

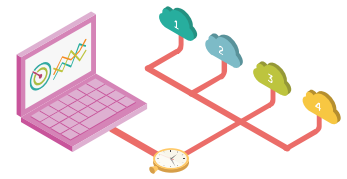
INTERNET QUALITY OF SERVICE OBSERVATORY

- July 2014 -

Les éditeurs de contenus et services en ligne **GESTE**



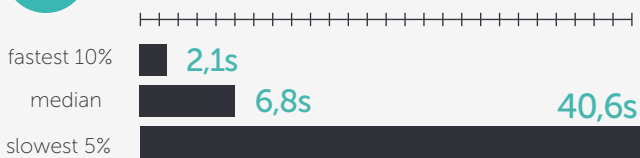
Cedexis Radar is deployed on content editors' websites, all members of the GESTE observatory. Every month Radar gathers over **6 billion performance measurements** based on these websites' real end-users' experience. The goal of the GESTE observatory is to provide neutral data to evaluate the internet quality of service in France.



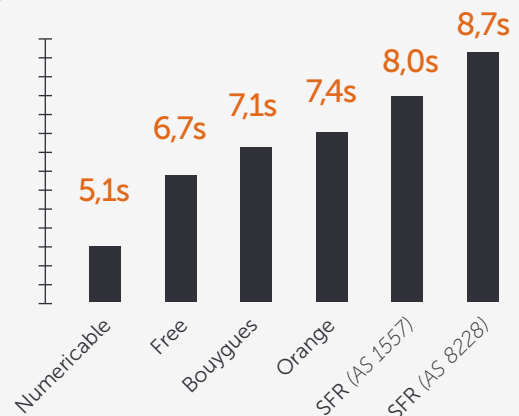
UNEVEN PERFORMANCES IN FRANCE ...



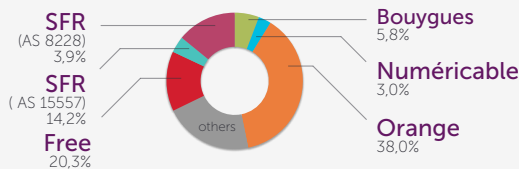
PAGE LOAD TIME



MEDIAN PAGE LOAD TIME PER INTERNET SERVICE PROVIDER (ISP)



AUDIENCE BREAKDOWN PER ISP

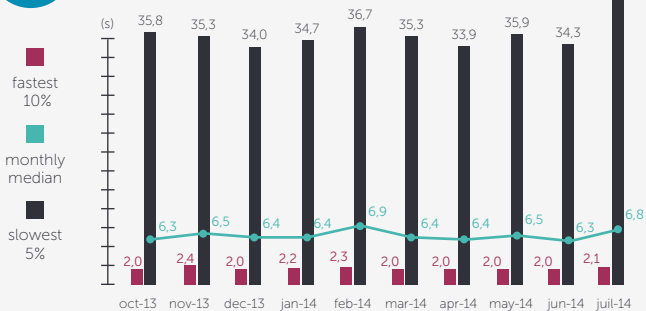


... DETERIORATING IN JULY

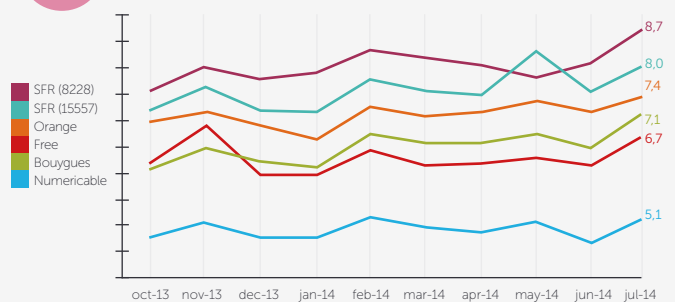
July measurements show a **general increase in page load time**. The gap between the best performing users and slowest ones has increased. Poorly performing users now load pages **38,5 seconds slower** than the best served users. The summer holiday may explain this increase since internet users' behavior changes during the summer months regarding devices, hours, locations and ISP.



PAGE LOAD TIME OVER THE LAST 10 MONTHS



MEDIAN PAGE LOAD TIME PER ISP OVER THE LAST 10 MONTHS



STRONG DISPARITIES BETWEEN EUROPEAN COUNTRIES



PAGE LOAD TIME IN EUROPE

Users in **14 European countries** have faster access to websites hosted in France than French users.

Switzerland, the Netherlands and Belgium are the top 3 best performing countries. Their users load websites **2 seconds faster on average than French users**. Ukraine and Greece are the poorest performing countries.

