1

QUALITY OF SERVICE

To improve Internet quality of service (QoS), we need to be able to measure it correctly. But the comparison tools available today deliver such disparate results that it's hard for users to truly employ performance as a criterion when choosing their Internet service provider (ISP). To remedy this, the "scanner" is being fine-tuned. Installing an API in ISPs' boxes that can obtain each device's "Access ID card" will enable a more detailed and accurate diagnosis. This API is the fruit of work performed in concert with the ecosystem's stakeholders, and is completed by a Code of Conduct. As it is gradually adopted by stakeholders involved in measurements, it will help increase the accuracy, transparency and clarity of the results.

2

DATA INTERCONNECTION

Interconnection is the cornerstone of the internet. It enables all networks to communicate with each other, and appear to users as a single, unified system. This constantly evolving ecosystem can, on occasion, be a source of conflicts, which in turn can threaten the quality of service experienced by users. This is why Arcep keeps a close watch over the interconnection market, and publishes the data gathered through its collection campaigns in a dedicated annual barometer of interconnection in France. A detailed examination of the market's metabolism and how it is changing, providing the sector's stakeholders with valuable information. Arcep can also be required to "police" certain situations, and settle disputes between the players
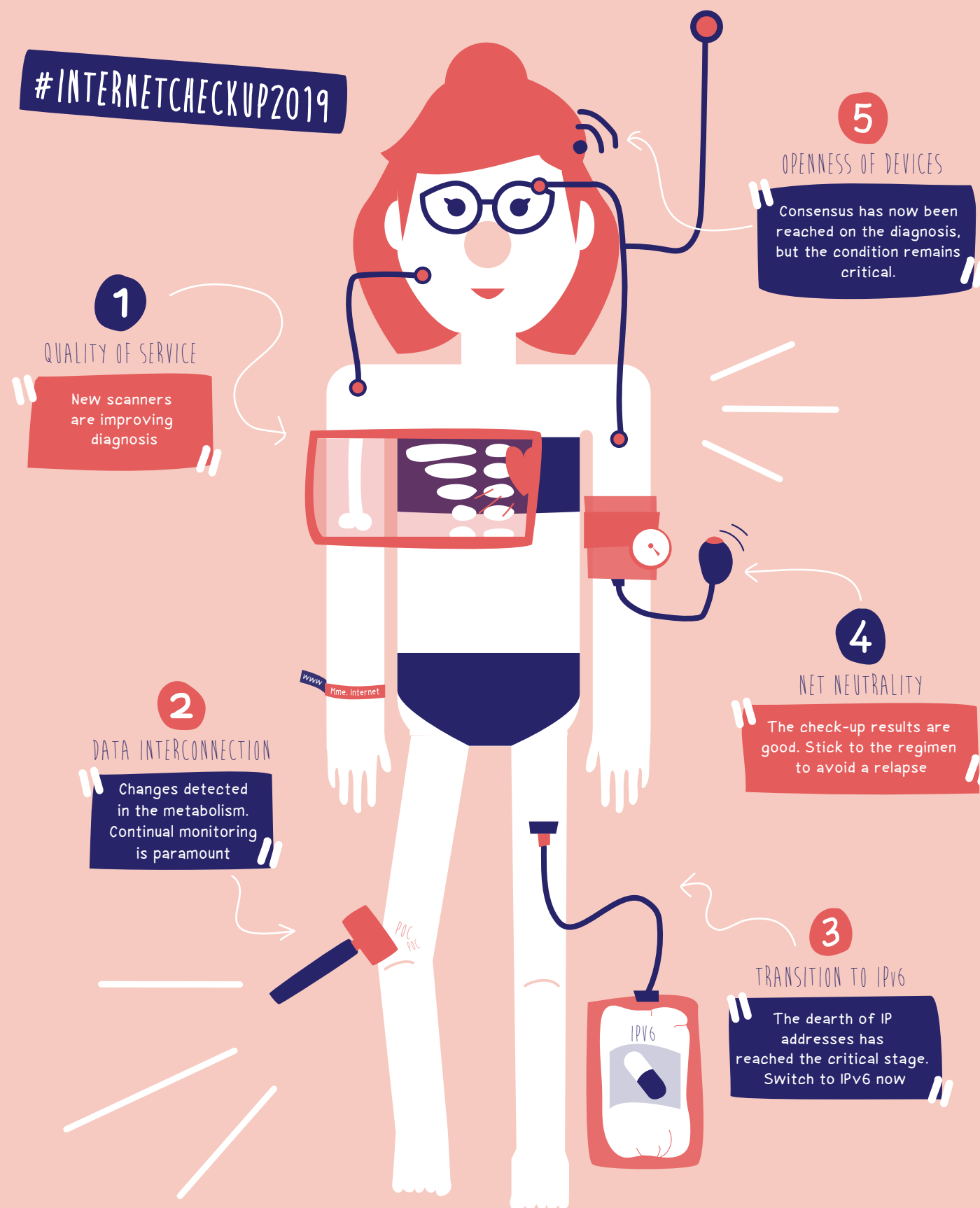
3

TRANSITION TO IPv6

The rate at which the last blocks of IPv4 addresses were acquired accelerated yet again this year. Upshot: June 2020 is now being announced as the end date for IPv4. Accelerating the transition to IPv6 is no longer an option, it is imperative. Despite which, fixed and mobile operators' planned IPv6 deployments may well make it impossible to deal with the overall dearth of IPv4 addresses. To galvanise the ecosystem around this pressing issue, Arcep will be hosting the first meeting of its IPv6 Task Force in the second half of 2019. These biannual meetings will provide an opportunity for stakeholders to share their experiences and define the actions that need to be put into place to accelerate the transition to IPv6 in France. To this end, Arcep is examining the possibility of creating an online platform to sustain an ongoing dialogue amongst Task Force participants.

Arcep's 2019 internet health check

Arcep publishes its report on the state of the Internet in France: a thorough check-up to identify the risks, remedies, shock therapies and preventive medicine to be employed.
To each Internet component, its own prescription.

#INTERNETCHECKUP2019

1 QUALITY OF SERVICE
New scanners are improving diagnosis

5 OPENNESS OF DEVICES
Consensus has now been reached on the diagnosis, but the condition remains critical.

2 DATA INTERCONNECTION
Changes detected in the metabolism. Continual monitoring is paramount

4 NET NEUTRALITY
The check-up results are good. Stick to the regimen to avoid a relapse

3 TRANSITION TO IPv6
The dearth of IP addresses has reached the critical stage. Switch to IPv6 now

4

NET NEUTRALITY

Two years after the Open Internet regulation came into effect, it's time for the first assessments. National regulatory authorities' enforcement of net neutrality helped reveal that BEREC guidelines on the matter still require some clarification, but have proven effective by and large. In France, along with the "J'alerte l'Arcep" reporting platform, the "Wehe" app published in late 2018 is now part of the arsenal of tools that Arcep employs on a daily basis for detecting traffic management practices that contravene net neutrality rules. Although France scores well on net neutrality, Arcep continues to keep a close watch to ensure that French ISPs persist in adjusting their behaviour to comply with the regulatory framework. Lastly, the Open Internet regulation's obligation of technological neutrality has enabled Arcep to pave the way for 5G and its innovations in a calm and orderly fashion.

5

OPENNESS OF DEVICES

Thanks to the adoption of Europe's net neutrality regulation, Arcep has been able to fulfil its duty to protect the networks. But there is still a weak link at the end of the chain: devices. Awareness of this issue has been growing in recent months. In Europe, Android was fined for abusing its dominant position in the mobile operating systems market. Adopted in early 2019, the "Platform-to-Business" regulation brings greater transparency to how online platforms treat their corporate clients.
Although Arcep welcomes these first steps towards ensuring users' freedom to innovate and freedom of choice, the "Platform-to-Business" regulation does not yet guarantee device neutrality. In its February 2018 report devoted to this issue, Arcep delivered 11 concrete proposals for achieving an internet that is open from end-to-end.