OPEN DISCUSSION
NI-ICS Proposed indicators and definitions – service users and usage indicators

Moderator:

Markus Klein (BNetzA)

Chiara Caccinelli (BEREC Market & Economic Analysis Co-Chair)

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NI-ICS and "traditional services"

• What are differences and similarities between NI-ICS and "traditional services"?

Measuring and comparing performances of NI-ICS services

• How do you measure the performance of your service in a specific European country? Which relevant indicators do you consider for this assessment?

• What kind of indicators would you use to compare the performance of your NI-ICS services with those of your peers and/or traditional telecommunication providers?

• Do you observe any differences in the performance of different NI-ICS services in different countries?

1. Number of Registered users	By country and by NI-ICS service
2. Number of Active Users	At least twice a year, as of 30 June and as of 31 December

Country of residence

- How/by which attributes do you identify country of residence of a user?
- If you do not request country of residence in your registration process, what would be the issues to request such kind of information during registration?
- What is a good proxy for country of residence, (if not asked upon registration), is it the mobile phone number, the IP address? Which one would you consider if both are available?

Registered & Active users

- BEREC deems necessary to collect these indicator, hence, are you able to provide such indicator?

Number and minutes of: (i) voice-calls (ii) video-calls (iii) Number of instant messages	By country of origination	Accumulated from 1 January to 30 June and from 1 July to 31 December
	Terminated in country of origination	
	Terminated in any other EU/EEA country	
	Terminated in non-EU/EEA countries	

The relevant calls/messages to be taken into account should only be those made/sent by NI-ICS users towards other NI-ICS users

- Are the metrics proposed available to measure the traffic generated by each NI-ICS? If not, which metrics would be suitable to provide an understanding of the traffic generated?

- If the call origination/termination country of origination/destination cannot be traced, what assumptions could be used to proxy it?

Revenue related indicators

Service revenue is an important indicator for regulators and Recital 16 EECC 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 discuss a way ahead to measure the revenues generated by NI-ICS services

- Are the revenues/value generated by the services provided apportioned for the various NI-ICS service?

- Is there any way to approximate the revenues/value generated by NI-ICS services? Which considerations would be necessary to do this?

- Would some specific category of revenues be a good approximation for the revenues accrued from the ICS- services?

Preinstallations

- Number of preinstalled apps (e.g. per OS or per device manufacturer)
- Number of active users on the preinstalled apps (e.g. accumulated per half year)

Any other indicators or criteria that should be considered for a more comprehensive analysis of the NI-ICS data?
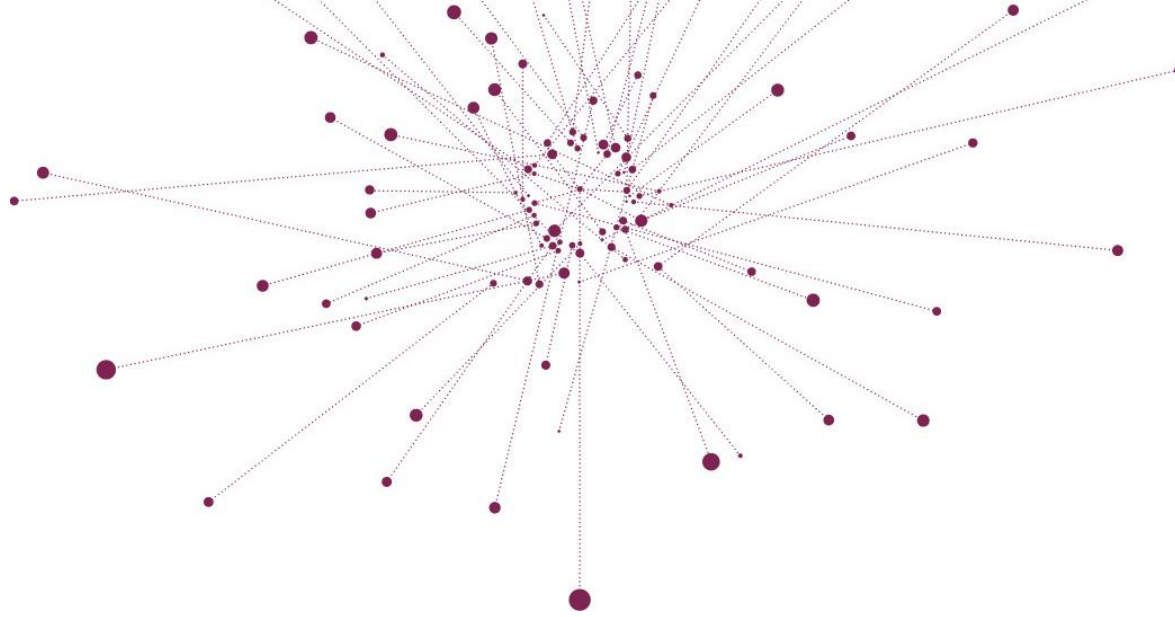
Thank you!

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