

# REGULATING WITH DATA

## ARCEP-AS-A-PLATFORM



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**Open regulation!** In January 2016, Arcep unveiled a strategic roadmap as part of a complete rethink of how it meets its responsibilities. A full 360° review that makes its actions as architect and guardian of communication networks an integral part of a platformisation: to become agile, to unleash innovation, to ensure open access to data, to encourage third-parties to make use of that data and to extract new value from them. Fuelled by the conviction that, to be able to meet its responsibilities in this “era of the crowd”, Arcep needs to have its finger on the pulse of fixed, mobile and postal network users’ experience, to be able to detect weak signals and to inform these users in the most clear and transparent fashion possible, so that **every citizen becomes a micro-regulator**.

**This is the aim of regulating with data: a new form of action that comes to complete the regulator’s traditional toolkit.** The guiding principle is to harness the power of information to steer the market in the right direction. **In 2017, two action plans carried out by Arcep teams marked the first steps in bringing regulating with data to life:** the maps published on “monreseaumobile.fr” website, which allow users to obtain a detailed comparison of mobile network coverage and quality of service across France, and the “J’alerte l’Arcep” reporting platform that gives everybody the power to report a malfunction in their relationship with their operator.

While connectivity standards are getting higher and higher, these tools can of course be further improved, and they are intended to get better over time. Nevertheless as they lay the groundwork for Arcep’s “platformisation”, they are already **priceless**.

# REGULATING WITH DATA: EMPOWERING USERS!

## DATA UNBUNDLING



### BETTER INFORMING CONSUMERS TO STEER THE MARKET

Arcep is developing a bespoke approach to information, to allow users to make more informed choices when selecting their fixed or mobile operator. To do so, Arcep is working to “unbundle” data: imposing obligations on operators to publish more detailed information, to improve the granularity and accuracy of the information being published. These data are being made available to the public in two complementary ways: on dedicated consumer platforms ([monreseaumobile.fr](http://monreseaumobile.fr)) and as open data, with the following objectives in mind:

- **Increase data transparency**
- **Reflect more accurately the user experience**
- **Make it easier for users to access information**

## REPORTING



### WHEN USERS EXPERIENCE SHAPES REGULATION

Arcep uses traditional tools to have a clear view of the market and produce technical and economic indicators. But in order to detect weak signals, it now also relies on users’ reports and has a deeper understanding of users’ experiences and behaviours: to be able to rely on recurring malfunctions in the marketplace and detect spikes, to target its actions and design **systemic responses** that improve the way the sector works.

## CROWDSOURCING



### TEAMING UP WITH THE CROWD

The volume of information being collected must also contribute to the success of regulating with data. To develop a **crowdsourced** approach and round out the data produced in-house, notably on operators’ coverage and quality of service, Arcep is now focused on working with third parties rather than designing its own tool:

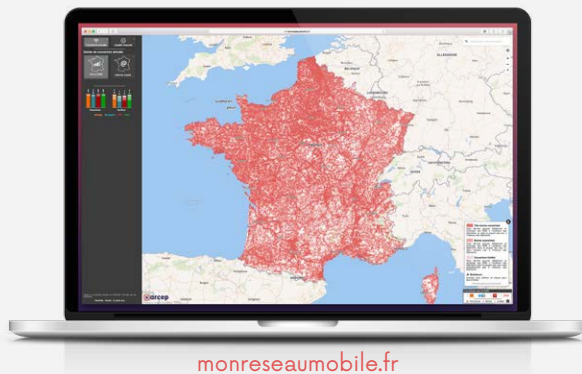
- **Crowdsourcing specialists**, publishers of relevant applications capable of developing innovative solutions;
- **User protection bodies** that centralise information provided by French businesses and consumers;
- Players from **the transportation, real estate and tourism sectors**, whose businesses span the whole territory, and could supply useful metrics.

# PUTTING IT INTO PRACTICE: TWO TOOLS DEVELOPED BY ARCEP

## MON RÉSEAU MOBILE

The map-based tool, “Mon réseau mobile” (My mobile network), allows users to compare operators, and provides users and decision-makers with two types of information on mobile networks:

- **Operators’ coverage maps**, designed on digital simulations, indicating four levels of coverage with an accuracy of up to 50 metres;
- **Quality of service indicators**, derived from more than a million measurements taken by Arcep in the field, under real-world conditions.



Arcep intends for this tool to stimulate operators’ investments and so bolster mobile coverage and improve the quality of their services.

## J’ALERTE L’ARCEP

“J’alerte l’Arcep” (I alert Arcep) is a reporting platform allows consumers, businesses and local authorities to inform Arcep of malfunctions encountered in their relationship with their ISPs, fixed, mobile and postal operators.



**For users**, acting as concerned citizens, this platform provides an opportunity for their experience to influence market regulation, and give operators an incentive to improve their services and further develop their networks. Users can also obtain advice.

**For Arcep**, the reports gathered through this platform will enable it to track the problems encountered by users in real time, to identify recurring malfunctions and spikes in user alerts. The aim is to thereby achieve more efficient regulatory action.

## OPEN DATA, A NECESSARY INGREDIENT

Arcep’s quantified and map-based outputs are made available as open data. The Authority collaborates with Etalab which is responsible for coordinating open data and sharing policies for public data in France.

All of the data are standardised and centralised on the [www.data.gouv.fr](http://www.data.gouv.fr) platform.

This is a fundamental step towards modernising public action.

Arcep continues to work on enhancing available data, increasing their number, facilitating their reuse and helping journalists, start-ups and local authorities to reappropriate them.



Arcep supports the Open Government Partnership global initiative that aims to “secure concrete commitments from national and subnational governments to promote transparency, empower citizens, fight corruption, and harness new technologies to strengthen governance”.

## “REGTECH” PARTNERS AND ECOSYSTEMS

The goal of making data openly available is to allow third parties to access and make use of them, talk about them, bring new value to them and produce relevant tools for users. In the particular realm of crowdsourcing, Arcep wants to encourage the development of these tools for tracking the coverage and quality of service on fixed and mobile telecom networks, by working with players to produce increasingly accurate and representative measurements of users’ experiences. It also wants to work with them to assess possible systems for sharing data, and so enhance each others’ databases, and consolidate monitoring of the networks’ key performance indicators.

# MANIFESTO

## ARCEP, COMMUNICATIONS NETWORK ARCHITECT AND GUARDIAN

Internet, fixed and mobile telecom and postal 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, which are key to the country's ability to compete on the global stage, to grow and provide jobs. Because it is essential to be able to enjoy these freedoms fully in any open, innovative and democratic society, 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 high standards in terms of accessibility, universality, performance, neutrality, trustworthiness and fairness.

Democratic institutions therefore concluded that independent state intervention was needed to ensure that no power, be it economic or political, is in a position to control or curb users' (consumers, businesses, associations, etc.) ability to communicate. France's Electronic Communications and Postal Regulatory Authority (Arcep), a neutral and expert arbitrator with the status of quasi autonomous non-governmental organisation, is the **architect** and **guardian** of communications networks in France.

**As network architect**, ARCEP creates the conditions for a plural and decentralised network organisation. It guarantees the market is open to new players and to all forms of innovation, and works to ensure the sector's competitiveness through pro-investment competition. ARCEP provides the framework for the networks' interoperability so that users perceive them as one, despite their diversity: easy to access and seamless. It coordinates effective interaction between public and private sector stakeholders when local authorities are involved as market players.

**As network guardian**, Arcep enforces the principles that are essential to guaranteeing users' ability to communicate. It oversees the provision of universal services and assists public authorities in expanding digital coverage nationwide. It ensures users' freedom of choice and access to clear and accurate information, and protects against possible net neutrality violations. From a more general perspective, Arcep fights against any type of silo that could threaten the freedom to communicate on the networks, and therefore keeps a close watch over the new intermediaries that are the leading Internet platforms.