

Press release

DATA-DRIVEN REGULATION

Arcep presents the 2025 edition of the Customer satisfaction observatory and the annual scorecard for the “J’alerte l’Arcep” platform

Paris, 3 April 2025

Users’ satisfaction with the sectors regulated by Arcep is one of the guiding forces behind the actions taken by the Authority. Arcep has been assessing these satisfaction levels for several years, along with the main sources of user dissatisfaction and the actions being taken as a result by presenting:

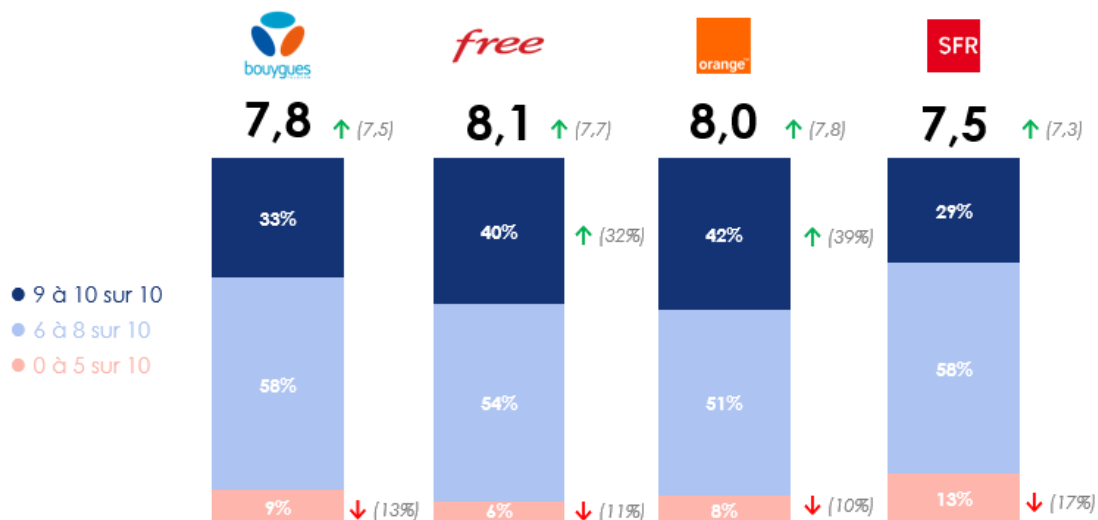
- the findings of its annual observatory of customer satisfaction with internet service providers and mobile operators, based on a survey of 4,000 consumers;
- and the main takeaways from the reports received via the “[J’alerte l’Arcep](#)” site over the course of 2024: an online space that gives users the ability to report any malfunctions they encounter to Arcep.

Overall customer satisfaction is up again this year for all operators

The 2025 edition of the “Customer satisfaction observatory” is based on a survey conducted by Institut CSA in late 2024. Fixed and/or mobile network subscribers’ overall satisfaction increased slightly for all operators (between 0.2 and 0.4 points). Users’ satisfaction with their mobile operator (scoring 7.9/10 on average) and with their internet service provider (ISP) – scoring an average 7.8/10 – is on par.

Satisfaction générale - consolidé Opérateur mobile / fournisseur d’accès à internet

Base : Clients mobiles ou Internet de l’opérateur / du fournisseur



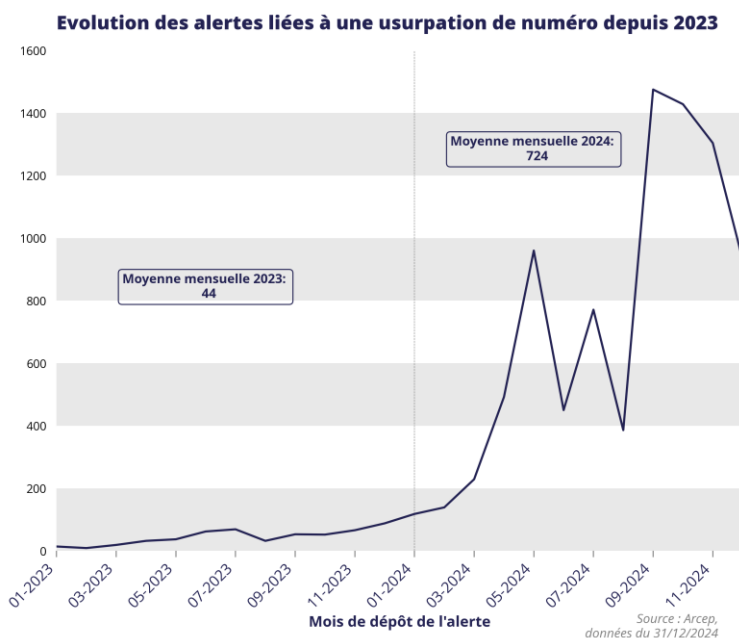
Fixed networks: decrease in the number of “quality of service” issues

Among those surveyed who have an internet connection, the percentage of people who encountered an “internet quality” issue decreased by 20%. This progress is consistent with the sharp decrease in the number of user reports concerning “quality of service and after-sales service” received on the “J’alerte l’Arcep” platform.

Also among consumers polled, 31% of “fibre” subscribers encountered “quality of service” issues, compared to 38% for ADSL subscribers.

Spam and abusive calls and text messages: a fast-growing irritant for mobile users

Among those surveyed, a third report having been a victim of number spoofing. This phenomenon skyrocketed in 2024: the number of reports received increased seventeen-fold between 2023 and 2024. “Number spoofing” was third most common reason for user reports in 2024, accounting for 15% of all reports on “J’alerte l’Arcep”.



A third of those surveyed said they receive spam calls on their mobile on a daily basis (either telemarketing or fraudulent calls). The number of reports received on “J’alerte l’Arcep” regarding this type of call (excluding number spoofing) has increased sharply (+53%). In response to this phenomenon, users have become increasingly wary of the calls they receive. Sixty seven percent of those surveyed say they never or rarely answer calls when they do not recognise the number, which marks a three-point YoY increase.

Copper network switchoff: low consumer awareness

The Observatory revealed that a significant percentage of copper subscribers are unaware of the issues surrounding the copper network switchoff. Forty five percent of “copper” customers are not aware of that the legacy copper network is due to be switched off in the relatively near future. Of the 55% who are aware, 48% say they have not sought to find out how they will be affected by this switchoff.

The Observatory nevertheless confirms a clear interest amongst ADSL customers to switch to fibre: of the “copper” subscribers surveyed who either do not have or do not know whether they have access to fibre, 84% said they would switch to fibre if it were available.

“J’alerte l’Arcep”: when publishing its annual scorecard, Arcep delivered a reminder of the benefits of its reporting platform and data-driven regulation tool

Since its launch in 2017, the “J’alerte l’Arcep” reporting platform has given individuals, businesses and local authorities the ability to report any malfunctions encountered in their relationship with their fixed or mobile operator, internet service and postal service providers. It gives users with the ability to have their own experience inform market regulation, through citizen action, and gives operators an incentive to improve their services and develop their networks. At the end of the reporting process, users are also offered tip sheets tailored to their situation. The received reports enable Arcep to track the problems being encountered by users in real time, to identify recurrent malfunctions, and detect spikes in user alerts. This serves the Authority’s ultimate aim of taking more targeted, and thereby more effective, regulatory action with operators.

Associated documents

- [Press kit](#)
- [J'alerte l'Arcep annual scorecard – 2025 edition](#)
- [Customer satisfaction observatory – 2025 edition](#)

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 electronic communications, postal and press distribution networks in France.