The Autorité fines Doctolib €4,665,000 for abusing its dominant position in the online medical appointment booking and remote medical consultation solutions sector

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Following a complaint by Cegedim Santé and a dawn raid in 2021, the *Autorité* has fined Doctolib €4,665,000 for abusing its dominant position in the markets for online medical appointment booking services (Doctolib Patient) and remote medical consultation technology solutions (Doctolib Téléconsultation), through two breaches consisting respectively of:

- firstly, requiring its subscribers to use only its services, by including exclusivity clauses in its subscription contracts, and requiring Doctolib Téléconsultation subscribers to have a prior subscription to Doctolib Patient;

- secondly, eliminating its main competitor, MonDocteur, through its acquisition on 10 July 2018, with the aim of foreclosing the French market for online medical appointment booking services and consolidating its position in a still emerging market.

After examining all the specifics of the case, the *Autorité* has imposed a fine of €4,615,000 in respect of the exclusivity and tied selling practices.

In relation to the acquisition of MonDocteur, the *Autorité* has – for the first time – applied Article 102 TFEU and Article L. 420-2 of the French Commercial Code (*Code de commerce*) to sanction a merger falling below the national notification thresholds and therefore not subject to an *ex ante* review. However, taking into account the legal uncertainty that prevailed prior to the *Towercast* judgment of the Court of Justice of the European Union of 16 March 2023, the *Autorité* has

imposed a fixed fine of €50,000.

Doctolib has also been ordered to publish a summary of the decision in the paper edition and on the website of the newspaper *Le Quotidien du Médecin*.

PRESS RELEASE OF 6 NOVEMBER 2025

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