

Spotlight: France

French workers are focused on reliable, accessible broadband amid shifts in work, and Internet infrastructure improvements



The French Government stepped up plans in 2020 to deploy high-quality fibre across the country. That year, 5.8 million premises became eligible for fibre upgrades under the France Très Haut Débit program. It promises broadband access for all by 2022 and fibre for all by 2025.

To satisfy shifts in working, ministers are set to invest €240m in broadband as part of post-pandemic recovery plans, partly backed by the EU Recovery Fund.

The increasing expectations of the French workforce are evident, with 71% of respondents stating they want faster digital service policy implementation, while 73% suggest emergent hybrid working models will only function properly if services greatly improve.

Internet investment

Almost 3 in 4 (73%) note broadband connection reliability and quality is important to them.

Nearly half of respondents (46%) state that three or more people use the Internet in their home at any one time, and 30% are using home broadband to do their job or run a business - which includes 65% of hybrid workers and 47% of full-time home workers - emphasising that hybrid work relies on quality Internet.

More than half (53%) expect their Internet usage to stay the same or increase in the next year, and 30% want to upgrade their broadband service.

Key takeaways



Almost 3 in 4 workers in France state fast, reliable Internet service is crucial to their daily lives



71% say accelerating plans to create better connectivity across the country is vital



53% : the proportion of workers whose Internet use will increase or stay the same in the next year



73% claim hybrid working patterns must be aided by dramatic improvements to connectivity

A majority of workers in France are convinced that better Internet access will power a brighter future for the national economy and across society in general. Almost 3 in 4 (72%) believe a fast and reliable service is critical for boosting GDP and around 2 in 3 (67%) state it's vital for developing a well-informed population.

Yet French workers place high value on equitable access. Some 68% think low-income families aren't able to afford broadband Internet access, while 69% state access to affordable and reliable broadband will become a major issue for all.

Additionally, 50% of respondents say they were unable to access critical services such as online medical appointments, online education, social care

and utility services during lockdown, due to an unreliable broadband connection.

Securing the future

Alongside the desire for cost-effective and accessible Internet service provision, workers are keen to enjoy safer connections when they go online. More than 3 in 4 (77%) respondents feel connecting securely should be a given – regardless of location.

Meanwhile, 42% of workers would be willing to pay more for a safer broadband connection, including more than half (53%) of those who work remotely all of the time.

Home broadband usage patterns anticipated over the next 12 months

