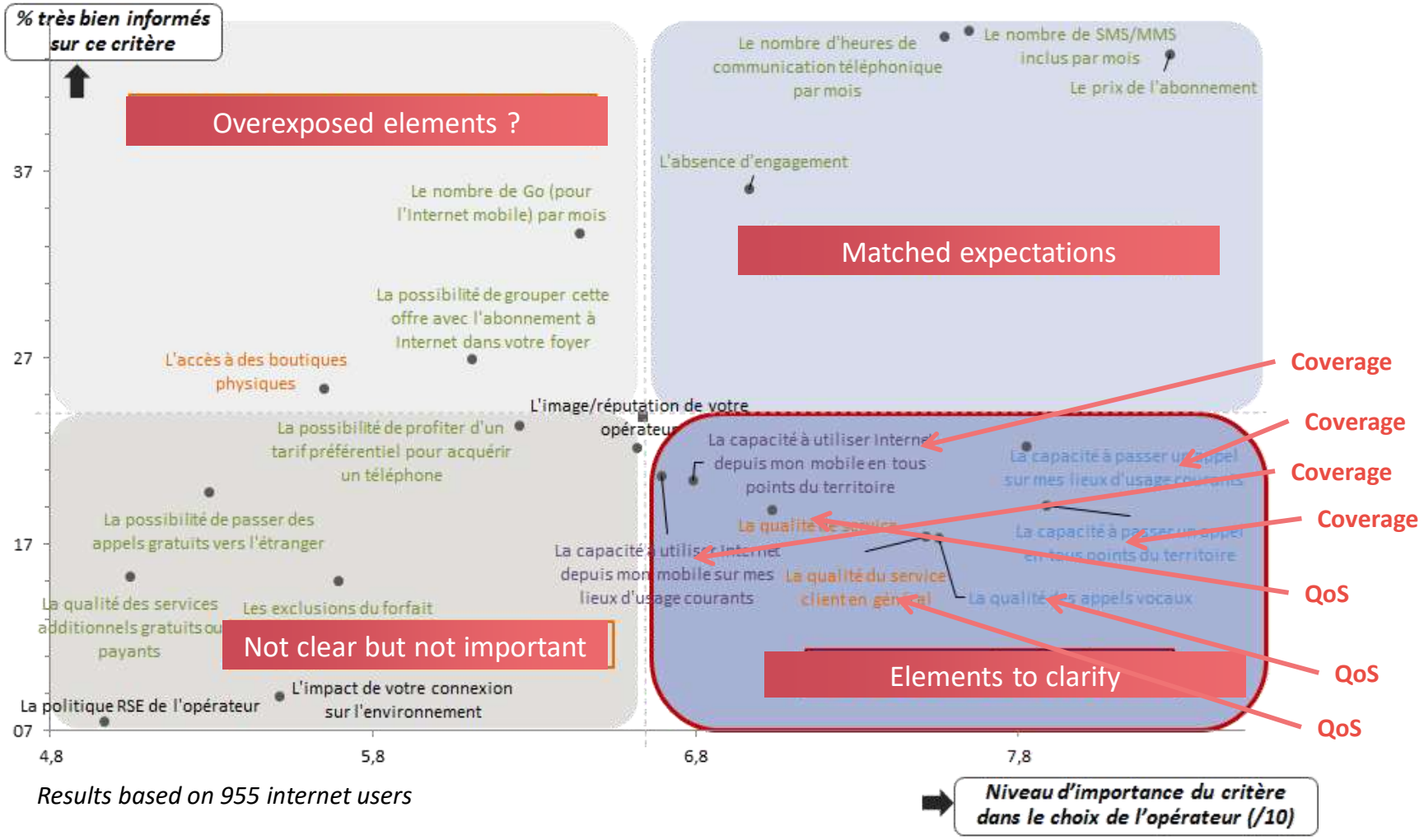
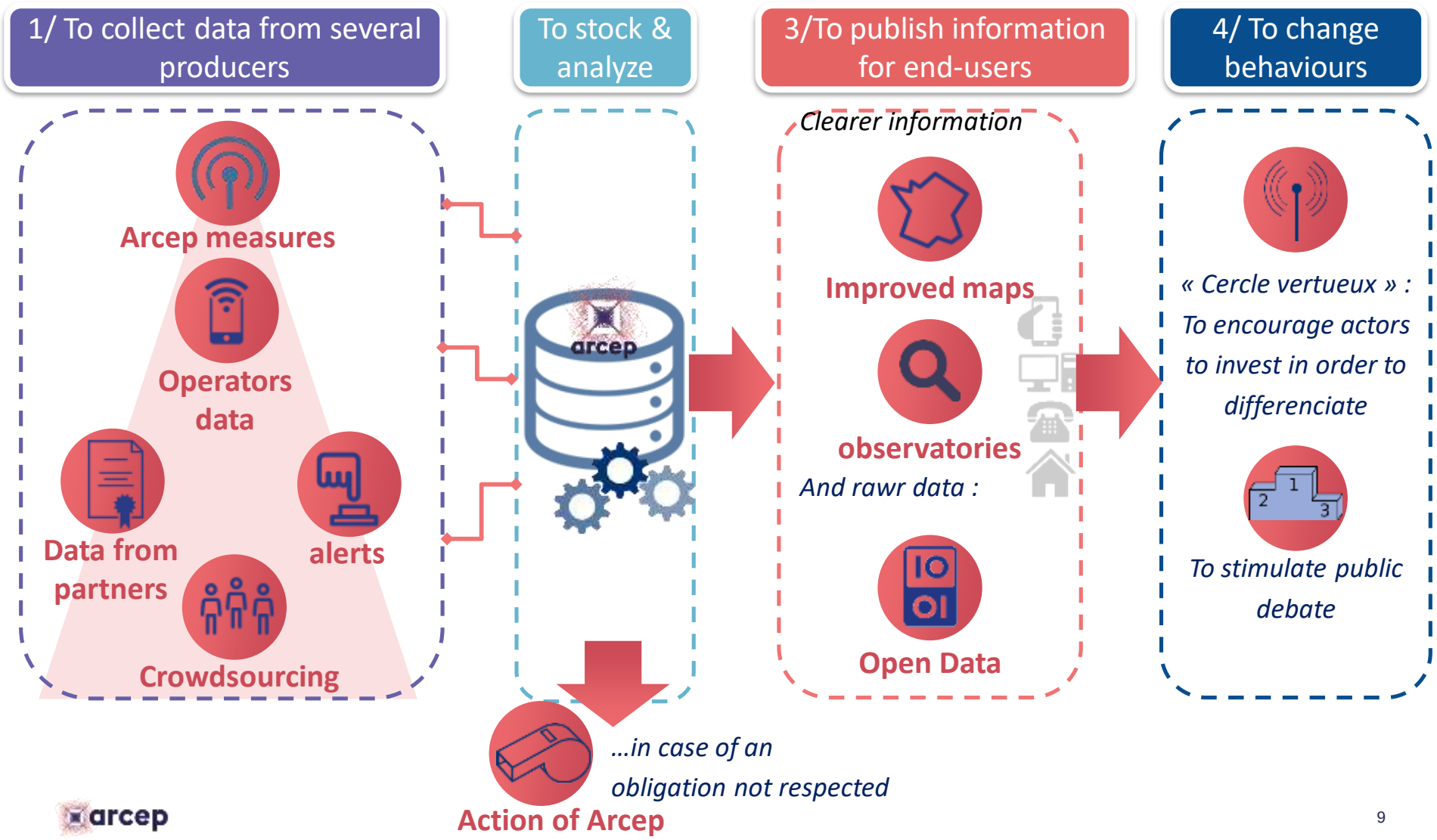


Results based on 955 internet users

Building a data driven regulation

An Approach in 4 parts



Building a data driven regulation

1/ To collect data from several producers

Arcep measures

Arcep improved its QOS study for mobile operators in 2017

Operators data

Arcep obliged operators to publish more precise coverage maps in 2017

alerts

Crowdsourcing

An online alert platform will be launched in October 2017

Data from partners

Arcep published a call for partnership at the end of 2016 (17 respondents)

Arcep is working on an online collaborative working platform to improve measurement tool quality (especially for internet QOS and NN)

Arcep signed partnerships with train companies, we want to extend it to transport companies, real estate and tourism sectors

3/To publish information for end-users

Improved maps

Arcep published maps on mobile coverage and QOS in September 2017

observatories

Arcep is trying to develop new indicators in its observatories in order to reflect more user experience

Open Data

Everything we published is also available on open-data since 2017

The example of mobile coverage and QOS

Monreseaumobile.fr

The powers used by Arcep

- In 2015 and 2016, two laws gave new powers to Arcep:

- Arcep can **define rules regarding the publication by operators of coverage maps**
  - The « loi pour la croissance, l'activité et l'égalité des chances économiques » of august 2015 enforced Arcep powers on this issue.

- Arcep can **publish coverage maps in open data**
  - The « loi pour une République numérique » of october 2016 introduced a specific item regarding this topic.

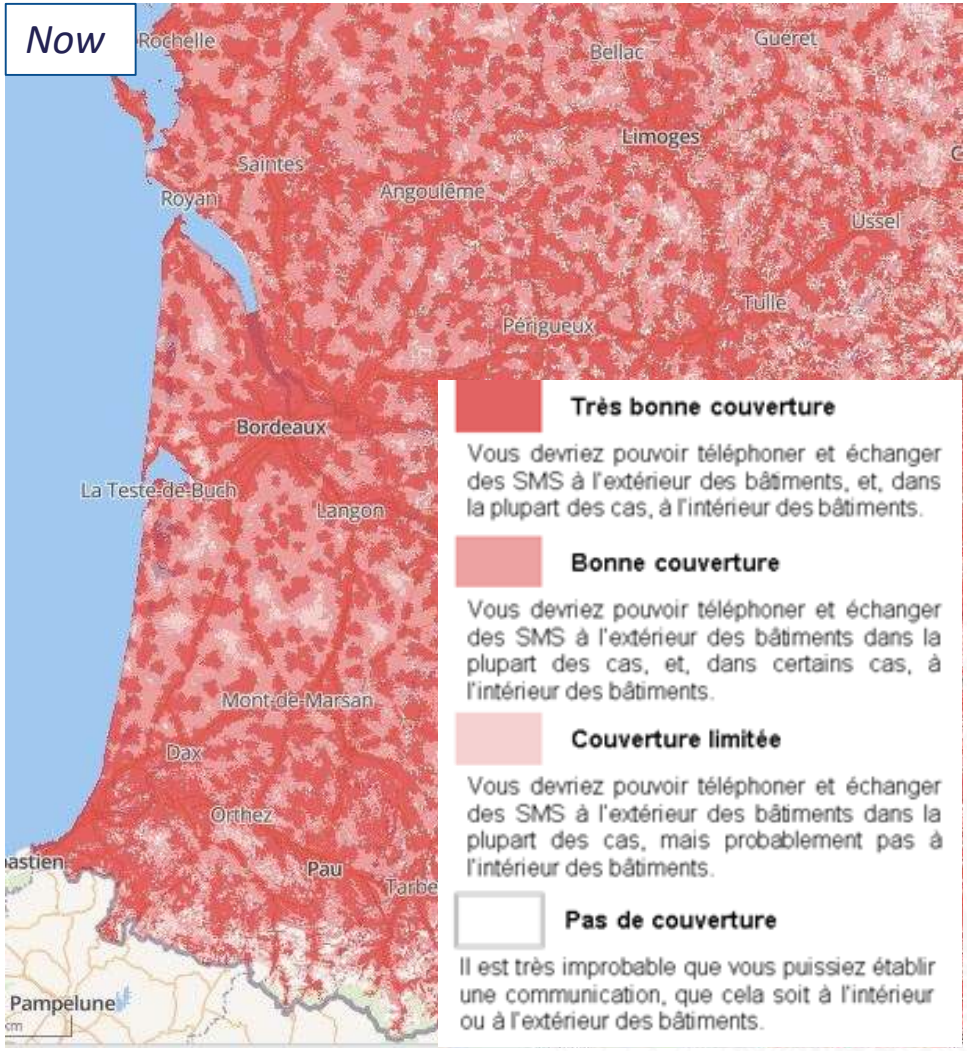
- Arcep adopted in december 2016 a decision in order to use this new powers on mobile issues.
- This decision has been homologated by the government on january 2017.

4 levels of evaluation, operator by operator

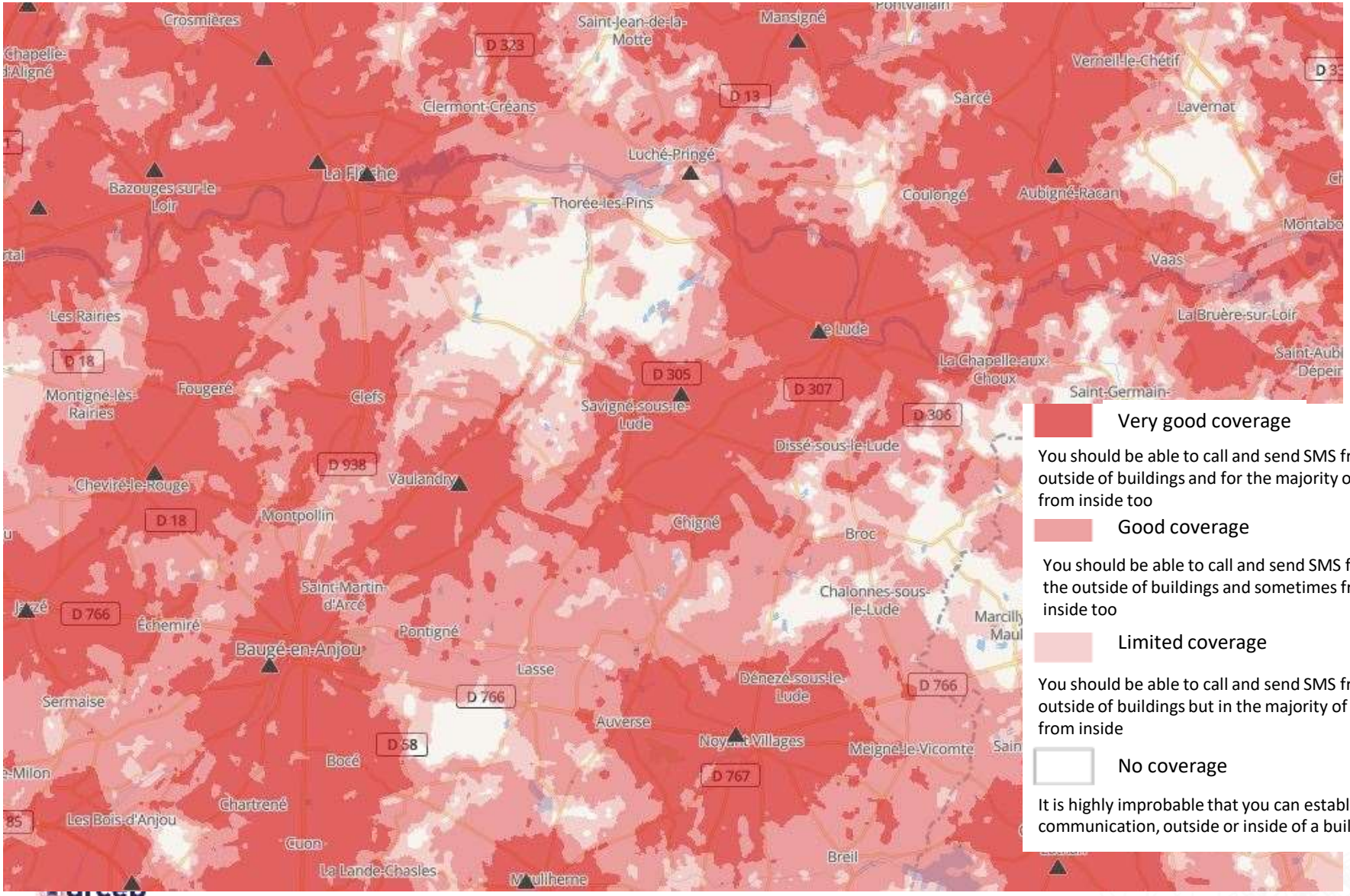
In order to better understand the diversity of users experience, Arcep obliged operators to publish maps presenting an evaluation of coverage on 4 levels for voice and SMS services.

Before

Now



Antennas location can be checked on a 50m precision map



Monreseaumobile.fr : to visualize, to compare, to target

In order to maximize the impact of these new maps, Arcep launched the website **monreseaumobile.fr**

This online mapping tool centralizes all the data of Arcep in order to **compare mobile operators on comparable basis**

- Coverage maps for Voice/SMS services have been published for metropolitan France on 2017 september the 18th

- Coverage maps for mobile internet are presented for metropolitan France in a two level approach
  - We work now to publish internet maps on a 4 level
  - The publication of similar maps for overseas territories is expected in july 2018

Monreseaumobile.fr

Monreseaumobile also presents the QOS measures Arcep is making every year.

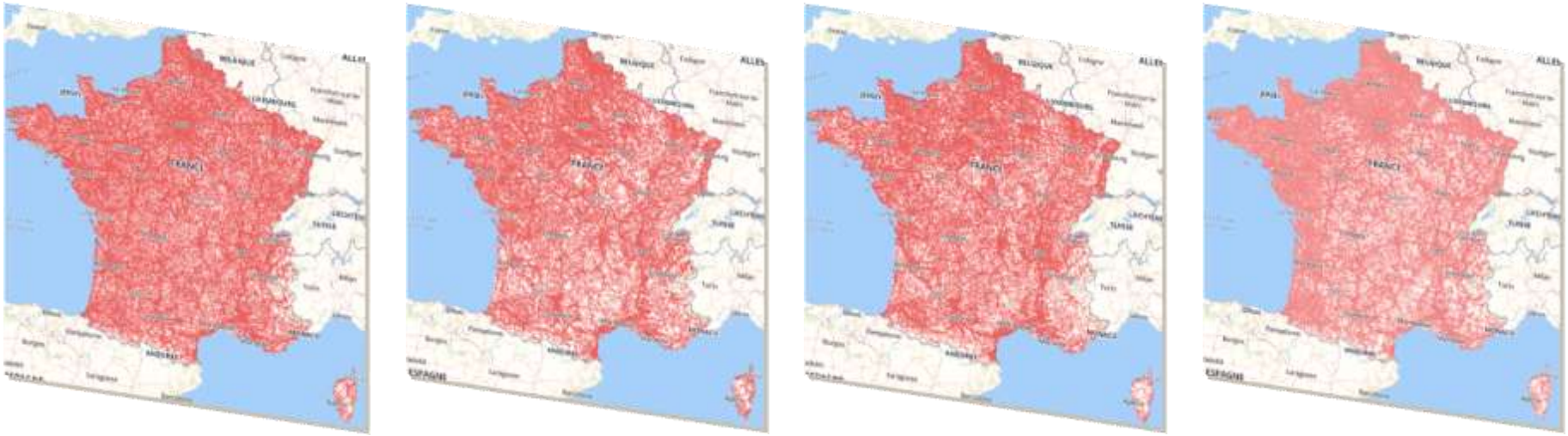
- It allows to see, for several transport networks, if 4G or 3G of each operator is available.

- It also allows to access to an important range of indicators on operators activity (medium speeds of each operator, for different zones (dense, intermediaries, rurals), quality of video consumption…)

- This survey is made for a lot of life places, and also for transports such as highways, main roads, high speed train, major trains, subways…

All these maps are published in opendata to facilitate the share of this information

- In paralel of the publication of these maps Arcep makes them available on open-data on the French state open-data platform **www.data.gouv.fr/fr/datasets/monreseaumobile**



- Everyone can download and reuse these maps ant to develop new services that may be useful for users.

What will be next ?

- Arcep is thinking in making this service evolve in order to integrate :
  - **More produced data**
  - **Partners' data**
  - **Crowdsourcing**
  - **…**

- We also think about modernizing our observatories on :
  - **fixed operators coverage**
  - **fixed voice QOS**
  - **fixed internet QOS**
  - **Operators for business users**
  - **…**

The example of our online alert platform

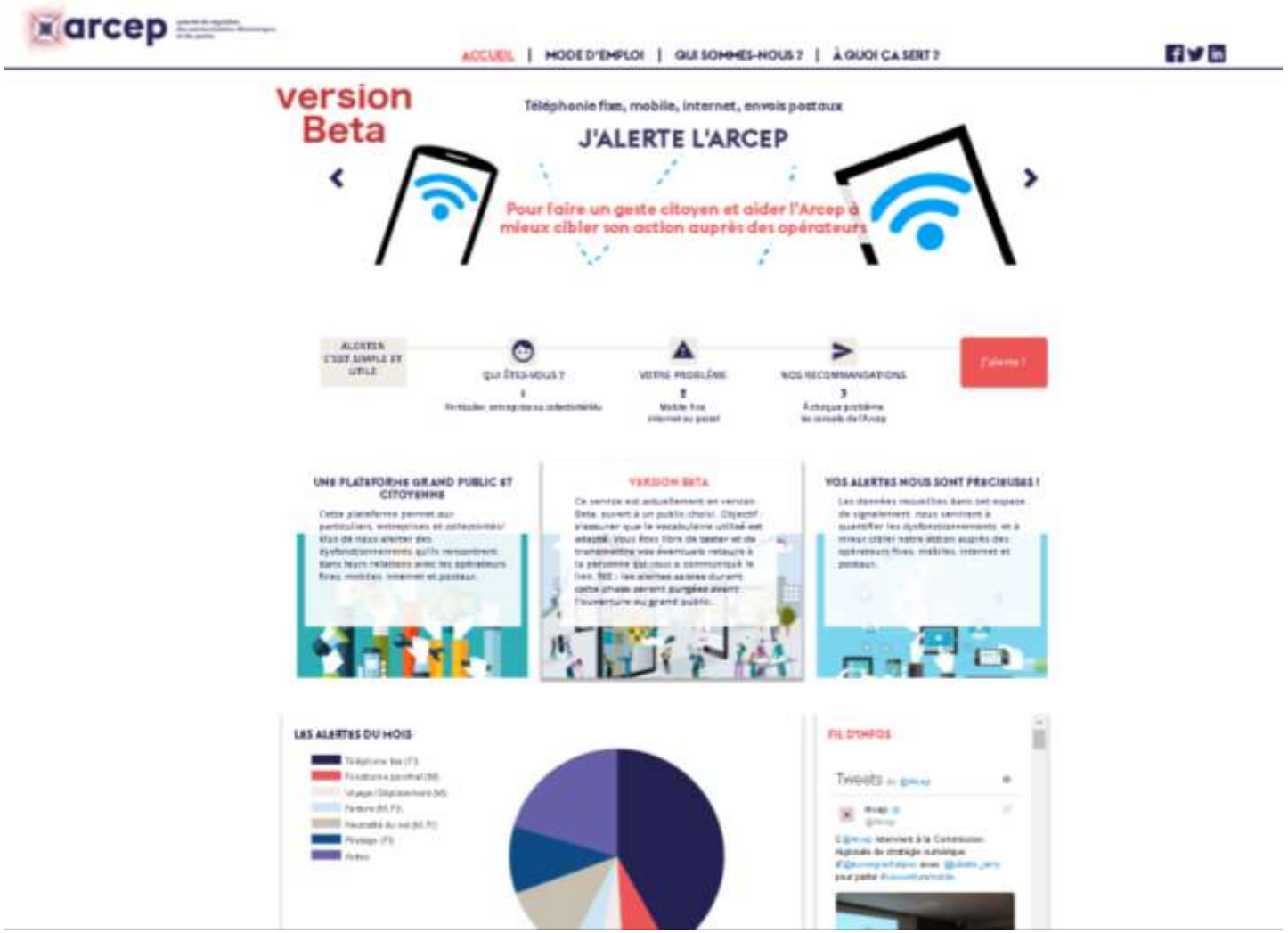
Developping an online alert platform

- **The objectives**
- To develop a complementary access to the existing ones (letter, mail, phone)
- To allow any user to alert Arcep if he has a problem with his operator, no matter the problem
- To better inform users by making their use easier to information webpages and dispute resolution entities
- To integrate better these solicitations in Arcep projects

- **To be noticed : An alert is not an official procedure, Arcep is not an official dispute resolution entity when considering users.**

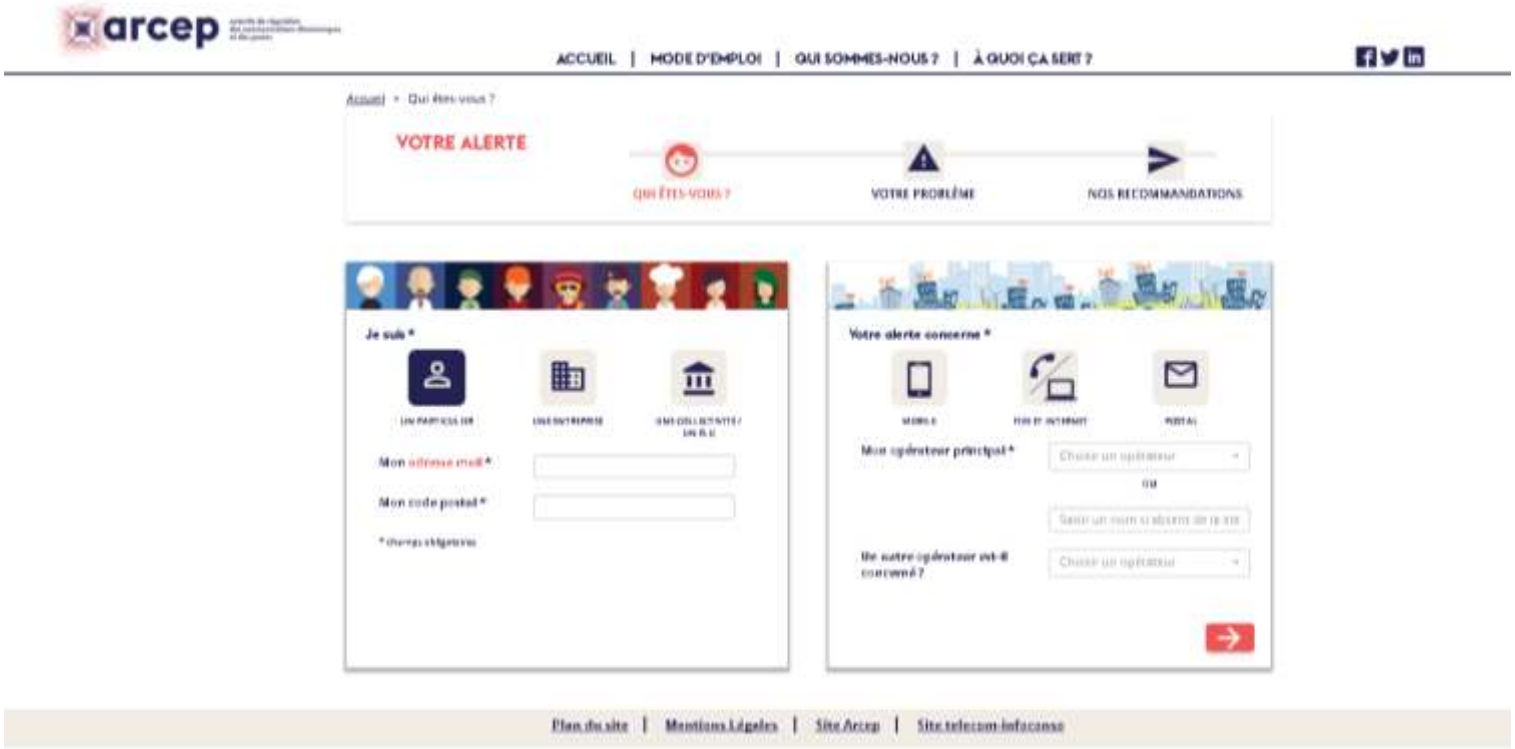
Developping an online alert platform

- **The platform (1/4) :**



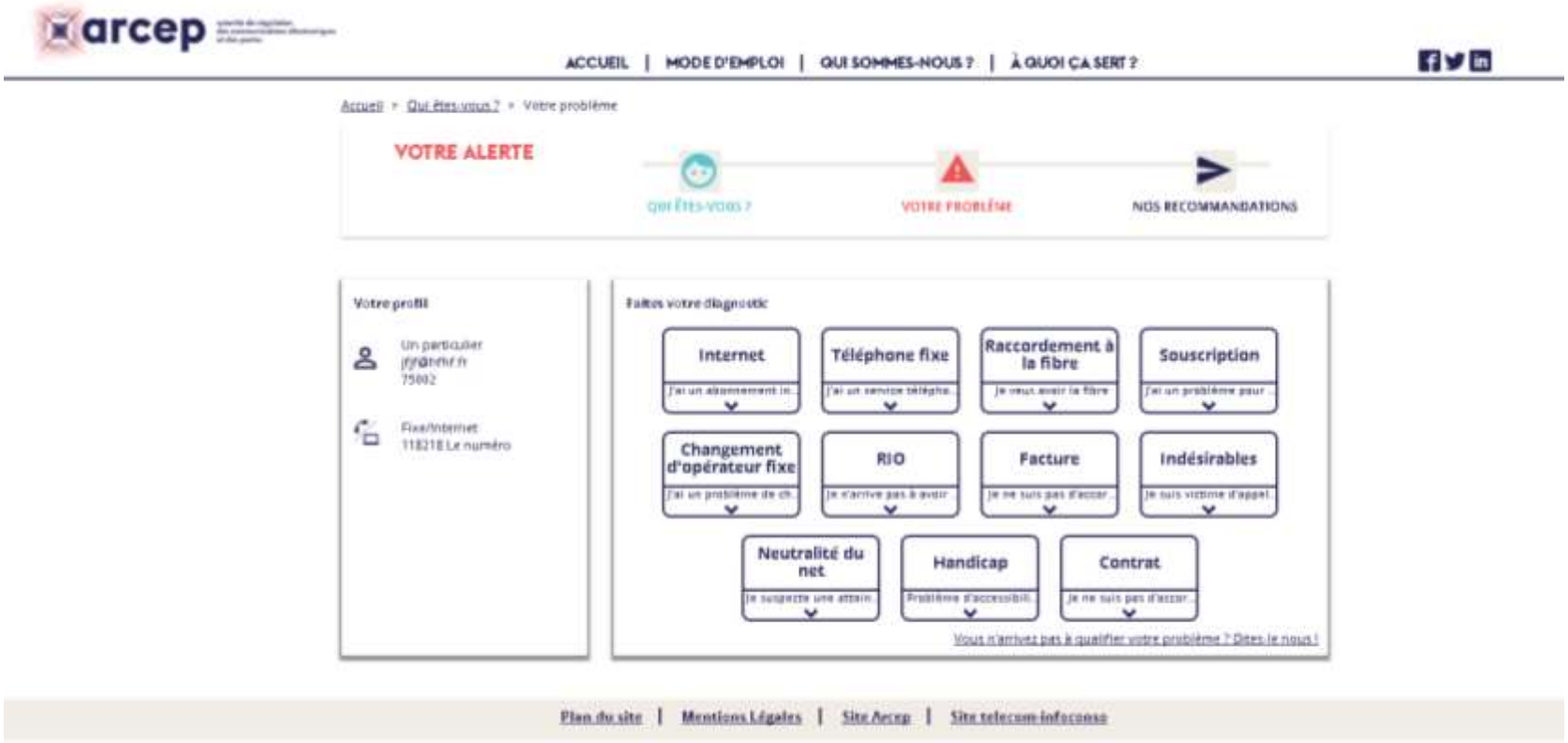
Developping an online alert platform

- **The platform (2/4) :**



Developping an online alert platform

- **The platform (3/4) :**



Developping an online alert platform

- **The platform (4/4) :**

Developping an online alert platform

- **What's next ?**
- End-user associations are testing the beta version of the platform in order to help us to be more understandable for users
- 17/10/2017 : official opening of the platform
- 2018 : thinking on improvements (start-up profile, crowdsourcing, integration with other services…)

Thank you for your attention

Laurent TOUSTOU

Head of the

Data driven regulation unit

Laurent.toustou@arcep.fr