

Press release

MOBILE QUALITY OF SERVICE

Arcep publishes the results of its 2022 QoS audit in Mayotte and Réunion

Paris, 13 April 2023

Today Arcep is publishing the results of its 2022 quality-of-service (QoS) audit in the French overseas departments of Mayotte and Réunion. All of the data are available on the [“Mon réseau mobile”](#) website and as [open datasets](#).

These publications give consumers in these two departments the ability to compare local operators’ performance, and for decision-makers to obtain an assessment of mobile connectivity in their territory.

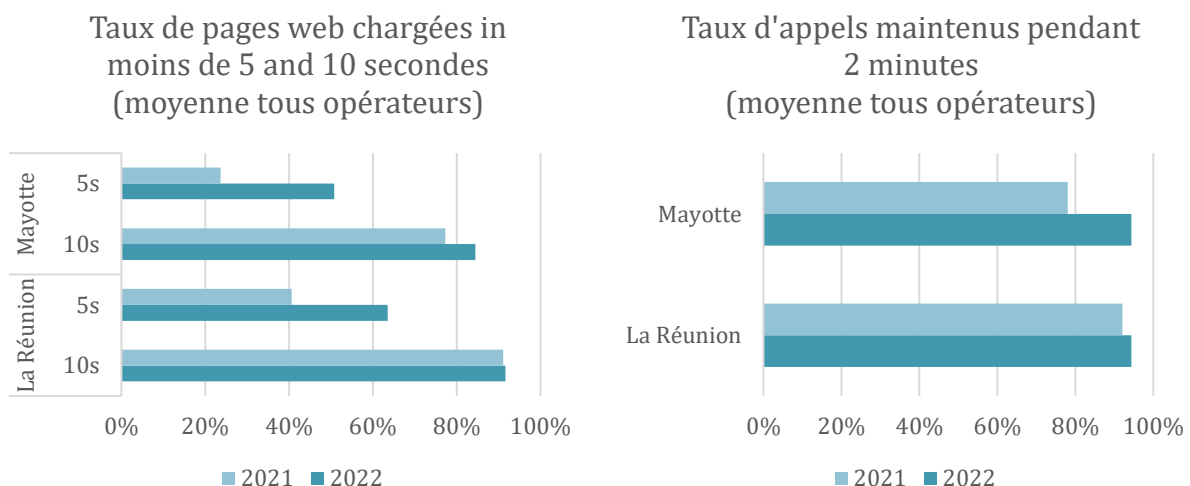
This audit represents more than 100,000 measurements taken in the two departments, on five different operators. The audit concerned the most widely used mobile services: web browsing, video streaming, data transfer, texting and voice calls. The performed tests seek to evaluate the performance of operators’ networks in an entirely comparable manner, and under a variety of conditions.

The findings for Guadeloupe, Guiana, Martinique, Saint-Barthélemy and Saint-Martin will be published in the coming weeks.

A substantial improvement in quality of service on every indicator between the 2021 and 2022 campaigns

Two graphics summarising the findings for the main mobile QoS indicators for Mayotte and Réunion can be found at the end of this press release.

The measured quality of experience improved substantially between the 2021 and 2022 campaigns, as reflected in the indicators for web browsing and call success rates.



N.B.: average performances in Mayotte are calculated without including Maore mobile – all of the QoS tests performed by this operator having resulted in failure.

In Mayotte in particular, the success rate for web pages loaded in under five seconds almost doubled compared to the 2021 edition.

The findings are to be assessed on a territory-by-territory basis:

- **In Reunion:** for voice calls and texting, Orange scored highest on quality of service, not least because it offers a Voice over LTE (VoLTE) feature. SRR increased its QoS levels significantly and scored second on most indicators, followed by Zeop Mobile and Telco OI. Orange, SRR and Zeop Mobile all provide excellent quality mobile internet services. Of particular note are the very high video streaming scores: an average 97% score on videos streamed with perfect quality, which is substantially higher than the average for Metropolitan France in 2022 (90%).
- **In Mayotte,** Orange delivers the best performance when it comes to calling and texting, notably because it offers a Voice over LTE (VoLTE) service. SRR has improved its QoS levels significantly since last year and, in 2022, rose to match Telco OI scores. Regarding mobile internet services, SRR provide the best streaming performances, while Orange delivers the fastest upstream and downstream speeds – both ahead of Telco OI. All of the QoS tests performed by operator Maore Mobile resulted in failure.

Arcep invites everyone to visit the [“Mon réseau mobile”](#) website to view the complete findings, according to their needs and location.

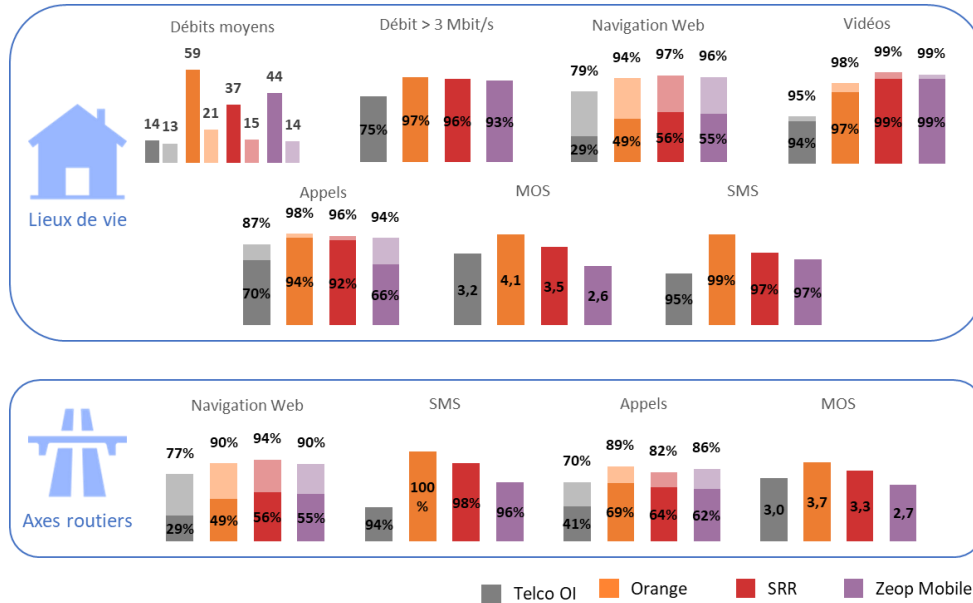
Verification of operators’ theoretical coverage maps

One aspect of Arcep’s measurement campaign in Mayotte and Réunion involves the **verification of operators’ coverage maps**: these maps, which are produced based on digital simulations, cover voice calling, texting and mobile internet service QoS. Arcep thus verified that the maps operators provided for Q2 2022 met a high level of accuracy across each territory. The results of these measurements create the ability to engage in talks with operators to supply more accurate coverage maps, and thereby better inform users.

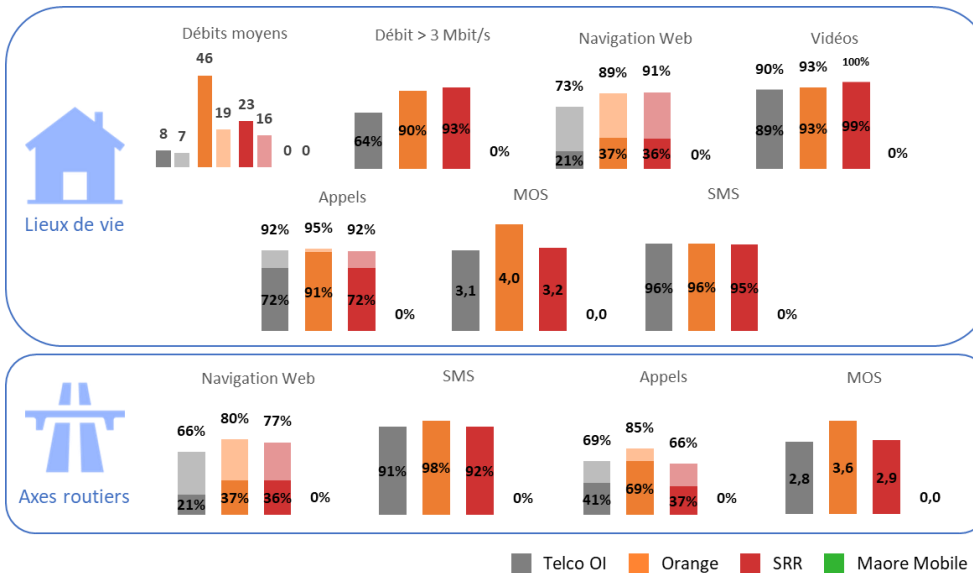
Detailed findings

The graphs are to be read as follows: for Telco OI, in living environments, an 87% success rates for calls maintained for two minutes, of which 70% were of perfect quality.

Réunion



Mayotte



Average speeds: average upstream speed expressed in Mbit/s and average downstream speed expressed in Mbit/s

Speed > 3 Mbit/s: Percentage of download speed above 3 Mbit/s for a 250 Mb file

Navigation Web: Pages loaded in under 10 seconds, of which pages loaded in under five seconds

Video streaming: success rate for a 2-minute viewing with decent quality streaming, of which perfect quality streaming

Appels: success rate for calls maintained for two minutes, of which those with perfect audio quality (*on-net/off-net for residential, off-net only for roadways*)

Average MOS: average MOS (mean opinion score) for call maintenance, which measures the difference between the live call and the benchmark sample (*on-net/off-net for residential, off-net only for roadways*)

SMS: success rate for text messages received in under 10s (*on-net/off-net for residential, off-net only for roadways*)

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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 communications and postal networks in France.

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