ARCEP'S
STRATEGIC REVIEW
CONCLUSIONS AND
PRIORITIES FOR 2016 /2017

19 January 2016   #L**ARCEP**PIVOTE

The process of opening the market to competition is nearing completion: competition exists and the focus today is no longer on introducing competition but rather on stimulating and protecting it, as it is one of the country's vital assets. With the digital revolution, a new period has begun. In June 2015, ARCEP kicked off its strategic review with the goal of identifying newfound challenges and rethinking its priorities, within the responsibilities entrusted to it by the French Law and the European regulatory framework. With the idea of "**pivoting**", the aim is not only to adapt regulation but also to explore how digital technologies can help the regulator better meet its responsibilities, including in the postal sector, and possibly change the way it operates, favouring a Government as a platform approach. With one goal in mind: **helping France achieve a successful digital transformation.**

To ensure an open process based on dialogue and collaboration, ARCEP enlisted both its own staff, to take part in in-house workshops, and all stakeholders through meetings, interviews and a public consultation that provided an opportunity to obtain feedback from more than 40 contributors. Members of Parliament were queried as well on their expectations. ARCEP also hosted a symposium entitled, "*Les barbares attaquent la régulation*" (The digital barbarians are at the gate) in partnership with other regulators and "The Family" incubator.

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12 priorities for 2016 / 2017

CONNECTED SMES
Stimulate the development of a universal fibre network architecture to enable the emergence of a fibre mass market for small and medium enterprises.

OPTICAL FIBRE
Encourage investments in and the transition to optical fibre, particularly through the way copper pair access (LLU) is priced.

NET NEUTRALITY
Set up an investigation programme and implement the regular collection of detailed information from operators.

COVERAGE MAPS
Enhance and open up mobile coverage data, to provide a more accurate representation of the user experience.

CONSUMER COMPLAINT PLATFORM
Open a platform that allows consumers and businesses to report any problems they encounter.

INTERNET OF THINGS
Ensure the availability of scarce resources (numbering, IP addresses, network codes, access to spectrum, etc.) to enable the emergence of IoT networks and smart cities and regions.

EXPERIMENTATION
Introduce provisions in support of experimentation into the regulatory framework.

MOBILE
Promote relevant mobile infrastructure sharing schemes, to bolster coverage and connection speeds (rural areas, the metro, etc.)

TRUST
Clarify the doctrine on the type of companies required to declare themselves as operators (e.g. e-mail, VPN).

COLLECTIVE INTELLIGENCE
Initiate a wiki-based approach as an extension to the work performed by the GRACO discussion forum between ARCEP, local authorities and operators.

OPEN DEVICES
Analyse users' ability to access and contribute to the different content and applications available on the Internet, regardless of the device they use.

CROWDSOURCING
Form partnerships and, when necessary, create crowdsourcing tools to enhance the data available on network quality and coverage.

TO FIND OUT MORE

To view the complete final report on the Strategic Review (in French), along with the responses to the public consultation, visit:

arcep.fr/larceppivote/

4 CORNERSTONES TO GUIDE ARCEP'S ACTIONS

INVESTMENT IN INFRASTRUCTURES

CONNECTED CITIES AND REGIONS

AN OPEN INTERNET

A PRO-INNOVATION PRISM

ARCEP AT THE HEART OF EUROPEAN ACTIONS

European bodies are at the epicentre of a number of regulatory actions, and the question of territoriality that the digital revolution has raised make unified discussions carried out at the European level all the more vital. The appointment of ARCEP's Chairman as the Chair of BEREC in 2017 also entails the significant responsibilities assigned to the BEREC Vice-Chair, starting in 2016 and up to 2018. Three major projects are already on the agenda: prepare net neutrality guidelines by summer 2016, draft proposals on the wholesale international roaming market, and the review of Europe's new Telecoms Package (digital single market).

3 NEW METHODS OF INTERVENTION

BUILD A DATA-CENTRIC REGULATORY SYSTEM

CO-DEVELOP REGULATION

SERVE AS A NEUTRAL EXPERT IN DIGITAL AND POSTAL AFFAIRS

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 impede 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.