

**Virtual workshop on a harmonized data collection  
regarding OTT services**

**19 of November 2020**

Morning session

Number independent intrapersonal communication services (NI-ICS)

Statistics and Indicators BEREC Co-chairs

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Body of European Regulators  
for Electronic Communications

**BEREC**

On the light of Articles 2 and 20 in the European Electronic Communications Code, BoR (19) 244 identified previously unavailable data regarding OTT services that NRAs may need in order to perform their tasks.

BEREC considers stakeholder consultation indispensable to deliver on **workable definitions** and to enable a judgement on the proportionality of data requests.

**Final goal of the tasks in 2019 and 2020 is to provide a final list of indicators and definitions in October 2021. A draft decision will be provided in February for public consultation.**

- **The purpose of the workshop is to discuss the list of metrics included in the Annex of the invitation.**
- **Written feedback is accepted at [benchmarking@berec.europa.eu](mailto:benchmarking@berec.europa.eu) until the 5th of December.**
- The metrics have been identified by considering the NRAs' expressions of needs and the responses provided by stakeholders to a questionnaire circulated in Spring this year.
- NRAs are not obliged to collect the metrics on the list, but may or will according to their needs of information.
- NRAs should make their requests for information so that they are reasoned and proportional.
- The main aim of BEREC's work is to assist NRAs and stakeholders by providing metrics that are responsive to the NRAs' needs and easier for stakeholders to provide for.

### Relevant services in scope of the new data collection competencies

- Number-independent interpersonal communication services (NI-ICS) over the public internet (see Article 2 in Directive (EU) 2018/1972), including:
  - a) internet telephony and video-telephony applications (voice- and video-calls)
  - b) messaging applications (text/picture-messaging and voice/video-messaging)

## USERS

### 1. Number of Registered users

who registered with a specific NI-ICS service (Voice/video calls, messages), by country of residence and by NI-ICS service (at least twice a year, as of 30 June and as of 31 December)

### 2. Number of Active Users

who used the service in the last 30 days as of the date of measurement, by country of residence, by service. In order to have a view on the seasonality, the data is to be provided at least twice a year, for the months as of 30 June and as of 31 December).

## USAGE

3. The total number and minutes of voice calls, by country of origination at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).

4. The total number and minutes of video-calls, by country of origination at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).

5. The total number of instant messages, by country of origination at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).

6. The total number and minutes of voice calls **terminated inside the country of origination** at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).

7. The total number of instant messages terminated inside the country of origination at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).
8. The total number and minutes of voice calls terminated in any other EU/EEA country at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).
9. The total number and minutes of video-calls terminated in any other EU/EEA country at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).
10. The total number of instant messages terminated in any other EU/EEA country at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).
11. The total number and minutes of voice calls terminated in non-EU/ countries at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).
12. The total number and minutes of video-calls terminated in non-EU countries at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).
13. The total number of instant messages terminated in non-EU countries at least each semester (accumulated from 1 January to 30 June and from 1 July to 31 December).

### Revenues

Service revenue is an important indicator for regulators and Recital 16 EECR recognises that the concept of remuneration of ECS is wide, as services are often supplied to the end-user not only for money.

**BEREC looks forward to discussing a way ahead to measure the revenues generated by NI-ICS services**

### Preinstallations

Some NRAs would find it useful to collect information on which devices a NI-ICS is preinstalled – devices of own brands and when applicable devices of other companies.

## Attendees and workshop management

BEREC expects 95 participants this morning.

They represent providers of NI-ICS, providers of video-streaming services, telecommunication operators and associations of those, BEREC NRA members, the ITU, the OECD and other participants (experts from consultancy firms and some experts from NRAs outside Europe)

Please remember to:

- to mute your mic when not speaking;
- to turn on the cameras only when speaking
- to request the floor to speak on the chat and wait until the floor will be given to you
- To use the chat function for questions or comments;
- to indicate your name and surname/who you represent in the chat function.