

Press release

MOBILE NETWORK SHARING**Extending Zeop Mobile roaming rights on the Orange network in Réunion: Arcep examines the contractual amendment and requests comments from the sector**

Paris, 15 May 2025

In 2017 Zeop Mobile and Orange signed a roaming agreement in Réunion when Zeop Mobile began operating in Réunion's mobile market. This sharing agreement structured Zeop Mobile's ability to roam on the Orange 2G, 3G and 4G networks in Réunion for a period of three years, starting on 1 April 2019.

Subsequently, in July 2021 Zeop Mobile and Orange signed an amendment extending Zeop Mobile's ability to roam on the Orange 2G, 3G and 4G networks (for voice, texting and data services) in Réunion for an additional three years (April 2022 to March 2025) under the same technical conditions as the initial contract. The amendment also gives Zeop Mobile the ability to request two additional, successive one-year extensions beyond March 2025 for voice and SMS service roaming, and "*possibly for remaining low-speed data tied to voice service use*".

Having ascertained Zeop Mobile's substantial investment in its own network, the steady decrease in the operator's roaming traffic since 2017, the decrease in voice, texting and data traffic as stipulated by the contractual agreement for the three-year extension, and the market situation, after an in-depth examination and a request for comments, the Authority concluded that it was not necessary to ask Zeop Mobile and Orange to amend their agreement.

Arcep has received an amendment to the agreement governing Zeop Mobile's roaming rights on the Orange network in Réunion

The two operators signed a new amendment to this contract, which was notified to Arcep on 8 April 2025.

The amendment grants Zeop Mobile a one-year extension (1 April 2025 to 31 March 2026) on roaming on the Orange network, and reduces the scope of this voice, texting and high-speed data roaming to only Orange's 3G network in Réunion. This change is a logical step towards phasing out roaming given the remaining volume of traffic involved. The agreement also brings changes to the financial terms of the roaming service. The other terms and conditions remain the same as in the initial contract.

Arcep examines the amendment and invites comments from the sector

Arcep is currently in the process of examining this amendment, particularly with respect to regulatory objectives and the mobile network sharing guidelines of 25 May 2016. To this end, the Authority is informing market players today of the existence of this amendment, with due regard to business secrecy.

Any stakeholders that so desire can send their comments to Arcep before 17 June 2025 to the following address: partage-reseaux@arcep.fr.

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.