Arcep "Ambition 2030"

Digital infrastructures that are accessible everywhere, to everyone and for a long time to come.

For close to three decades, **Arcep has been regulating communication networks (telecoms, postal, press…) that are at the heart of French people's daily lives.** It is dedicated to the ongoing improvement of fixed and mobile connectivity and the quality of postal services. It creates the conditions that enable fair and effective competition and innovation to thrive, while taking regional development public policy objectives into account.

Responding to changes in economic life, in technologies and the accelerated pace of development in digital practices, **Arcep's actions are evolving to keep pace with users' newfound expectations:** fairness in fixed and mobile internet access, high quality and resilient networks, and shepherding the switchoff of certain networks (copper, 2G, 3G). At the same time, **Arcep's key role of technical-economic regulator has been reinforced, as it is entrusted with additional duties by the legislature:** supervising the press distribution sector, facilitating the emergence of new players in the cloud computing market, bolstering innovation through data sharing, and taking the full measure of digital technology's impact on the environment.

Arcep is adopting new strategic directions to be able to tackle these very issues.

Arcep's "Ambition 2030" is to ensure that the country is equipped with digital infrastructures for the coming decades, and that the internet remains an area of freedoms. These infrastructures for accessing the fixed and mobile internet, the cloud and AI services, and for sharing data must be accessible **everywhere, to everyone and for a long time to come.**

3 courses of action

In addition to traditional regulatory tools (market analyses, monitoring operators' compliance with their obligations, power to impose penalties and to settle disputes, assigning frequencies and numbers to operators), Arcep relies on three complementary courses of action to increase the impact of its regulation.

DATA-DRIVEN REGULATION

Arcep's "data-driven" approach to regulation is rooted in a dual principle :

• provide the public with data, information collected by the regulator that allows users to make informed choices about their service provider and their services, and thereby create an incentive for market players to improve;

• create a reporting system, gathering information from users, the frontline observers of market malfunctions, to detect weak signals and systemic problems, and better tailor regulation to their needs.

This approach made it possible to create the "J'alerte l'Arcep", "Mon réseau mobile" (My mobile network) and "Ma connexion internet" tools, along with the annual surveys to measure user satisfaction and digital technology's environmental footprint. Arcep will continue to work on improving the user experience on its tools, and to enrich its data and its information.

NETWORKING, ON EVERY LEVEL

Close cooperation with other regulators, institutional players, elected officials, experts from civil society, at the national, European and international level has been an integral part of Arcep's culture from the beginning. This pooling of expertise is especially vital to its ability perform its duties: reducing information asymmetries between the Authority and the stakeholders it regulates, and advancing awareness of the regulator's work. By creating or participating in multiple networks, Arcep can coordinate with stakeholders and forge a collective response to the issues at hand.

Building on the newfound momentum of the past few years, Arcep will continue to strengthen its network-driven work, particularly when fulfilling its new mandates to regulate cloud services and data intermediaries. As committed as ever to its work on digital technology's impact on the environment, it will continue to serve as a driving force within BEREC, for the European Commission and international bodies such as the OECD and ITU.

PROFFERING ARCEP'S WORK TO INFORM PUBLIC DEBATE

The expertise that Arcep has developed and its powers to gather information from economic stakeholders enables it to gain a detailed understanding of the issues, whether tied directly to its own responsibilities or sometimes extending beyond its purview.

Digital technology's growing impact on the environment, the sudden proliferation of LEO satellite constellations, the importance of having resilient digital infrastructures, and how AI's development will affect net neutrality are all emerging issues for which current regulation provides only imperfect solutions.

Through its unique position to access information, and its ability to produce a reliable synthesis that is accessible to everyone, Arcep is committed to contributing to the public debate and alerting the population and decision-makers to new problems. It will produce data and make them publicly available so that everyone can deepen their awareness of these issues.

Everywhere, for everyone and for a long time

Everywhere

Arcep's ambition is for **everyone in France to enjoy high quality services, and for connectivity to satisfy this imperative of universality.**

This is not a new but rather a renewed ambition. I have already mentioned it. We will therefore work to ensure the quality and availability of every network for every citizen nationwide. **We will also help French businesses become more competitive**: first in the area of connectivity, via fibre and private mobile networks, but also by giving them a wider choice of cloud services and by facilitating data sharing between businesses.

To everyone

To increase users' freedom of choice and to lay the groundwork for unleashing innovation, from its inception **Arcep's actions have been geared to fostering more open networks and digital infrastructures:** fair competition for fixed and mobile electronic communication services, and an open internet.

By the same token, we will work to safeguard the development of fair and effective competition in digital markets, **through regulation tailored to cloud services**. We will lend our expertise to deliberations over the **development of artificial intelligence,** in France and in Europe. Net neutrality watchdog, Arcep will promote the view that this neutrality should be extended to other links in the digital chain: smartphones, gatekeeper platforms, the cloud and generative AI must adhere to certain principles to ensure that **the internet remains open, to guarantee freedom of expression and the freedom to innovate.**

For a long time to come

We will work to build a sustainable digital environment, and thereby guarantee future generations' ability to also reap the benefits of digital technology.

Accessing the internet has become crucial for each and every one of us, for the overall functioning of our economy and our society. It is thus vital to ensure that our digital **infrastructures are future-proof and resilient;** Arcep will participate in the discussions on this topic initiated by local authorities and the Government, along with discussions on digital sovereignty.

We will also help **set the trajectory for digital sustainability,** to ensure that its development continues to align with the critical objectives of the Paris Climate Agreement.

It is through this new positioning, through its regulation and the voice it lends to Europe and internationally that **Arcep will help create the conditions for making digital an instrument for good, working to empower individuals, to make our businesses competitive, and for our society as a whole.**

Our 9 strategic objectives

CONNECTIVITY

Finalising the transition to ultrafast access for everyone

- Ubiquitous access to optical fibre and new generation mobile networks

- Shepherd the copper, 2G and 3G network switch-offs

RESILIENCE

Ensuring infrastructures' quality, sustainability and resilience

- Improve fixed and mobile network QoS

- Safeguard economic conditions on all fibre networks

- Investigate digital infrastructures' resilience

COMPETITIVENESS

Guaranteeing connectivity for businesses and bolstering market competition

- Availability of a wide array of solutions to meet businesses' needs

- Future-proof the development of 5G for businesses in the 3.8 – 4.2 GHz band

ENVIRONMENT

Sharing knowledge of digital technology's impact on the environment

- Platform for measuring digital technology's environmental impacts

- Characterise the impacts of AI

THE CLOUD

Fostering greater freedom of choice for cloud services

- Improve competition conditions in the cloud market thanks to a new pricing and technical framework

SUSTAINABILITY

Working to reduce digital technology's impact on the environment

- Incorporate the environmental impact into European digital market regulation
- Scale up ecodesign in digital markets: focusing on digital services and network access devices

AI

Working to create more open digital markets and AI systems

- Oversee the creation of a more open internet: on the network and every link of the digital value chain
- Champion auditable and efficient AI models

DATA

Promoting the development of the data and innovation economy

- Help businesses to share and access data
- Trusted data intermediary certification in France and in Europe

PRESS DISTRIBUTION

Further the modernisation of press distribution and highlight newsagents' role

- Shepherd the sector's reforms
- Monitor continuity of access to the press using a map-based tool
- Investigate the conditions for accessing press publications online

Our Identity:
Our Manifesto

The internet, fixed and mobile electronic communication networks, data centres, as well as postal and press distribution networks constitute "infrastructures of freedom". Freedom of expression, freedom to communicate, freedom to access knowledge and to share it, but also freedom of enterprise and innovation, all of which are key to the country's economic development and cohesion within Europe.

Because it is essential to be able to enjoy these freedoms fully, national and European institutions work to ensure that these networks develop as a **"common good"** regardless of their ownership structure, in other words that they meet the highest standards in terms of accessibility, universality, performance, neutrality, trustworthiness and sustainability.

The genesis of the Regulatory Authority for Electronic Communications, Postal Affairs and Press Distribution (Arcep) was the acknowledgement that independent state oversight was needed to ensure that no power, be it economic or political, is in a position to control or hinder citizens', businesses', associations', publishers' or innovators' ability to communicate or trade. A neutral and expert arbitrator with the status of independent administrative authority, Arcep is the **architect** and **guardian** of communication networks' status as common goods in France.

As network architect, Arcep creates the conditions for an open and decentralised network organisation. It works to safeguard the competitiveness of the sectors it is responsible for regulating, by promoting pro-investment competition. It provides the framework for the networks' interoperability so that, despite their diversity, they remain easy to access and seamlessly interconnected. It coordinates effective interaction between public and private sector stakeholders, particularly when local authorities are involved. It provides the trustworthiness needed for data intermediation between different enterprises. It also creates the conditions for open and competitive access to cloud computing solutions for businesses.

As network guardian, Arcep enforces the principles that are essential to safeguarding all users' current and future ability to communicate and trade. It oversees the provision of the Universal Service and assists public authorities in guaranteeing the most extensive access possible to high-quality and resilient networks nationwide. It ensures users' access to clear and accurate information, their freedom of choice, and protects against possible neutrality violations on both the internet and in the press. More generally, Arcep combats any type of impediment that could threaten the freedom to communicate and trade on the networks or the free movement of data and, to this end, pays close attention to the intermediaries that are devices and the internet's gatekeeper platforms. For the sake of generations to come, the Authority is dedicated to future-proofing digital technology and its uses, measuring the progression of its environmental footprint, and making sustainability a core tenet of its regulatory actions.

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