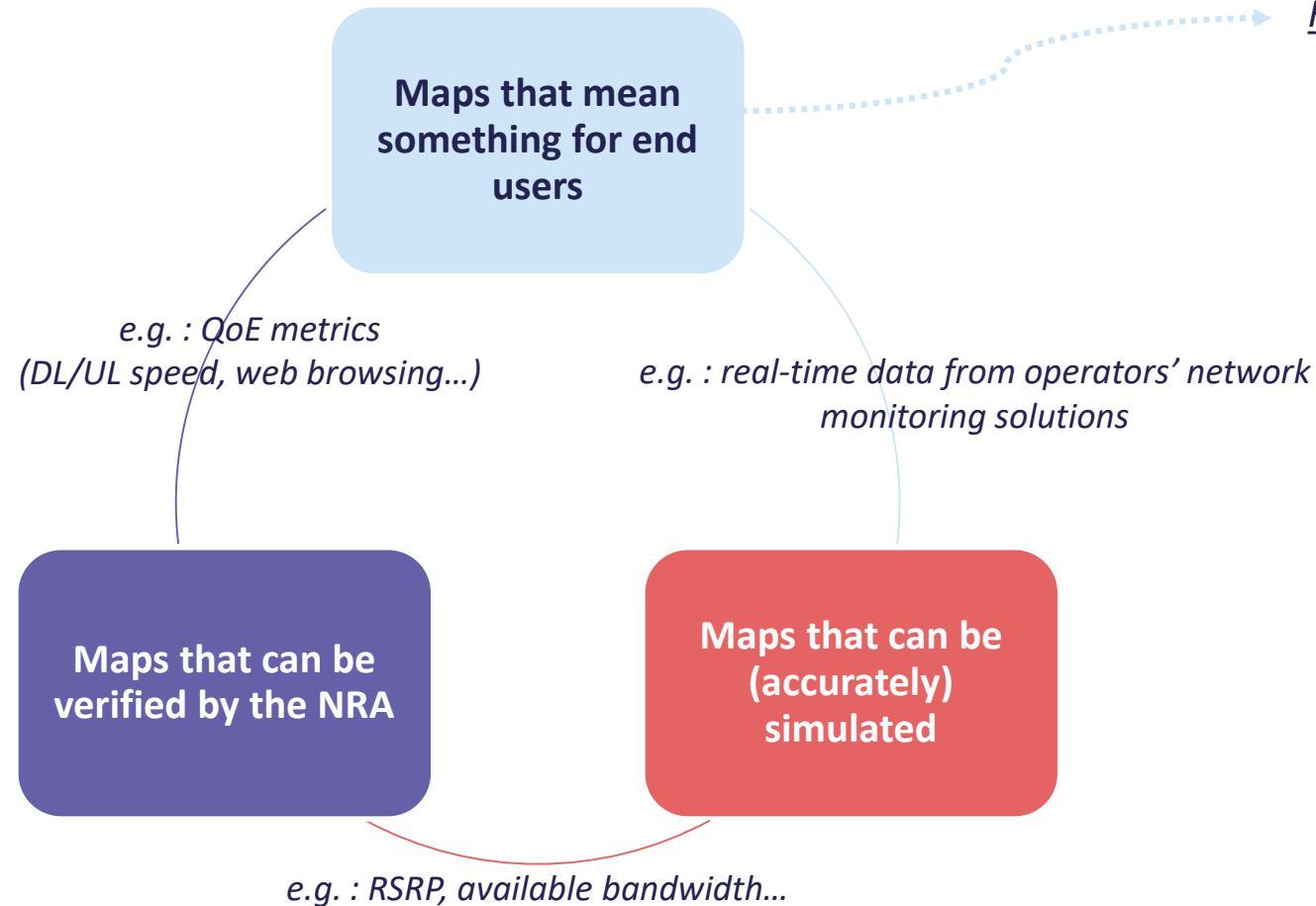


"Regulated" coverage maps that mean something for end users: the impossible triangle?



Focus: what are end users' expectations regarding 5G maps?
Some consumers associations feedback, gathered by Arcep through workshops mid-2020

The simple « availability of a technology » (3G/4G/5G) is not enough. Coverage maps need to show different levels, just like in real life the QoE varies from one location to another.

Outdoor coverage information is not enough, most of the time I use my phone indoors, or in my car/in the train.

Consumers need to know if it's worth switching to a 5G phone and a 5G plan, and for that they need to be informed of the « gain » provided by 5G compared to 4G.

I don't want a mobile operator providing me 5G with 700 MHz band where I live and claiming 1 Gbit/s DL speeds.

Theoretical maximum speeds do not correspond to the end user experience in congested areas. This needs to be taken into account.

What we want is a map that shows different classes of DL speeds. We understand it's complicated to simulate, so maybe some downgraded alternatives could be theoretical maximum speeds, or 5G coverage distinguished by frequency bands, at the very least.