Press release

MOBILE QUALITY OF SERVICE IN MAINLAND FRANCE

Arcep publishes the results of its 2026 audit: Strong performances in high and medium-density areas, but weaker in rural areas, and on regional and mainline trains

Paris, 17 November 2026

Today Arcep is publishing the results of its 2026 annual audit assessing the quality of the services provided by mobile operators in Metropolitan France (including Corsica). Based on more than a million measurements taken in every department across the country, between Maty and August 2026[1], the mobile QoS audit assesses the quality of voice, SMS, and mobile internet services in all living environments (indoors and outdoors), and on various forms of transportation (roads, metros and trains).

In 2026, Arcep is publishing latency and upload speed indicators (1 and 3 Mbit/s) for the first time.

For more detailed information by operator and by type of area, Arcep invites readers to compare, based on the type of area (high density, medium density or rural) where they live, and the types of transport corridor they use.

Tests were conducted with chains of 2G, 3G, 4G and 5G NSA (non-standalone) links: even when offered by the operator, 5G SA (standalone) performance was not tested.

N.B.: 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 to be tied.

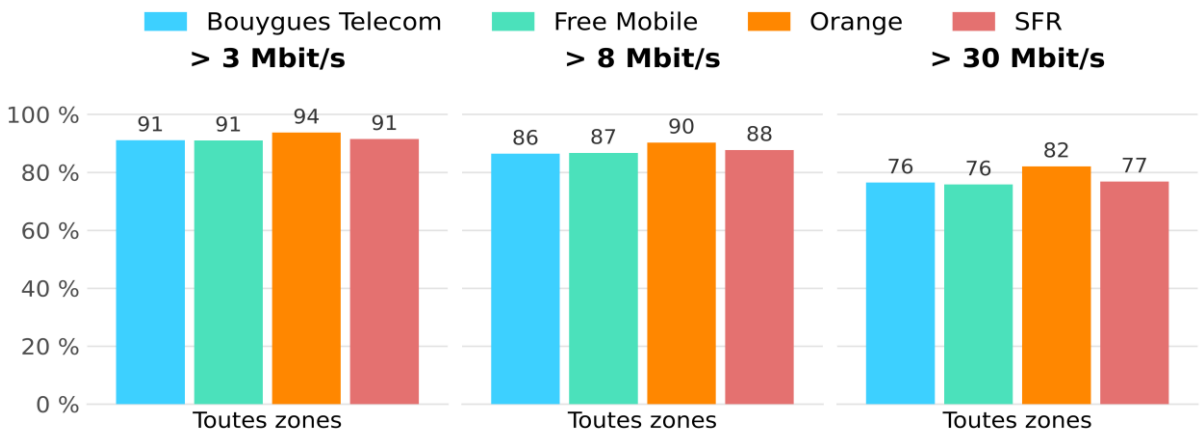
[1]The tests were carried out during summer 2026, a period marked by several extreme heatwaves. These conditions can temporarily affect how certain devices perform, albeit without altering the representativeness of the results, which reflect real world conditions for the use of mobile networks across the whole of France.

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MOBILE INTERNET: STRONG PERFORMANCES THAT NEVERTHELESS REMAIN WEAKER IN RURAL AREAS

Speeds tailored to common practices, performances more uneven for demanding applications

All types of area combined, Orange scores highest on all three speed thresholds (94%, 90% and 82%), while the other three operators are tied.



Percentage of download speed tests logged above the 3 Mbit/s (left), 8 Mbit/s (centre) and 30 Mbit/s (right) thresholds, for each operator, all types of area combined

In high-density areas, Orange, Bouygues Telecom and SFR are tied on the 3 Mbit/s speed threshold, which is suited to the least demanding mobile internet uses, such as web browsing. For the 8 Mbit/s speed threshold, which is suited to the most widespread uses, such as video streaming, Orange (98%) and SFR (97%) score highest, ahead of Bouygues Telecom (96%). For the 30 Mbit/s, speed threshold, suited to the most demanding uses, such as collaborative or business tools, Bouygues Telecom and SFR are tied (92%) behind Orange (95%) and ahead of Free Mobile (85%).

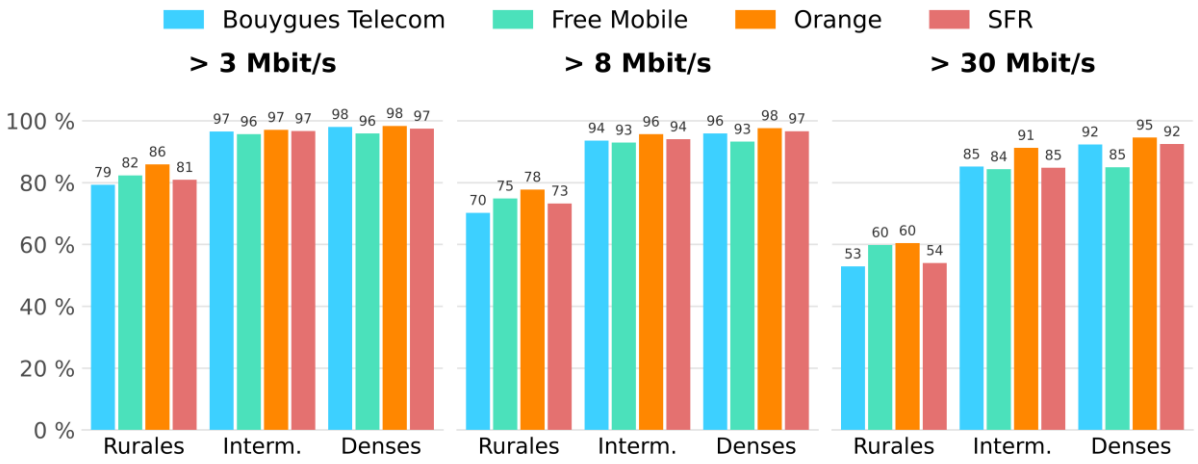
In medium-density areas, the four operators are tied for the 3 Mbit/s threshold. For the 30 Mbit/s threshold, Orange has the highest score (91%), while the other three operators are tied (84% to 85%).

In rural areas, depending on the operator, 53% to 60% of speed tests exceed 30 Mbit/s, compared to 85% to 95% in high-density areas. The gaps between operators are also greater in rural areas than in high-density areas for the 3 and 8 Mbit/s thresholds. For the 3 Mbit/s threshold, Orange (86%) tops the rankings, ahead of Free Mobile (82%) and SFR (81%), then Bouygues Telecom (79%). For the 8 Mbit/s threshold, Orange (78%) and Free Mobile (75%) lead the way, ahead of SFR (73%) then Bouygues Telecom (70%). For the 30 Mbit/s threshold, Orange and Free Mobile (60%) outperform SFR (54%) and Bouygues Telecom (53%).

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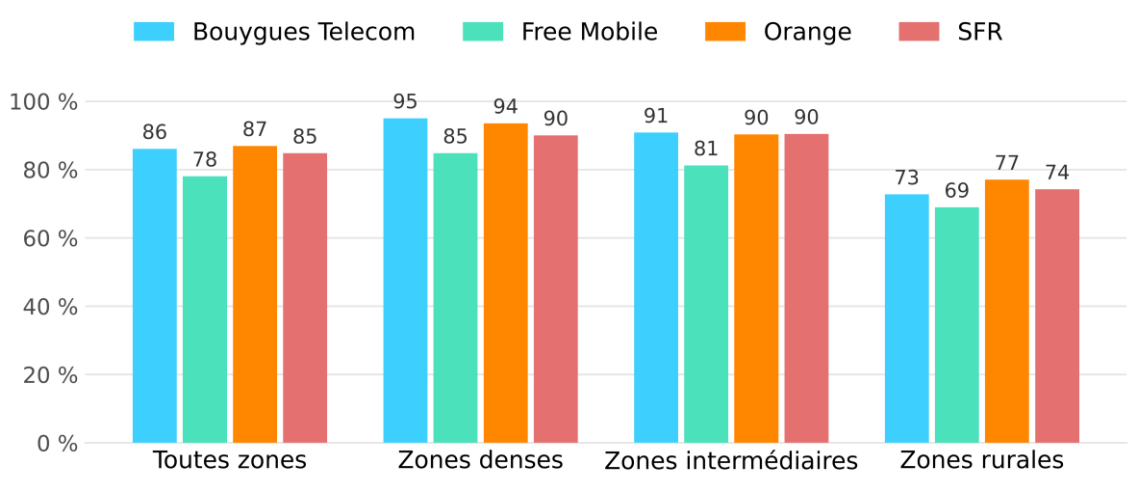


Percentage of connections logged at downstream speeds faster than the thresholds of 3 Mbit/s (left), 8 Mbit/s (centre) and 30 Mbit/s (right) by operator, and by area (rural, medium and high density)

Arcep enhances its upload speed indicator in 2026 and publishes a new latency indicator

The tests carried out also examined **upload speeds** which are becoming increasingly significant with the development of AI and collaborative applications. These upstream bitrates affect the speed at which data, images and content are uploaded to the cloud and real time analytics platforms. The 1 Mbit/s threshold creates the ability to assess the capacity to perform simple data transmissions, while the 3 Mbit/s threshold corresponds to more demanding applications, such as sending large files and videoconferencing.

The upload threshold of 1 Mbit/s is achieved in virtually every instance in high and medium-density areas (99% of tests for all four operators which are tied). For the 3 Mbit/s threshold, all types of area combined, Orange (87%) and Bouygues Telecom (86%) score highest, ahead of SFR (85%) then Free Mobile (78%). In high-density areas, Bouygues Telecom (95%) and Orange (94%) top the rankings, ahead of SFR (90%) then Free Mobile (85%). In rural areas, Orange (77%), SFR (74%) and Bouygues Telecom (73%) outperform Free Mobile (69%).



Percentage of upload connections of more than 3 Mbit/s logged, by operator and by zone
All areas - High-density areas - Medium-density areas - Rural areas

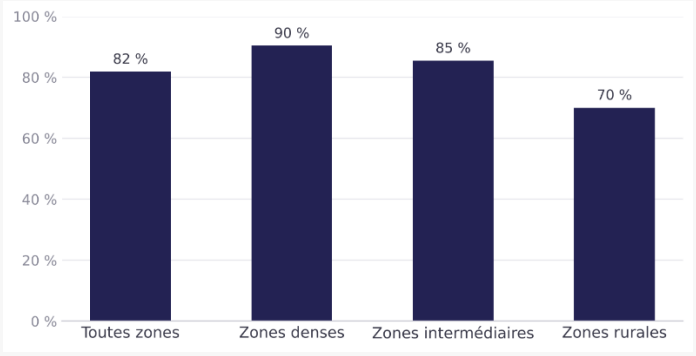
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Lastly, Arcep is measuring **latency** – in other words, network response time[2] – for the first time. This indicator measures the connection's reactivity: the lower the latency, the faster the data exchanges. It also plays an important role in interactive applications, such as video calling, online gaming and applications that require real-time interactions. All types of area and operators combined, latency is below 50 ms for 82% of tested connections. This rate reaches 90% in high-density areas and 85% in medium-density areas, compared to 70% in rural areas.

All areas High-density areas Medium-density areas Rural areas



Percentage of connections logged with a latency of under 50 ms, all operators combined, by area, All areas - High-density areas - Medium-density areas - Rural areas

Web browsing and video streaming: a fluid experience in high-density areas, but more uneven in rural areas

Regarding **web browsing**, the vast majority of web pages are loaded in under 5 seconds: in high-density areas, Orange (98%) is ahead of Bouygues Telecom and SFR (96%) which are tied, followed by Free Mobile (95%). In medium-density areas, Orange (96%) leads SFR (95%), then Free Mobile and Bouygues Telecom (93%) which are tied. Performances in rural areas are both weaker and more uneven: Orange (84%) outperforms Free Mobile (81%), SFR (79%) and Bouygues Telecom (77%).

The quality of **video streaming** is virtually perfect in high-density areas: Bouygues Telecom and Orange (99%) score highest, ahead of Free Mobile (97%) and SFR (96%). In rural areas, Orange (92%) and Free Mobile (89%) are tied for top spot, while SFR (88%) and Bouygues Telecom (86%) come in second.

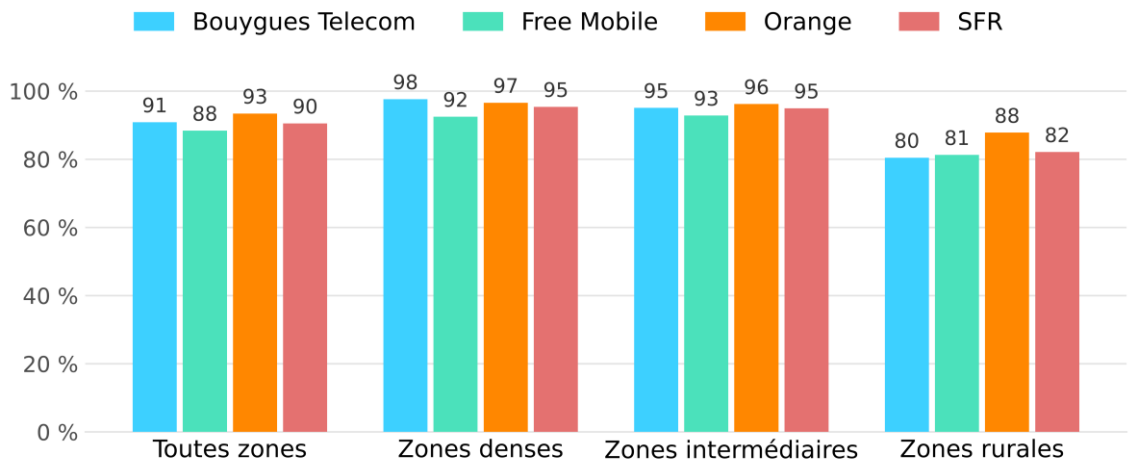
CALLS AND SMS: CLOSE TO 9 IN 10 CALLS ARE OF PERFECT QUALITY, WHILE REGIONAL DISPARITIES PERSISTS

The percentage of perfect quality calls remains lower in rural areas

- Overall, 88% to 93% of calls are of perfect quality, depending on the operator: Orange (93%) leads the rankings, followed by Bouygues Telecom (91%) and SFR (90%), which are tied, then Free Mobile (88%).
- In high-density areas, Bouygues Telecom (98%) has a lead over Orange (97%) and SFR (95%) which are tied, followed by Free Mobile (92%).
- In rural areas, 88% of calls are of perfect quality with Orange, which outperforms SFR (82%), Free Mobile (81%) and Bouygues Telecom (80%), which are virtually tied.

[2] Latency is measured to and from a dedicated, neutral server, hosted by a service provider that is independent from all four operators and identical for all four networks, so that it can be compared under the same conditions. It can therefore differ from the latency of a connection to a given site or online service, which also depends on the path taken to that service.

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Success rate for two-minute calls maintained without audible interference, by operator and by area

SMS: more than 9 in 10 messages received in under 10 seconds

The success rate for receiving an SMS in under 10 seconds is high for all four operators, standing at 98% for Orange, ahead of Bouygues Telecom (96%) and SFR (95%) which are tied, then Free Mobile (94%). In rural areas, Orange (95%) outperforms Bouygues Telecom and SFR (90%) which are tied, then Free Mobile (88%).

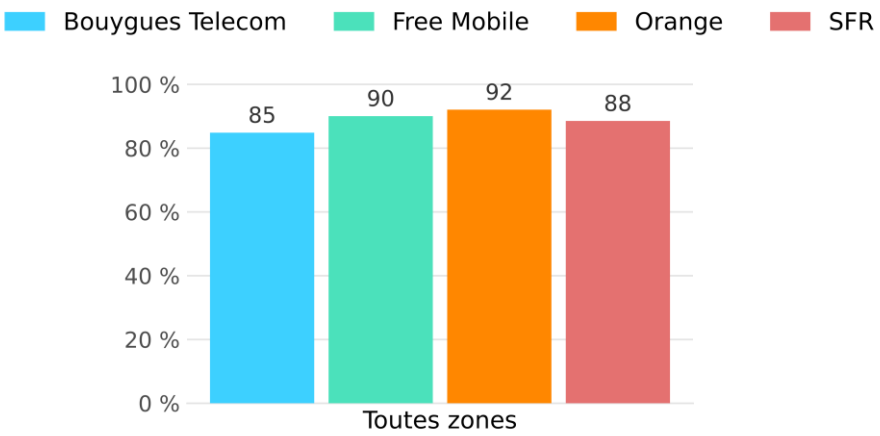
OTT VOICE: DISPARATE PERFORMANCES AMONGST OPERATORS

Since 2023, Arcep's mobile quality of service audit has included QoS indicators for voice calls made using two of the most popular[3] instant messaging (OTT calling[4]) applications.

The quality of OTT voice calls (the success rate for maintaining a two-minute call without audible interference) varies depending on the operator: Orange (92%) and Free Mobile (90%) score highest, ahead of SFR (88%) then Bouygues Telecom (85%). In high-density areas, the four operators are tied (94% to 96%), with a quality level comparable to that of classic calling. The success rates in rural areas are lower: Orange (85%) is ahead of Free Mobile (80%), SFR (77%) and Bouygues Telecom (74%), all three of which are tied.

[3]Testing volume was adjusted proportionate to these practices, which are still less popular than "classic" mobile calling. The performance of these voice call services can vary depending on each device's model, version and settings.
[4]Over the top (OTT) application providing a service (calling, streaming, messaging, etc.) over the internet, without going through an ISP's classic services.

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Success rate for two-minute calls (made using an IM app) maintained without audible interference, all types of area combined and by operator

TRANSPORT CORRIDORS: HIGH QUALITY ON ROADS AND IN THE METRO, MORE DISPARATE ON TGV, INTERCITÉS AND TER RAIL LINES

Calling quality (success rate for calls placed and maintained for two minutes):

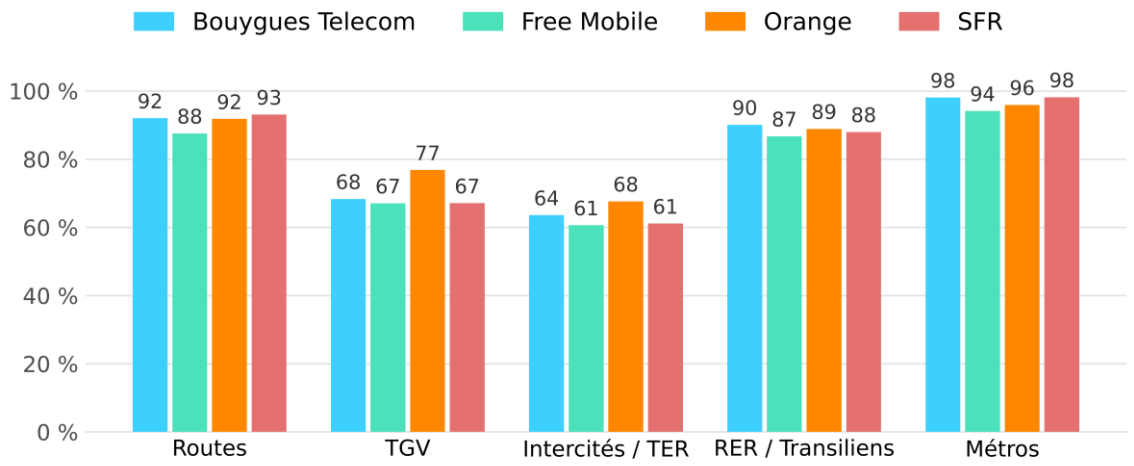
- On **roadways**, SFR (93%), Bouygues Telecom (92%) and Orange (92%) are tied, ahead of Free Mobile (88%).
- Performances on rail lines are weaker, and more uneven:
  - On **TGV high-speed trains**, Orange stands out with a 77% success rate for two-minute call maintenance, while the other three operators are tied with success rates of 67% to 68%;
  - On **Intercités and TER regional lines**, Orange has a 68% success rate, ahead of Bouygues Telecom (64%), Free Mobile (61%) and SFR (61%), which are tied.
  - On **RER and Transiliens commuter lines**, the four operators are tied, with 87% to 90% of calls successfully placed and maintained for two minutes.
- Performance levels in city **metros** are very good overall: SFR and Bouygues Telecom (98%) are tied for the lead, ahead of Orange (96%) and Free Mobile (94%), which are tied for second.

Regarding the perfect QoS requirement (calls maintained for two minutes without audible interference), the quality of calls on trains (TGV, Intercités and TER) is the lowest of all the practices tested during this audit: 30% to 44% of perfect quality calls on TGV high-speed rail lines and 35% to 46% on Intercités and TER regional lines, depending on the operator, with Orange scoring highest in both instances (44% and 46%).

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Success rate for calls maintained for two minutes by operator and by mode of transport

Internet quality of service:

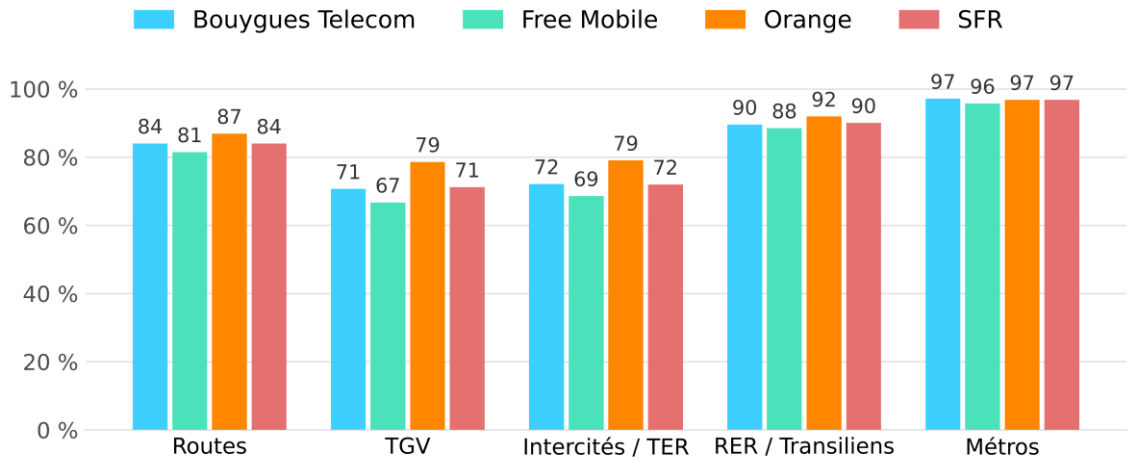
Results on web browsing quality tests (web page loaded in under 5 seconds) are as follows:

- On **roads**, Orange (87%) outperforms Bouygues Telecom and SFR (84%) which are tied, followed by Free Mobile (81%).

- On rail lines:

- on **TGV** high-speed railway lines, Orange scores the highest: 79% of pages loaded in under 5 seconds, compared to 71% for SFR and Bouygues Telecom which are tied, then 67% for Free Mobile.
- On the **Intercités and TER** regional express networks, Orange (79%) outperforms Bouygues Telecom and SFR (72%) which are tied, and Free Mobile (69%).
- On **RER and Transiliens** commuter lines, Orange (92%) has the strongest performances, ahead of SFR and Bouygues Telecom (90%) which are tied, followed by Free Mobile (88%).

- On **metro lines**, all four operators perform very strongly: Bouygues Telecom, Orange and SFR (97%) are tied for the lead, ahead of Free Mobile (96%).



Success rate for web pages loaded in under five seconds by operator and by mode of transport

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All the findings are available as open data

Arcep makes all the measurements obtained during this audit available as open datasets on both its own website and on data.gouv.fr. These findings will also be available shortly on the “Mon réseau mobile” tool.

Annexes:

- Annex 1: Scope of enquiry in 2026
- Annex 2: Summary of 2026 findings

Links:

- Map-based visualisation tool: monreseaumobile.arcep.fr
- Open datasets: https://www.data.gouv.fr/fr/datasets/monreseaumobile

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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Annex 1: Methodology and scope of the mobile QoS audit

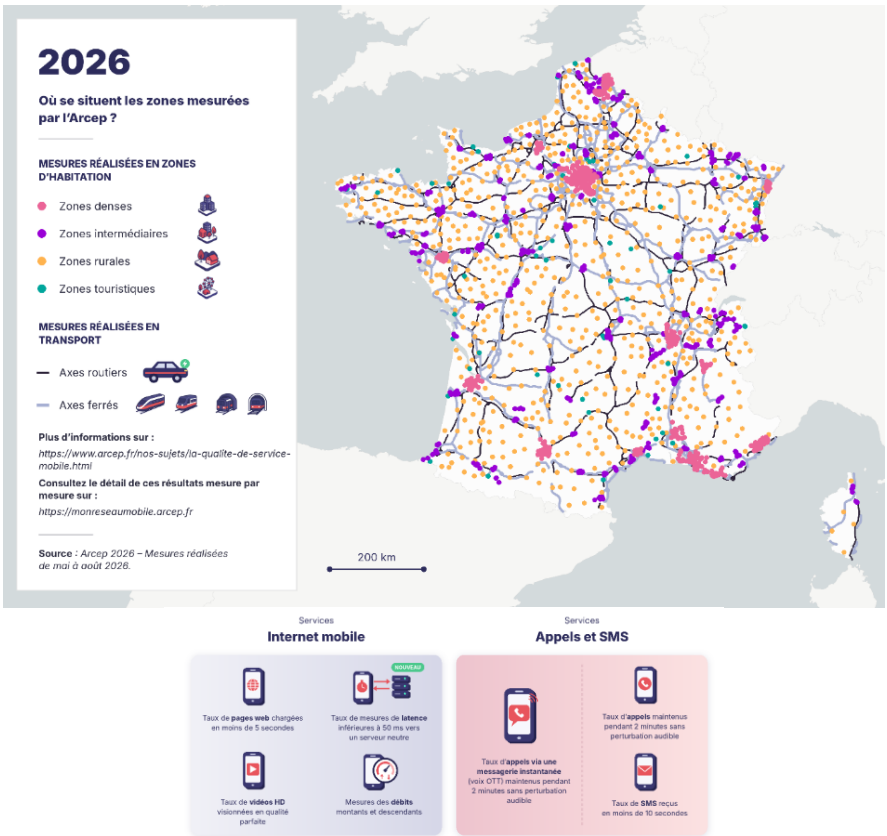
Mobile QoS audit based on a more than a million measurements taken in 2G, 3G, 4G and 5G

More than one million tests were carried out in every department across Metropolitan France, between May and August 2026, in residential locations, indoors and outdoors, and on various forms of transportation (roads, TGV, Intercités and TER, RER and Transiliens rail lines, and on metro systems). The mobile QoS audit covered the most widely used mobile services: web browsing, video streaming, data transfer, texting, and voice calls (notably OTT calls). The tests that were performed sought to evaluate the performance of operators' networks in a strictly comparable fashion, and this under a wide range of conditions.

Upload speeds were measured for the first time in 2026 for two thresholds (1 and 3 Mbit/s), using the same approach as the one taken for download speed thresholds (3, 8 and 30 Mbit/s). Latency (network response time) was also measured for the first time, using a threshold of 50 ms.

The number of tests conducted on TGV high-speed trains was increased to better reflect real-world connectivity conditions on long-distance trains. The variability of the results obtained onboard these trains can be attributed to multiple factors: different signal attenuation depending on the type of rails, fluctuating wireless conditions, more frequent cell switching, a car's position in the train and the number of passengers onboard.

Note that the measured performances are averages, and in no way prejudice the user experience in the moment. The quality of voice, texting and mobile internet services can vary due to the load on the network at any given time, and the conditions under which a service is being used.

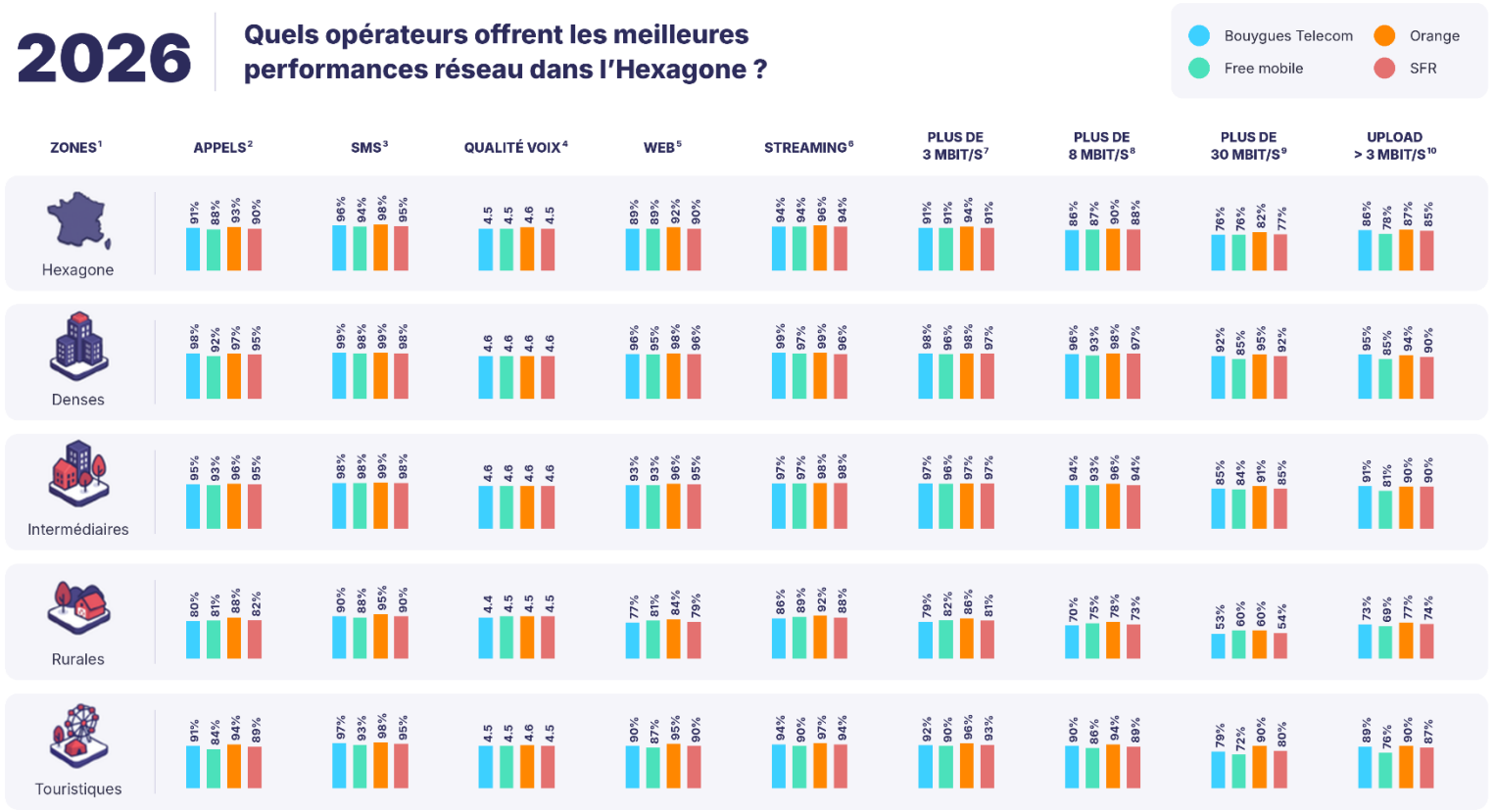


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Annex 2: synthesis of 2G/3G/4G/5G results



Source : *Arcep 2026 – Mesures réalisées de mai à août 2026.*

Description détaillée : ***[1]*** *Les zones denses correspondent aux 15 plus grandes agglomérations françaises, les zones intermédiaires à celles qui comprennent entre 10 000 et 400 000 habitants, les zones rurales à celles en possédant moins de 10 000 et les zones touristiques, aux 122 lieux les plus visités en France.* ***[2]*** *Taux d'appels maintenus 2 minutes sans perturbations audibles. Les appels sont réalisés entre deux SIM d'un même opérateur (appels « intra-opérateurs »).* ***[3]*** *Taux de SMS reçus en moins de 10 secondes.* ***[4]*** *Note MOS (mean opinion score) moyenne des appels. Il s'agit d'une évaluation automatisée de la qualité vocale, selon l'algorithme POLQA.* ***[5]*** *Taux de pages web chargées en moins de 5 secondes.* ***[6]*** *Taux de vidéos visionnées en qualité parfaite.* ***[7]*** *Part des tests de débit présentant un débit moyen supérieur ou égal à 3 Mbit/s.* ***[8]*** *Part des tests de débit présentant un débit moyen supérieur ou égal à 8 Mbit/s.* ***[9]*** *Part des tests de débit présentant un débit moyen supérieur ou égal à 30 Mbit/s.* ***[10]*** *Part des tests de débit montant présentant un débit moyen supérieur ou égal à 3 Mbit/s.*

Plus d'informations sur : *https://www.arcep.fr/nos-sujets/la-qualite-de-service-mobile.html*

Which operators provide the best network performance in Mainland France?



Source : *Arcep 2026 – Mesures réalisées de mai à août 2026.*

Description détaillée : ***[11]*** *Taux d'appels maintenus 2 minutes sans perturbations audibles. Les appels sont réalisés entre deux SIM d'un même opérateur (appels « intra-opérateurs »).* ***[12]*** *Taux de SMS reçus en moins de 10 secondes.* ***[13]*** *Taux de pages web chargées en moins de 5 secondes.* ***[14]*** *Tous les Intercités et 50 TER du réseau ferroviaire SNCF.* ***[15]*** *Tous les Transiliens et RER.* ***[16]*** *Ensemble des lignes des métros des agglomérations de : Lille, Lyon, Marseille, Paris, Rennes et Toulouse.* ***[17]*** *Tous les TGV.* ***[18]*** *Toutes les autoroutes et 20 routes secondaires.*

Plus d'informations sur : *https://www.arcep.fr/nos-sujets/la-qualite-de-service-mobile.html*

Consultez le détail de ces résultats ligne par ligne sur : *https://monreseaumobile.arcep.fr*

Which operators provide the best network performance in Mainland France?