

5G commercial rollouts Operational recommendations

October 2020

Regarding operators' 5G maps:

1. **Produce and publish 5G availability maps.**
2. **Provide a clear title and legend.**
3. **Be transparent about the methodology** used to produce the map: specify whether it is a computer simulated coverage map based on the up to date (or up to xx/202x, if applicable) location of activated 5G cell sites, on topography, etc.
4. Provide a reminder, in the map's margins, that users **must have a 5G-compatible device** to access a 5G service.
5. If the operator wants to display a provisional coverage map, make the map's timeline clear ("map of coverage within x months") in addition **to displaying a map that depicts current coverage.**
6. **Indicate as being covered only the areas where a portion of the throughput is actually supplied by 5G** (which implies that those areas are covered with the anchor band).
7. **Produce coverage maps that allow reflecting the quality of service that can be accessed with a 5G device and plan.** This would not apply to a 5G map that mixes together very different frequency bands – such as the 3.5 GHz band on the one hand, and different bands on the other – unless it clearly depicts for the user at least two QoS levels on the map (e.g. two or more tiers of connection speed).

Regarding 5G maps provided by stakeholders involved in testing and measuring QoS:

These 5G-specific recommendations come to supplement the recommendations contained in the 2020 Code of Conduct on internet quality of service aimed at stakeholders involved in testing and measuring QoS.

1. Regarding the display of performance indicators, **differentiate results by** strata (rural, urban or intermediate areas) to provide a more realistic view of the differences in 5G performance depending on the type of area. For instance, do not compare performances achieved using a 5G-compatible device and plan in an urban setting with performances achieved in 4G nationwide.
2. Be transparent about **the test protocols used, the number and date of the measurements taken into consideration and, if relevant, the criteria that the online measurement tool used to define a 5G test.**
3. Do not assume that a 5G service is available just because the **5G logo is displayed.**