Press release

MOBILE QUALITY OF SERVICE

Arcep publishes the results of its 2025 mobile QoS audit in Réunion

Paris, 16 Octobre 2025

Today Arcep is publishing the results of its 2025 mobile quality-of-service (QoS) audit of the overseas department of Réunion. This publication gives consumers in Réunion the ability to compare local operators' performance, and for local decision-makers to obtain an assessment of mobile connectivity in their territory. This press release includes only a portion of the indicators that were measured: the complete data are available on the "Mon réseau mobile" (My mobile network) website and as open datasets. It should also be noted that because of the devastation caused by cyclone Chido, no audit was performed in Mayotte this year.

More than 177,000 mobile quality of service tests were performed on four mobile operators

The purpose of the tests carried out between May and July 2025 was to assess the performance of operators' networks in an entirely comparable manner, and under a variety of conditions, as is done in Metropolitan France. 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.

This year, for the first time, Arcep is publishing the results of voice quality tests for calls made using an instant messaging application (OTT)[2].

The findings are to be assessed on an 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, according to their needs. Detailed results can also be found in the annex to this media release.

Regarding voice quality in living environments:

- Operator SRR tops the ranks for successfully maintaining calls without interference, followed by Zeop mobile, then Orange.
- Orange ranks first on call quality (MOS), followed by Zeop mobile, then SRR.
- Telco OI scores lowest on these two indicators.

Regarding mobile internet quality in living environments:

- Zeop has the highest success rate for web pages loaded in under five seconds, followed by Orange and SRR which were tied for second[3].
- SRR and Orange outperform other operators on download speeds, with SRR having an edge in the percentage of connection speeds above 30 Mbit/s.
- Telco OI trails behind all of the other operators, but is tied with Zeop for the percentage of connections with speeds above 3 Mbits/s.

[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 SRR 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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Changes to the tools used to carry out the tests make it impossible to compare this year's results with those of previous years.

5G tested for the second time in Réunion

For the second time in a QoS audit carried out in the overseas territories, the 5G networks of operators that have deployed the technology (Orange, Telco OI and SRR) were tested in Réunion. The 5G performances of operator Telco OI are being published for the first time this year.

SRR and Orange are tied for first in all download speed classes, in average upstream speeds, and in web pages loaded in five to 10 seconds.

The audit also reveals that 5G enables all three operators to achieve higher speeds than with 4G. For all other quality of service criteria, the results for the two technologies remain largely equivalent.

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

Detailed indicators for Réunion are provided below.

Associated documents:

- Audit results on "Mon Réseau Mobile"
- Data available as open datasets on data.gouv.fr

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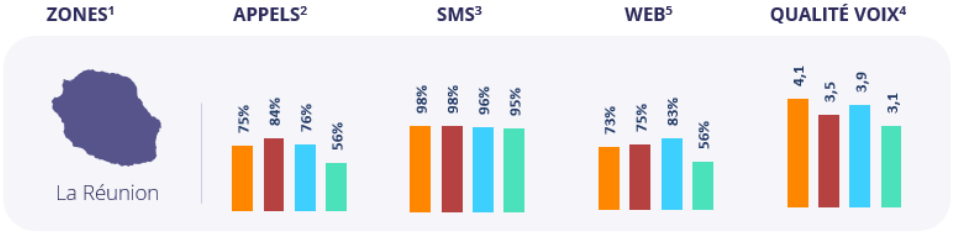
ANNEX – Detailed results for Réunion (Living environments and roadways)

Which operators provide the best network performance in Réunion?

Zoom sur les axes routiers

Les indicateurs ci-contre, indiquent les performances mesurées sur les routes à La Réunion.



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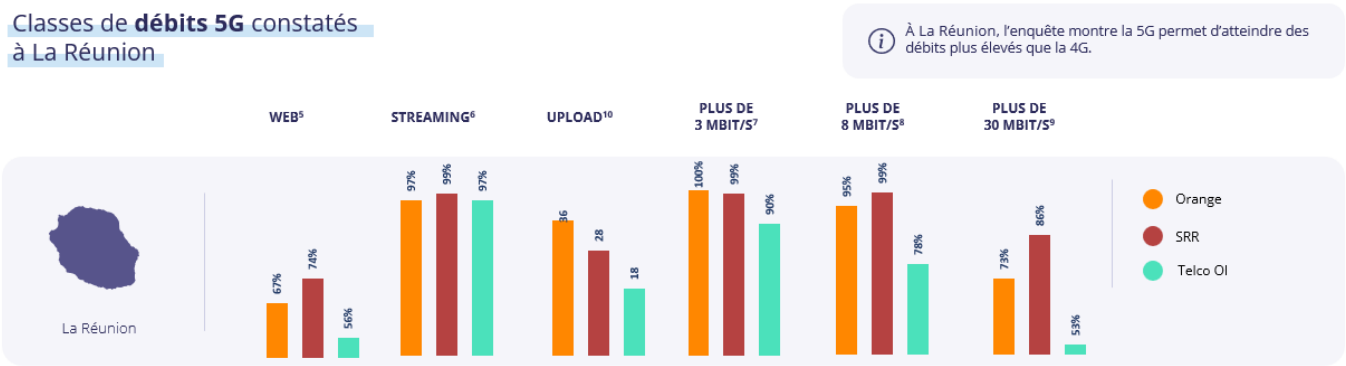
ANNEX – Detailed results for Réunion (5G tests*)



Detailed description: *[1] The areas correspond to territories in the Indian Ocean region. [2] Percentage of calls maintained for 2 minutes without audible interference. Calls are made between two SIM cards from the same operator ('intra-operator' calls). [3] Percentage of text messages received in less than 10 seconds. [4] Average MOS (mean opinion score) for calls. This is an automated assessment of voice quality, based on the POLQA algorithm. [5] Percentage of web pages loaded in less than 5 seconds. [6] Percentage of videos viewed in perfect quality. [7] Percentage of speed tests with an average speed greater than or equal to 3 Mbit/s. [8] Percentage of speed tests with an average speed greater than or equal to 8 Mbit/s. [9] Percentage of speed tests with an average speed greater than or equal to 30 Mbit/s. [10] Average upload speed measured in Mbit/s. [11] Percentage of calls maintained for 2 minutes without audible interference via an application providing a service (voice, video, messaging, etc.) over the Internet, without going through the traditional services of the telecom operator.*

Please note: the download speed indicator used by Arcep includes three thresholds – 3, 8 and 30 Mbit/s – corresponding to different levels of requirement depending on usage:

- *3 Mbit/s: speed suitable for the least demanding mobile Internet uses, such as web browsing;*
- *8 Mbit/s: speed suitable for the most common uses, such as watching videos;*
- *30 Mbit/s: speed suitable for the most demanding uses, such as using collaborative tools in a professional setting.*

The different mobile service quality thresholds reflect the user experience and are broken down by type of area (dense, intermediate, rural). This approach also has the benefit of not creating an incentive for operators to compete for maximum speed, and is in line with the 'For a sustainable digital world' initiative launched by Arcep.

**The 5G indicators include all tests carried out under 5G conditions, whether or not they actually resulted in a 5G connection. No distinction is made in the results between tests simply attempted in 5G and those successfully carried out 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*

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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