



autorité de régulation
des communications électroniques,
des postes et de la distribution de la presse

RÉPUBLIQUE FRANÇAISE

MEDIA KIT

Changes made to the “J’alerte l’Arcep” website to open it up to new user alerts and make the regulator’s processing of user reports more efficient

November 2020

What is “J’alerte l’Arcep”?

The development of the “J’alerte l’Arcep” reporting platform is an integral part of the Authority’s data-driven approach to regulation, whose core aims are to enable users to make informed choices, and to better steer the market:

- **For users:** the platform creates an opportunity for them to become involved citizens, to see their experience given weight and help shape market regulation, and in so doing to encourage operators to improve their services and further develop their networks. It also allows users to rapidly obtain advice tailored to their circumstances;
- **For Arcep,** the alerts enable it to track the problems being encountered by users in real time, to identify recurrent malfunctions, and detect spikes in user alerts – with the ultimate aim of taking more effective regulatory action.

To find out more

[Arcep web page devoted to data-driven regulation](#)

What is the purpose of “J’alerte l’Arcep”?

Arcep launched its user reporting mechanism in October 2017¹. Since then, the platform has made it possible to collect more than 90,000 user alerts.

Arcep was able to investigate several concrete cases. Depending on the type of case and the problems encountered, Arcep employed different tools in its arsenal to address them:

- dialogue with the operator in question;
- issuing reminders;
- or initiating an investigation procedure, notably in accordance with the provisions set forth in Article L. 36-11 of the French Postal and Electronic Communications Code (CPCE).

¹ Arcep press release of 17 October 2017 “Arcep launches the “J’alerte l’Arcep” reporting platform“:
<https://en.arcep.fr/news/press-releases/view/n/arcep-launches-the-jalerte-larcep-reporting-platform.html>

New additions to “J’alerte l’Arcep”

Arcep drew on these three years of experience and the benefit of hindsight when updating the way its reporting platform works.

1. Platform opening up to new user reports

- “J’alerte l’Arcep” expanding to include print media distribution

In October 2019, the law on modernising print media distribution, which comes to reform the “Bichet Act”, conferred on Arcep the responsibility of regulating the print media distribution sector.

This new responsibility has now been fully incorporated into Arcep’s reporting platform. The tool allows any user – newsagent, publisher, etc. – to share with Arcep any malfunctions they might have encountered in their relationship with print media distributors: this may include the characteristics of the selection of titles provided for sale, supplied and unsold goods logistics, or their information system.

The screenshot shows the 'J'alerte l'Arcep' reporting platform interface. At the top, there is a dark red header with the text 'J'alerte l'Arcep' and 'Dépôt d'une alerte'. Below the header is a navigation bar with five tabs: 'Contexte', 'Diagnostic', 'Détails', 'Compléments', and 'Validation'. The main content area is titled 'Vous êtes ? *' and contains three buttons: 'Collectivité', 'Entreprise' (highlighted in red), and 'Particulier'. Below this is another section titled 'Votre alerte concerne ? *' with four buttons: 'Distribution de la presse' (highlighted in red), 'Fixe / Internet', 'Mobile', and 'Postal'. A green button labeled 'Poursuivre' is located at the bottom right of the form.

J’alerte l’Arcep/Submitting an alert regarding print media distribution

“I urge all newsagents to make full use of this tool”

Sébastien Soriano, Arcep Chair – Interview published in Union Presse magazine (September 2020)

“For three years now, Arcep has hosted a platform for reporting telecom network and postal incidents and malfunctions, called “J’alerte l’Arcep”. We are very happy with this very easy to use mechanism, which is helping to gradually decrease the level of conflict, particularly for telecoms. We are going to open this mechanism up to include print media sector users, be they readers, publishers or newsagents. Thanks to these user reports, we can fix certain mishandlings of newsagents in the field, virtually in real time. We cannot guarantee that we will fix every problem, but we will become more capable of reacting quickly and effectively. The idea is to give the regulator the ability to be the armed wing of rule enforcement in the sector. So I urge all newsagents to make full use of this tool.”

- **Dedicated input for app developers**

App developers can now use a dedicated input on “J’alerte l’Arcep”, alongside local authorities, enterprises and private individuals.

J'alerte l'Arcep
Dépôt d'une alerte

Contexte — Diagnostic — Détails — Compléments — Validation

Vous êtes ? *

Collectivité Développeur Entreprise Opérateur Particulier

Votre alerte concerne ? *

Terminal

> Poursuivre

J’alerte l’Arcep/Dedicated input for app developers

App developers can report to Arcep any tool or service-related issues they encounter with device manufacturers, operating systems (OS), search engines or app stores.

These reports will enable Arcep to benefit from developers’ experience and deepen its knowledge of this ecosystem.

Their alerts can pertain to several concrete issues, such as:

- “The APIs I use change on regular basis for no apparent reason”;
- “The app store is refusing to carry my application”;
- The operating system is not informing me, or does not inform me with enough lead time, about updates” ...

Naturally, these concrete cases are simply examples provided by Arcep to make it easier to process the alerts. App developers are free to report any other kind of issue to Arcep.

Devices, the weak link in an achieving an open internet

Because devices are not neutral, and can limit users’ ability to choose their online content and services, in 2018 Arcep formulated a series of proposals for guaranteeing an open internet, from end to end, to restore users’ freedom of choice. It also put forth proposals designed to govern operating systems’ practices, such as lifting certain restrictions that key device market players impose artificially on users and app developers.

These proposals can be found in the report that Arcep published in 2018 :

- **Dedicated input for telecom operators**

At their request, Arcep has created a dedicated input for telecom operators. The Authority has received a few alerts from them over the past three years, on issues such as local interactions between operators when installing fibre indoors, or IPv6 deployment. This dedicated input will make it possible to better separate out their alerts.

- **Dedicated input for consumer associations**

“J’alerte l’Arcep” now also includes a dedicated input for consumer associations. After having registered with Arcep’s departments, these associations can access their own pathway to file one or several alerts at once.

2. Improving the quality of the user experience

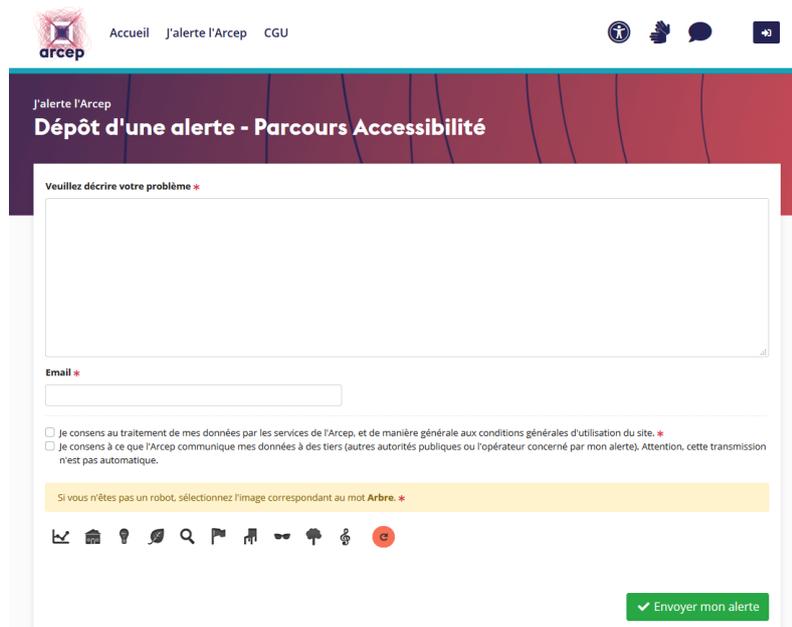
- **Streamlined user pathways**

In addition to the layout and graphic redesign, the “J’alerte l’Arcep” platform’s pathways have also been rethought. Feedback from users and an ongoing dialogue with consumer associations over the past three years have enabled Arcep to streamline user pathways (the order in which information is requested revised to be more intuitive, addition of information that is vital to investigating alerts, streamlining the number of mandatory fields to fill in...).

- **A platform adapted to people with disabilities**

In summer 2019, Arcep had launched an ad hoc [website](#) that enabled people who were deaf or hearing impaired to file video alerts using French Sign Language (LSF) or Cued Speech (CS).

Arcep wanted to take things further by creating an additional “accessibility” pathway. It is a simplified reporting pathway that enables people with disabilities to post an alert on the website. This pathway is now compatible with screen readers².



The screenshot shows the 'J'alerte l'Arcep' website's accessibility pathway. The page title is 'Dépôt d'une alerte - Parcours Accessibilité'. The main heading is 'Veuillez décrire votre problème *'. Below this is a large text input field. Underneath the text field is an 'Email *' input field. Below the email field are two checkboxes: 'Je consens au traitement de mes données par les services de l'Arcep, et de manière générale aux conditions générales d'utilisation du site. *' and 'Je consens à ce que l'Arcep communique mes données à des tiers (autres autorités publiques ou l'opérateur concerné par mon alerte). Attention, cette transmission n'est pas automatique.'. Below the checkboxes is a yellow banner with the text 'Si vous n'êtes pas un robot, sélectionnez l'image correspondant au mot Arbre. *'. Below the banner is a row of icons representing various accessibility features: a magnifying glass, a person with a speech bubble, a person with a speech bubble and a checkmark, a person with a speech bubble and a checkmark, a person with a speech bubble and a checkmark, a person with a speech bubble and a checkmark, a person with a speech bubble and a checkmark, a person with a speech bubble and a checkmark, and a person with a speech bubble and a checkmark. At the bottom right of the form is a green button with a checkmark and the text 'Envoyer mon alerte'.

J’alerte l’Arcep/Accessibility pathway

² Software designed for people who are blind or severely visually impaired that retranscribes what is displayed on a computer screen using speech synthesis and/or a Braille output device.

As an additional measure, Arcep has begun a process with the National Aphasia Federation of France (FNAF) to make the site accessible to people with aphasia. The first adjustments have already been made to this end:

- Illustrations on the home page have been modified to be freestanding;
- Telephone service accessibility issues for people with aphasia are flagged as such on the “J’alerte l’Arcep” website;
- Explanatory texts are now easier to understand.

A video is also being produced that explains how the platform works.

Users can access the different “accessibility” pathways thanks to the following dedicated buttons, found at the top right hand side of the home page:



- **A platform to be incorporated into the other tools developed by Arcep**

Arcep’s goal is to incorporate its reporting tool into all of its user information tools: [Mon réseau mobile](#) (for obtaining information on mobile network coverage and quality), [Carte fibre](#) (fibre network maps and access info), [Ma connexion internet](#), [Wehe](#) (application that enables users to detect any block or throttling of internet traffic). To achieve this, adjustments need to be made to the Authority’s tools. If this work has been completed for “J’alerte l’Arcep”, supplementary developments are still required on Arcep’s other instruments.

Once this work is complete, users will have an easy way to alert Arcep when, for instance, they detect a discrepancy between the information displayed on one of Arcep’s tools and the reality in the field.

3. More efficient data processing for Arcep

In previous scorecards on the actions taken on consumers’ behalf, Arcep identified several avenues for improving the platform to make it more efficient. Collecting more detailed information on the location of the problem being reported was added to be able to better identify local issues (alerts regarding a transport corridor – motorway, train, etc. – or exact GPS coordinates for a mobile coverage issue). By the same token, the new platform makes it easier to log reports that concern more than one operator (number portability, indoor fibre installations, etc.).

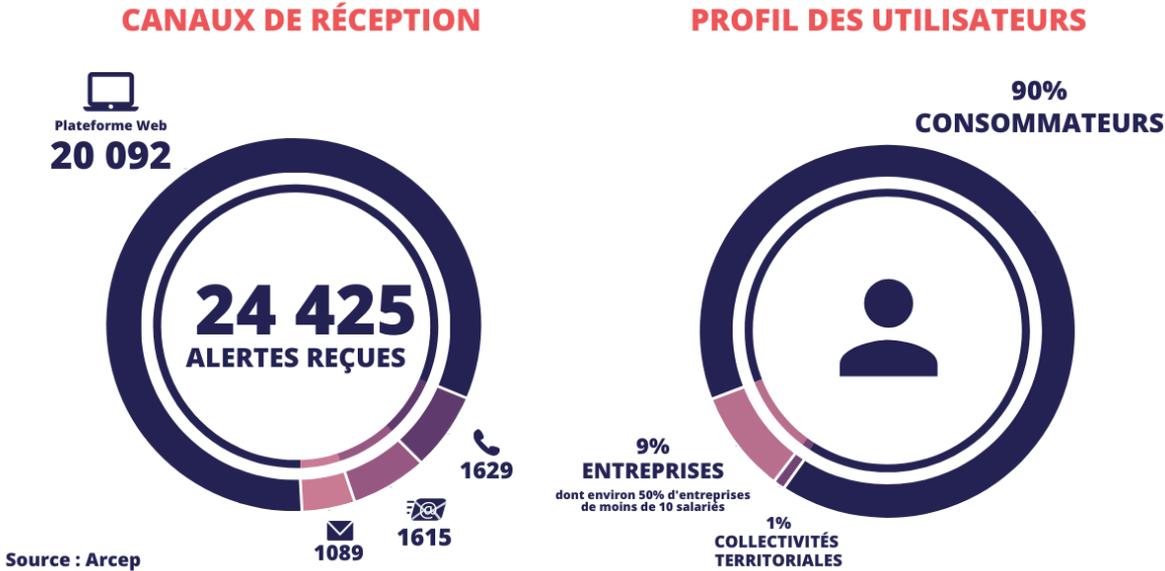
The information that users provide on “J’alerte l’Arcep” is routed to the different Arcep departments via a tool called “Dactari”. Thanks to this tool, Arcep’s teams have a real-time

view on problems encountered in the field. This tool has also be redesigned. The way that alerts are classified by theme has been finely tuned to incorporate a keyword detection algorithm, and so make the system more efficient. A bespoke data mining module was developed to display customised dashboards. Thanks to this tool, it will be possible to configure the alert system based on a threshold of alerts on a particular key topic.

How does “J’alerte l’Arcep” score?

Every year, Arcep produces a scorecard on its reporting platform.

In February 2020, Arcep delivered a snapshot of the alerts it received on its platform over the course of 2019, and the regulatory actions the mechanism triggered. In 2019, Arcep received close to 24,000 alerts – of which 20,000 directly through the platform, and the remainder through other channels (e-mail, letters, phone calls).



Channel employed

Online platform

20,902

24,425 complaints received

Source: Arcep (pas d'espace)

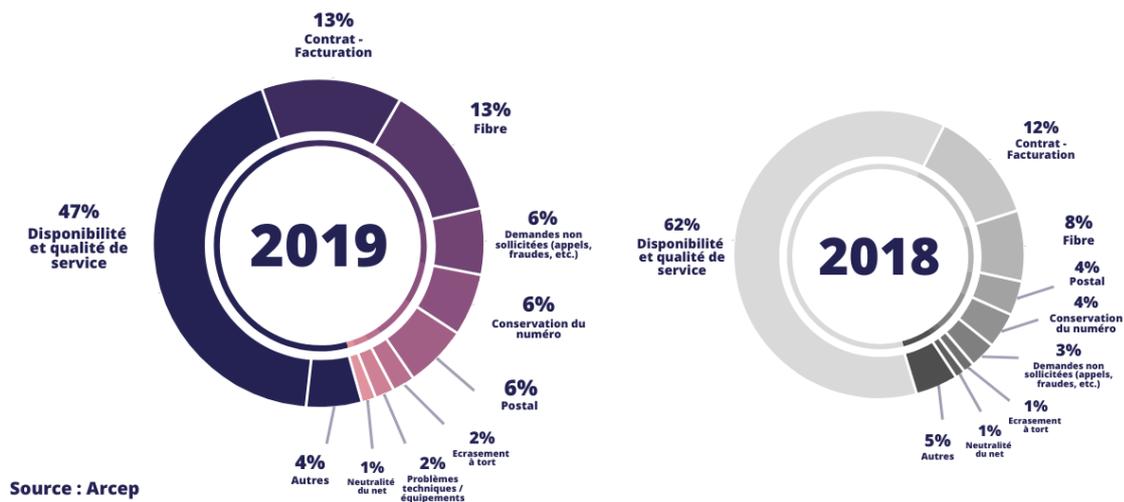
User profile

90% consumers

9% enterprises (of which around 50% with fewer than 10 employees)

1% local authorities

RÉPARTITION DES SIGNALEMENTS



BREAKDOWN OF USER ALERTS

(Dans le sens des aiguilles d'une montre)

Contract/billing

Fibre

Spam calls (scam calls, etc.)

Number portability

Postal

Slamming

Technical/hardware problems

Net neutrality

Other

Availability and quality of service

Source: Arcep (pas d'espace)

Arcep completes its analysis of these user reports with a survey of a representative sample of the French population. In 2018 and 2019, this survey enabled the Authority to fine tune its analysis.

- [2019 scorecard for "J'alerte l'Arcep"](#)
- [2018 scorecard for "J'alerte l'Arcep"](#)