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Press release

OPTICAL FIBRE

Accessing FttH networks and the principle of non-discrimination: Arcep presents its initial assessment of the Iliad group's business processes

Paris, 2 December 2024

Arcep performs audits of infrastructure operators' FttH network information systems (IS). The purpose of these audits is to ensure non-discriminatory behaviour between commercial operators, regardless of whether they are integrated with the infrastructure operator.

After having audited the FttH IS of carriers Orange and SFR, in 2023 and 2024 the Authority performed a similar audit of the Iliad group's FttH information system. Iliad owns the commercial operator Free, and the infrastructure operator Réseau Optique de France, which deploys optical fibre lines. Today, it is publishing the results of that audit.

The audit examined the Iliad group's FttH IS tools devoted to the eligibility, procurement, production/delivery and after-sales service processes used in its business relations with commercial operators. It also covered cross-corporate management of FttH network rights management within the Iliad group.

The audit of the Iliad group's FttH information system revealed disparities in the business processes used for the group's retail arm (Free) and for third-party commercial operators. A performance analysis of the Iliad group's processing of connection failure reports did not, however, reveal differences between the group's retail arm (Free) and third-party commercial operators. The audit also brought to light that the audited processes do not operate entirely on the basis of tools that are common to all commercial operators, including the Iliad group's retail arm.

The Iliad group took note of this conclusion and committed to making changes to its information systems, and to how its teams are organised, in order to eliminate any risk of differentiated treatment, and to ensure that the eligibility, procurement, production/delivery and after-sales service processes are based on tools that are common to all commercial operators, including the Iliad group's retail arm.

The first measures were implemented in early 2024 and in September 2024, to guarantee that the Iliad group's retail arm and third-party commercial operators receive identical treatment for after-sales service and connection failures. Additional changes are due to come into effect by 30 June 2025 at the latest. According to the Iliad group, these are designed to guarantee that the group's processes are based on tools that are common to both the Iliad group's retail arm and third-party commercial operators.

Arcep will work to ensure that the changes announced by the Iliad group are implemented.

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Importance of business processes for shared optical fibre networks: key to guaranteeing fair and effective competition for the benefit of users

In accordance with the Law, FttH networks deployed in France are shared between operators. Business processes for accessing these networks must therefore be non-discriminatory, to ensure that the operators that use them are on an equal footing with the operator that built the network.

When it comes to integrated operators, it is especially important to ensure that they do not benefit, either wittingly or unwittingly, from facilitated management conditions compared to the other operators that access their networks and contribute to their financing.

To this end, and subject to exception, through Article 8 of its Decision No. 2020-1432, the Authority requires vertically integrated operators to use the same IT tools as those offered to third-party operators, as well as common business processes, to ensure that they are treated equally.

Associated document:

- [Audit of the Iliad group's FttH information systems – Report on non-discrimination guarantees (in French)](#)