

*Press release***PRESS DISTRIBUTION****Newspaper and magazine subscriptions: Arcep launches a public consultation on the work done as part of the Observatory of the quality of print subscription distribution**

Paris, 15 December 2025

Arcep created the Observatory of the quality of print subscription distribution (by means of hand delivery or the Post) in 2024, pursuant to the memorandum of understanding on press transportation reform¹. In this context, Arcep meets on a regular basis with the sector's stakeholders to share common information, document the problems being encountered and work together on devising ways to improve the quality of newspaper and magazine delivery. The document being published today for public consultation is the fruit of the methodological work achieved by this Observatory's monitoring committee.

A common set of standards to assess quality of service

To this end, the document being published for consultation, whose final version will be published, sets out:

the definition of the indicators for the Observatory of the quality of print subscription distribution, and their calculation method,

the rules for publishers, La Poste, and delivery networks' data submissions,

the proposed nomenclature for classifying grounds for complaints,

the stakeholders likely to be required to transmit the data needed to monitor the indicators,

the planned data submission formats and deadlines.

Since it began this work, Arcep has maintained an ongoing dialogue with publishers, newspaper delivery networks, La Poste, France's General Directorate for Media and Cultural Industries (DGMIC) and the General Directorate for Enterprise (DGE) through the monitoring committee and dedicated working groups. These discussions have helped fine tune the three indicators chosen, the methods to be used for their calculation and for transmitting data to Arcep. At stakeholders' request, a common nomenclature for classifying grounds for complaints was also established, to enable more detailed tracking of the causes of subscribers' dissatisfaction.

All of the stakeholders (publishers, distribution networks, trade organisations) are being asked to contribute to this public consultation, and to send their remarks to Arcep by 30 January 2026.

Associated document

- [Public consultation](#)

¹ <https://www.culture.gouv.fr/thematiques/presse-ecrite/liste-des-aides-a-la-presse-et-des-appels-a-projets/protocole-d-accord-relatif-a-la-reforme-du-transport-de-la-presse>

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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