arcep autorité de régulation
des communications électroniques,
des postes et de la distribution de la presse

RÉPUBLIQUE FRANÇAISE

Press release

OPTICAL FIBRE

Connecting new constructions outside very high-density areas to optical fibre: Arcep publishes a step-by-step to-do list for developers and property owners

Paris, 12 October 2023

When to begin the process for connecting a new building to the fibre network? Who to contact? Who is responsible for the installation work? How much lead time is needed and how long will it take? Connecting a newly built residential or commercial building to the fibre network involves certain procedures for developers, building owners and individuals.

Pulling fibre to new constructions: one main player and four key steps

With the new reality of the gradual shutdown of the Orange legacy copper network, the usual procedures for developers and building owners are changing. They now need to contact the infrastructure operator, the sole party responsible for building and operating the fibre network. To raise awareness about this new procedure and clarify the rights and duties of each of the parties involved, Arcep has published a factsheet on its website that sets out the four mandatory steps that need to be taken to obtain fibre access before moving day – from contacting the infrastructure operator to the contracting the supply of internet access from a commercial ISP.

The factsheet also delivers a reminder of the infrastructure operator's central role in connecting a building to the fibre network. They need to be contacted as early on as possible in the life of a construction project.

Associated document

[Factsheet: "Obtaining a fibre connection for a new construction in a lower density area: how and when to begin the process with the infrastructure operator?"](#)

Arcep at a glance

The Regulatory Authority for Electronic Communications, Postal Affairs and Print Media Distribution (Arcep), a neutral and expert arbitrator with the status of independent administrative authority (IAA), is the architect and guardian of internet, fixed and mobile telecoms and postal networks in France.

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