Press release

MOBILE QUALITY OF SERVICE

Arcep publishes the results of its 2025 mobile QoS audit in the Antilles and in Guiana

Paris, 11 September 2025

Today Arcep is publishing the results of its 2025 mobile quality-of-service (QoS) audit of the Antilles and in Guiana. These publications give consumers in France's overseas departments and territories the ability to compare local operators' performance, and for local decision-makers to obtain an assessment of mobile connectivity in their territory. All of the data will be available on the "Mon réseau mobile" (My mobile network) website and as open datasets with the September quarterly update. It should also be noted that the results of the audit carried out in Réunion will be the subject of a future publication. Because of the devastation caused by cyclone Chido, no audit was performed in Mayotte this year.

More than 385,000 mobile quality of service tests were performed in Guadeloupe, Martinique, Guiana, in Saint Barthélemy and Saint Martin, for six mobile operators in total

The purpose of the tests carried out between January and April 2025 was to assess the performance of overseas operator's networks in an entirely comparable manner, and under a variety of conditions. The audit therefore covered the following mobile services:

- Voice and SMS: the success rate for calls maintained for two minutes and without audible interference, voice quality (MOS[1]), SMS received in under 10 seconds;
- Internet use: average speeds (upstream and downstream), web browsing (pages loaded in 5 and 10 seconds), decent and perfect quality video streaming.

Two new additions in 2025: 5G networks in Guiana, Saint Martin and Saint Barthélemy were tested, as was the voice quality of calls made using an instant messaging application (OTT)[2].

The findings are to be assessed on a territory-by-territory and operator-by-operator basis, for each type of mobile application. Arcep also invites everyone to visit the "Mon réseau mobile" website to view the complete findings, by territory, of which a preview can be found in the annex to this media release:

- **In Guadeloupe:** Orange provides the best quality of service for voice calls. Orange (81%) and Outremer Telecom (OMT) (80%) are tied[3] for first on web pages loaded in under 5 seconds. On the indicator for web pages loaded in under 10 seconds, OMT ranks first on roadways.

- **In Martinique:** perceived voice quality during calls (MOS) is good overall for all operators. Free Caraïbe is tied in second place with Digicel on multiple voice QoS indicators (MOS and calls without audible interference), behind Orange. Outremer Télécom is in second place behind Orange on web browsing, and is tied for first with Orange on the indicator for providing speeds above 30 Mbit/s (speeds adapted to the most demanding practices).

[1] The mean opinion score (MOS) for maintained calls, which measures the different between the live call and the baseline sample.
[2] Over the top – OTT: application providing a service (calling, streaming, messaging, etc.) over the internet, without going through an ISP's classic services
[3] These results factor in the statistical accuracy of the margin of error for each estimate. This means that, if the gap between operators remains within that margin, they are considered as being tied. In this instance, Orange and Outremer Telecom are considered as being tied. It should be noted that this statistical accuracy can vary from one indicator to the next, depending on the volume of testing.

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- **In Guiana:** Orange performs best overall on voice applications. OMT ranks first in the success rate for receiving SMS and is tied[3] for first with Orange on providing speeds above 30 Mbit/s. Worth noting is that the quality of mobile internet services (and particularly connection speeds and web browsing) for all operators is below what was measured in the other territories.

- **Saint Martin:** on the indicator measuring the success rate of voice calls without audible interference, Free and Digicel are tied for second behind Orange. On the mobile internet indicator, Dauphin is tied for first with Orange for web pages loaded in under 5 seconds. Digicel and UTS score well below the operator average on the indicator measuring the supply of speeds above 30 Mbit/s.

- **Saint Barthélemy:** Orange delivers the strongest performance overall, both on voice/SMS and data services. Dauphin ranks second on most data indicators. Lastly, it should be noted that the overall QoS results for the quality of voice calls made using an instant messaging (OTT) app are below those measured in the other territories, except for Orange which had the highest success rate for calls maintained for two minutes, and calls without audible interference.

5G tested for the first time in the Antilles Guiana region in 2025

5G networks were tested for the first time in 2025, in Guiana, in Saint Martin and Saint Barthélemy during an Arcep QoS audit.

In Guiana, the audit revealed that Orange and Outremer Telecom's performances were equivalent overall. For both operators, 5G technology allows them to reach speeds that are comparatively faster than with 4G. The results of tests on other quality of service indicators were also better in 5G than in 4G in this territory, notably for web browsing and perfect quality video streaming.

In Saint Martin and Saint Barthélemy, where Orange was the only operator to have deployed 5G, the results of the tests do not yet make it possible to perceive a significant gap between 4G and 5G performances in these two territories, when factoring the statistical margin of error.

All of the results of this 5G audit can be found via Arcep open datasets and in the section in the Annex to this press release dedicated to Guiana.

Detailed indicators are provided below, for each territory.

Associated documents:

- Summary files of the QoS audit results for mobile operators in Guadeloupe, Martinique, Guiana, Saint Barthélemy and Saint Martin
- Audit results on "Mon Réseau Mobile"
- Data available as open datasets on data.gouv.fr

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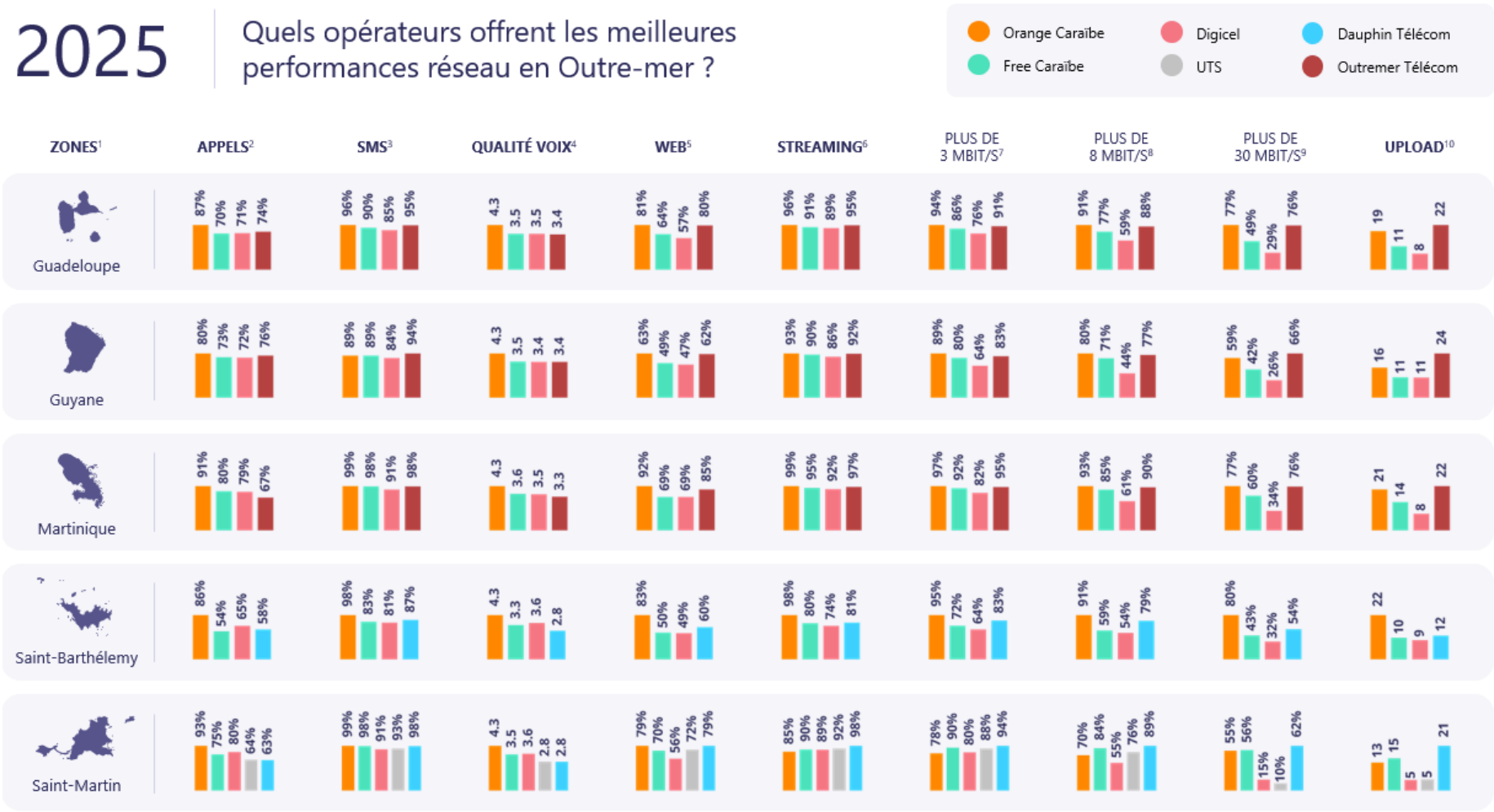
ANNEX – Detailed results by territory (living environments)

Which operators provide the best network performance in the French Overseas Territories?



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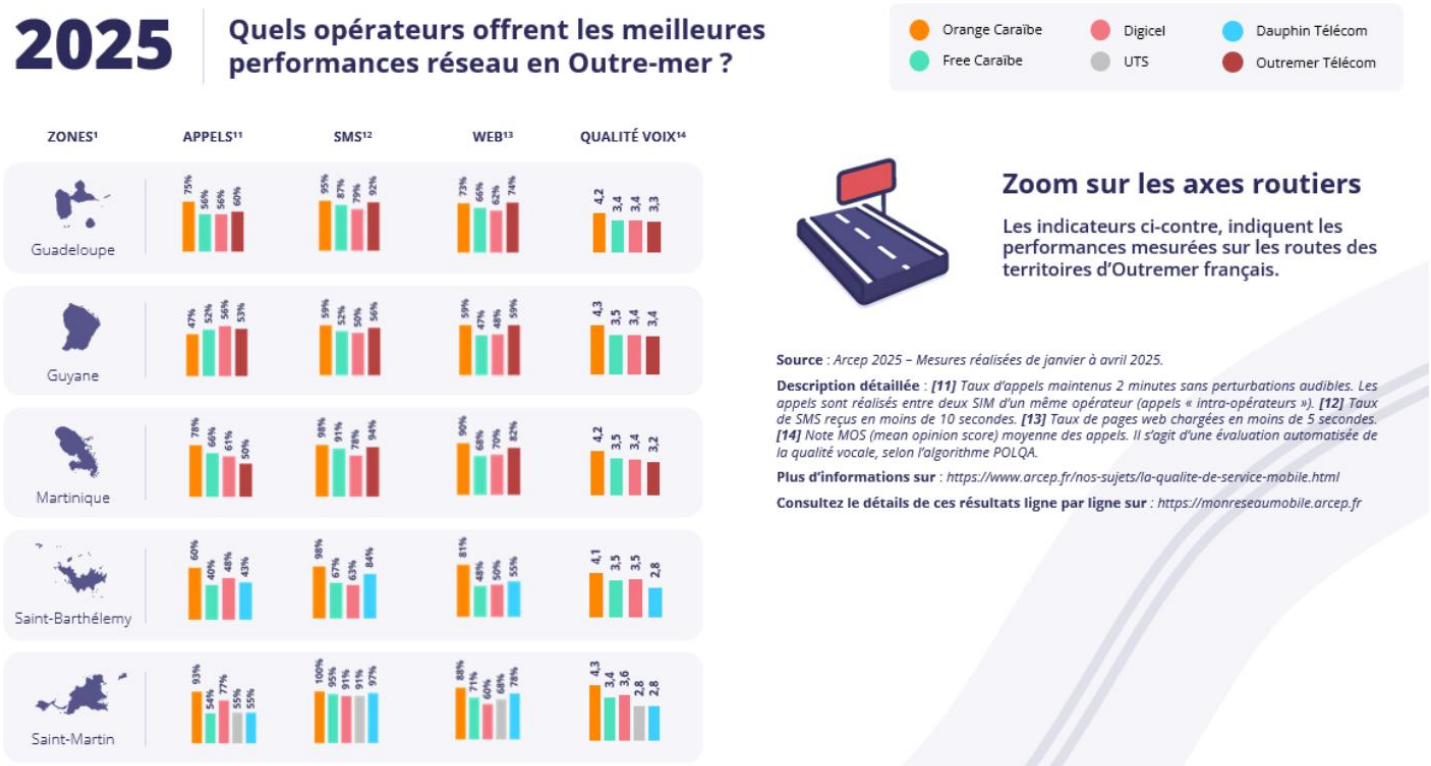
ANNEX - Detailed results by territory (Roadways)



Spotlight on roadways

These indicators are the results of QoS tests conducted on roads across French overseas territories.

***Source**: Arcep 2025 – Testing conducted from January to April 2025*

***Detailed description**: 11) Success rate for calls maintained for two minutes and of calls maintained for two minutes without audible disturbance. Calls are made between two SIM cards belonging to the same operator (on-net calls). 12) Success rate of SMS received in under 10 seconds 13) Success rate of web pages loaded in under in under 5 seconds. 14) MOS (mean opinion score) for calls. This in an automated assessment of voice quality, using the POLQA algorithm.*

For more information, visit:

View detailed, line by line results at:

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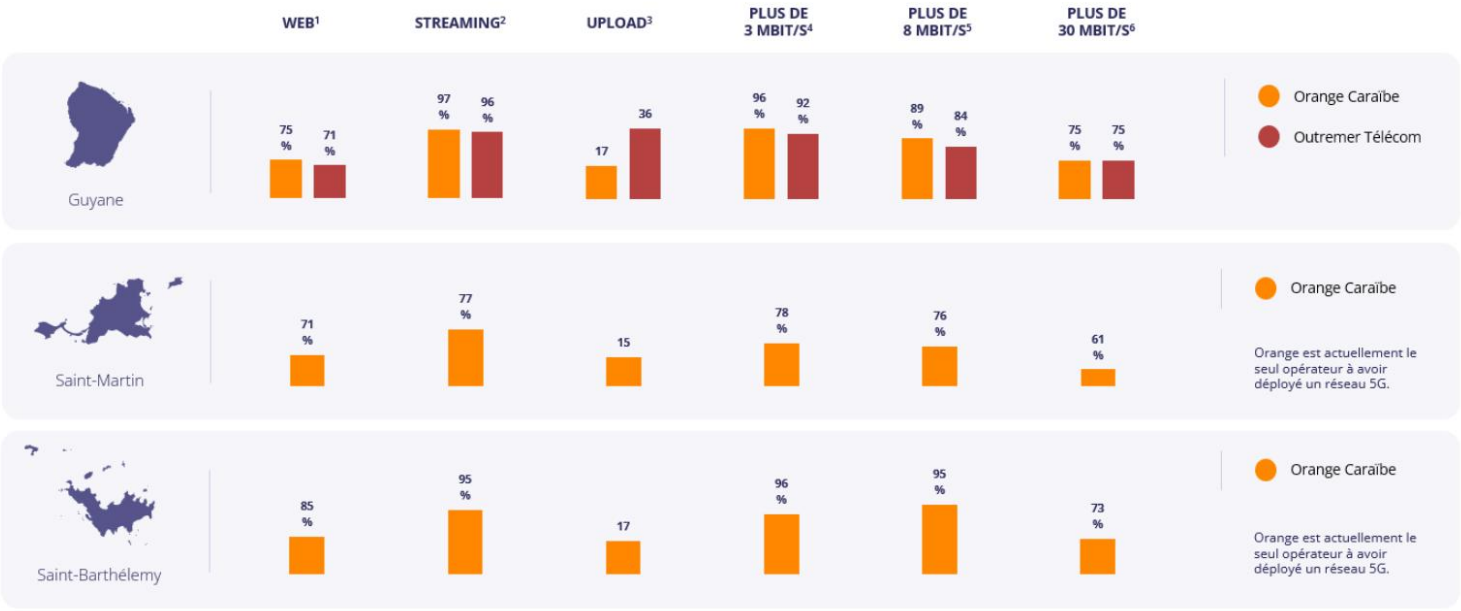
ANNEX – Detailed results by territory (5G network tests*)

In Guiana, the audit revealed that 5G technology makes it possible to achieve faster speeds than with 4G.



***Detailed description**: [1] The areas correspond to the territories located in the Antilles-Guiana zone. [2] Success rate for calls maintained for 2 minutes without audible interference. Calls are made between two SIM cards belonging to the same operator (i.e. on-net). [3] Success rate for SMS received in under 10 seconds. [4] MOS (mean opinion score) for calls. This in an automated assessment of voice quality, using the POLQA algorithm. [5] Success rate for web pages loaded in under 5 seconds. [6] Perfect quality video streaming. [7] Percentage of speed tests indicating an average speed equal to or above 3 Mbit/s. [8] Percentage of speed tests indicating an average speed equal to or above 8 Mbit/s. [9] Percentage of speed tests indicating an average speed equal to or above 30 Mbit/s. [10] Average upstream speed, measured in Mbit/s. [11] Success rate for calls maintained for 2 minutes without audible interference. Calls are made between two SIM cards belonging to the same operator (i.e. on-net"). [12] Success rate for SMS received in under 10 seconds. [13] Success rate for web pages loaded in under 5 seconds..*

N.B. The downstream speed indicator that Arcep uses includes three thresholds – 3, 8 and 30 Mbit/s – that correspond to the throughput requirements of different applications:

- *3 Mbit/s: speed suited to the least demanding mobile internet uses, such as web browsing;*
- *8 Mbit/s: speed suited to the most widespread uses, such as video streaming;*
- *30 Mbit/s: speed suited to the most demanding uses, such as collaborative tools for business purposes.*

The different mobile QoS indicators reflect users' experience and are broken down by type of area (high-density, medium-density or rural). This approach has the added benefit of not creating an incentive for operators to engage in a "speed race", but rather to be part of the drive to achieve digital sustainability, initiated by Arcep.

** 5G indicators include all of the tests carried out under 5G conditions, regardless of whether they achieved a 5G connection. No distinction is made in the results between the tests that were merely attempted in 5G and those successfully conducted in 5G.*

***For more information:**: https://www.arcep.fr/nos-sujets/la-qualite-de-service-mobile.html*

***For detailed information on these results, line by line:** https://monreseaumobile.arcep.fr*

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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 electronic communications, postal and press distribution networks in France

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