

BEREC questionnaire on internet-based interpersonal communication services (ICS)

Fields marked with * are mandatory.

1. Introduction

Over the top (OTT) services are of great value to consumers and businesses, but could have an increasing competitive impact in the rapidly evolving electronic communications market. However, their impact has never been broadly quantified due to the lack of legal competences for NRAs to request information from OTT services' providers under the previous ECN/ECS Framework.

Yet, the new European Electronic Communications Code (Directive (EU) [2018/1972](#)) includes a new, broader, definition of electronic communication services and provides NRAs with the legal power to collect data from number-independent interpersonal communications service providers (NI-ICS). Moreover, it also provides the legal basis to request data from services which are not electronic communications services or networks, provided that these requests are substantiated and proportionate.

Because of this, BEREC published its report entitled "Report on the harmonised collection of data from both Authorised Undertakings and OTT operators" ([BoR \(19\) 244](#)) in 2019 in which it identified previously unavailable data that would be advantageous to collect in a harmonised way.

This BEREC report includes a list of services and indicators that NRAs would find important to gather information on, especially regarding the analysis of electronic communication network and service markets. BEREC intends to publish an updated definitive list with precise definitions on indicators and metrics after engaging in discussion with market agents, in order to get a view on provider's capabilities to provide such information and make a judgement on what can be considered as a proportionate request.

This questionnaire is the first step in the external engagement of BEREC. Subsequently, BEREC will analyse the input received, present the results and will discuss them at a workshop on this topic by the end of November 2020. The ultimate objective of this work is to produce a finalized questionnaire with indicators and respective definitions.

Note that your responses to this questionnaire will be treated confidentially.

TO WHOM IS THIS QUESTIONNAIRE ADDRESSED?

Providers of interpersonal communication services (ICS) as defined in Directive (EU) 2018/1972, over the public internet, in particular providers of:

- Messaging Applications (including those in social network applications),
- Internet- or Video-telephony Applications,
- Internet-based Applications which allow calls to the public switched telephone service

DEADLINE

You are kindly invited to fill in this questionnaire **by 22nd of May 2020.**

Please if you have doubts answering the questions please contact pm@berrec.europa.eu

Respondents are to complete this questionnaire separately for each app/platform that they provide which includes a/some internet-based interpersonal communications service/s.

2. Questionnaire

Name and contact information

* Please state the name of the company you represent

* Please state your name

* Please state your e-mail address

Please state your telephone number

a. General Questions

NRAs will not request data of individual users of your services, but only request data at an aggregated level (e.g. numbers and ratios by country).

Definitions:

'Number-based interpersonal communications service' (NB-ICS) means an interpersonal communications service which connects with publicly assigned numbering resources, namely, a number or numbers in national or international numbering plans, or which enables communication with a number or numbers in national or international numbering plans. (vd. Article 2 (6) of Directive (EU) 2018/1972).

'Number-independent interpersonal communications service' (NI-ICS) means an interpersonal communications service which does not connect with publicly assigned numbering resources, namely, a number or numbers in national or international numbering plans, or which does not enable communication with a number or numbers in national or international numbering plans. (vd. Article 2 (7) of Directive (EU) 2018/1972).

It is to be noted that the mere use of a number as an identifier should not be considered to be equivalent to the use of a number to connect with publicly assigned numbers and should therefore, in itself, not be considered to be sufficient to qualify a service as a number-based interpersonal communications service. (vd. Recital 18 of Directive (EU) 2018/1972).

- * Please provide the name of the key platform/app you provide responses about and a short description of it

	Name	Description
Key platform/app you provide responses about		

Please respond to all the questions that you are directed to answer. The “label” mandatory (*) only means that the labelled question is addressed to all respondents. Yet there are questions with no such label, which are only meant to be responded by some respondents, according to the different filters included in the questionnaire.

*Question 1) Does your platform/app provide a number-based (NB-ICS) or a number-independent interpersonal communications service (NI-ICS)? (single choice)

- The platform provides number independent interpersonal communications service(s) (NI-ICS) only – **Please fill in section A**
- The platform provides number- based interpersonal communications service(s) (NB-ICS) only– **Please fill in section B**
- The platform provides both NI-ICS and NB-ICS – **Please fill in section A and B**
- The platform does not provide any of the above. – **End of the questionnaire**

SECTION A (Number-Independent Interpersonal Communications Services - NI-ICS)

*Question 2) In which country/ies are the platform's NI-ICS available? (please tick the relevant countries, multiple choice)

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

b. Questions about user registration with the platform/app

*Question 3) Do users need to register to use your platform/app? (single answer)

- Yes, all users must be registered
- Registration is optional, but required to access some features
- Registration is optional, but there is no distinction in service between registered and unregistered users
- No - **Please proceed with Question 7)**

Question 4) Which information is required for a user to get registered? (multiple choice, please tick the relevant box or boxes)

- Name
- Mobile phone number
- Payment information (e.g. credit card information)
- IP-address
- E-mail
- Date of birth/age
- Country of residence (for example, postal address)
- Identification/authentication providers (e.g. login with Facebook)
- Other information

If applicable, please specify "Other information"

Question 5) Do you keep track of the number of registered users (which may not necessarily be using the service) per European country that you serve (country of residence of the registered user)? (single answer)

- Yes
- No - **Please proceed with Question 7)**

Question 6) How do you determine if a registered user is resident in a certain European country in case you do not require users to provide information on their country of residence? (multiple choice, please tick the relevant box or boxes)

- Mobile phone number
- Payment information (e.g. credit card information)
- IP-address
- Other information
- Not applicable – country related information is provided upon registration

If applicable, please specify other information

Question 7) If you cannot determine if registered users are resident in a certain European country, which proxy would you use to estimate the number of registered users per European country?

c. Questions about usage of services and the notion of “active user”

Section c has two parts: c1 on voice and video-calls and c2 on instant messaging. Please respond to the relevant part (s).

*Question 8) Please tick which of the number-independent interpersonal communication services you provide within your platform. (single answer)

- Voice and video-calls only - **Please fill in part c1 only**
- Instant messaging only - **Please fill in part c2 only**
- Voice, video-calls and instant messaging - **Please fill in parts c1 and c2**

c1) Voice and video-calls

c1.1) Active users (those using the number independent voice/video-calls services)

Question 9) Does your organization have an “active user” definition? (single answer)

- Yes
- No - **Please proceed with Question 11).**

Question 10) How does your organization define an “active user”? (E.g. someone who has used the voice/videocalls services included in the platform/app in the last 90 days or last month). **Please answer and proceed with question 12)**

Question 11) If your organization does not have a definition of “active user”, what would you propose for a definition of an “active user”? Would the definition be based on a threshold e.g. on the frequency of use of the service in terms of number of interactions per period of time (e.g. calls/video-calls made in the past week/month)?

Question 12) Do you know the number of active users (that is: those using the service, regardless of whether your organization has a definition for this concept) per European country that you serve (country of residence)? (single answer)

- Yes, I have this information for all the countries I serve
- No, I only know this information for a group of countries I serve - **Please proceed with Question 14)**
- No, I do not have any information of this kind - **Please proceed with Question 14)**

Question 13) How do you determine if an active user is resident in a certain European country? (multiple answers are possible, please select the applicable identifiers) - **Please answer and proceed with next section (Question 15)**

- Based on country of residence related information provided upon registration
- Based on a mobile phone number
- Based on an IP-Address
- Based on Payment Information
- Based on another identifier (please explain below)

Please explain here

Question 14) If you do not distinguish active users by country of residence, which proxy/indicator would you use to estimate the number of active users per European country?

c.1.2) Usage of the service

Question 15) Can you identify any of the following information on usage originated in a given period, by country that you serve? (multiple answers are possible per row, please tick the relevant box or boxes)

	By country where the call is originated	By the user's country of residence (when the user is registered)	By the user's country of residence (when the user is not registered)	By none of the previous but we can use a proxy to approximate the figure	By no means, we cannot even approximate the figure
15.1 Number of voice calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.2 The duration of voice calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.3 Number of video calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.4 The duration of video calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 16) If for some of the rows in **Question 15)** you answered that you could use a proxy, please explain for these rows what would this proxy be (i.e. how would you approximate the figure). Please leave other rows blank.

	Explanation
16.1 Number of voice calls per country	
16.2 The duration of voice calls per country	
16.3 Number of video calls per country	
16.4 The duration of video calls per country	

Question 17) Can you identify the country of destination of a NI-ICS call/video-call? (single answer)

- Yes
- No

c2) Instant messaging

c2.1) Active users (those using the number independent instant messaging service)

Question 18) Does your organization have an “active user” definition? (single answer)

- Yes
- No - **Please proceed with Question 20)**

Question 19) How does your organization define an “active user”? (E.g. someone who has used the instant messaging service included in the platform in the last 90 days or last month) - **Please answer and proceed with Question 21)**

Question 20) If your organization does not have a definition of “active user”, what would you propose for a definition of an “active user”? Would the definition be based on a threshold e.g. on the frequency of use of the service in terms of number of interactions per period of time (e.g. sent/received messages in the past week/month)?

Question 21) Do you know the number of active users (that is: those using the service, regardless of whether your organization has a definition for this concept) per European country that you serve (country of residence)? (single answer)

- Yes, I have this information for all the countries I serve
- No, I only know this information for a group of countries I serve - **Please proceed with Question 23)**
- No, I do not have any information of this kind - **Please proceed with Question 23)**

Question 22) How do you determine if an active user is resident in a certain European country? (multiple answers are possible, please select the applicable identifiers) - **Please proceed with Question 24)**

- Based on country of residence related information provided upon registration
- Based on a mobile phone number
- Based on an IP-Address
- Based on Payment Information
- Based on another identifier (please explain below)

Please explain here

Question 23) If you do not distinguish active users by country of residence, which proxy/indicator would you use to estimate the number of active users per European country?

c.2.2) Usage of the service

Question 24) Can you identify the number of instant messages (including voice messages, picture, file transfers, etc.) originated in a given period, by country that you serve? (multiple answers are possible, please tick the relevant box or boxes)

- Yes, by country where the message is originated
- Yes, by the user's country of residence (when the user is registered)
- Yes, by the user's country of residence (when the user is not registered)
- None of the above

Question 25) If you can't identify the number of instant messages per country (i.e. you answered "none of the above" in Question 24), please indicate which proxy you would use to identify or estimate this information for such service.

Question 26) Can you identify the country of destination of an instant message? (single answer)

- Yes
- No

d. Questions about revenue

Question 27) What are the sources of revenue of your platform? Please tick where applicable (single answers per row).

	Yes, this is a source and we can identify the amount (e.g. per month)	Yes, this is a source, but we cannot identify the amount. However, it would be feasible to collect such information in the future	Yes, this is a source, but we cannot identify the amount and it would not be feasible to collect such information in the future	No, this is not a source of revenue
<p>*Revenue from one-time purchases (e.g. initial purchase of an app or at a later stage in the framework of a freemium business model). Includes In-App-Purchases (e.g. Stickers in Instant Messaging-Apps)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>*Recurring revenue from subscribers (e.g. monthly fee to use the service)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Advertising revenue from third parties (placing ads in the app)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Revenue from third parties related to user data (sales of user data to third parties, consultancy services based on user data, etc.)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Other revenues generated from users' data</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Revenue from other companies in order for you to provide their service within your service (e.g. revenue from developers and publishers of games within an Instant Messenger)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Revenue from selling access to any application programming interfaces (e.g. if businesses use your service via an API to communicate with customers)?</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Other sources of revenue</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Question 28) If necessary would you be able to assign/filter revenues to each individual NI-ICS your platform provides by filtering them out from the total platform revenue, which may include revenue generated by (bundled) services other than NI-ICS services? (single answer)

- Yes, we can assign revenues to each individual NI-ICS
- No, we cannot assign revenues to each individual NI-ICS but we can determine the total revenue generated by all NI-ICS included in the platform
- No, we cannot assign any revenues, even at aggregated level
- All the revenues are already identifiable by NI-ICS service, so there is no need to filter out.

*Question 29) Are you able to generate revenue related information by country that you serve? (single answer)

- Yes
- No

e. Questions about the data traffic generated by the NI-ICS included in your platform

*Question 30) What type of NI-ICS data traffic are you able to differentiate, generated by the consumption of your service? (Multiple choice)

- Voice calls
- Video calls
- Instant messaging
- Others
- We cannot measure traffic for all of our NI-IC services
- We cannot measure data traffic for any of our NI-ICS services

*Question 31) What is the unit that you use to report on this (e.g. on average 1 Gigabyte per active user and month)? (Please if you cannot measure data traffic for any NI-ICS service write "NA")

*Question 32) In case you are currently not able to differentiate data traffic per communication service type, please indicate if it would be feasible to collect such information in the future?

- Yes
- No
- Not applicable, I can already differentiate data traffic per NI-ICS

*Question 33) Can you allocate the data traffic generated by the consumption of your service geographically? (multiple choice, please tick the right options)

- Yes, across all European countries that we serve
- Yes, by country that we serve
- No

f. Other questions

*Question 34) Does your platform provide other services besides your NI-ICS? (multiple choice, please tick the right answers)

- Yes, other ICS service (own service)
- Yes, other ICS service (third party service)
- Yes, other services
- No

If "yes, other services" please specify

*Question 35) Do you collect information on the average time spent per user in the platform/app? (single answer)

- Yes, by group of countries
- Yes, by country that we serve
- No

*Question 36) Do you provide your NI-ICS as part of a bundle with other services within your platform (i.e. is it mandatory to download other services along with the NI-ICS) or is the service "bundled" with devices of your own brand? (multiple choice, please tick the right answers)

- Yes, with other ICS (own service)
- Yes, with other ICS (third party service)
- Yes, with other services
- Yes, it is preinstalled on (some) devices of our company
- There are no/limited restrictions on the brands of hardware on which the app/service can be installed
- None of the above - **Please proceed with the NB-ICS section**, if applicable.

SECTION B Number-based interpersonal communications services (NB-ICS)

*Question 37) Please state the name of the key platform /app with NB-ICS to which you refer the answers to Section B.

*Question 38) In which country/ies are the platform/app's NB-ICS available)? (please tick the relevant countries, multiple choice)

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

g. Questions about user registration with the platform/app

*Question 39) Do users need to register to use your platform/app? (single answer)

- Yes, all users must be registered
- Registration is optional, but required to access some features
- Registration is optional, but there is no distinction in service between registered and unregistered users
- No - **Please proceed with Question 41)**

Question 40) Which information is required for a user to get registered? Please tick the correct options (multiple choice)

- Name
- Phone number
- Payment information (e.g. credit card information)
- Country of residence (for example, postal address)
- IP-address
- E-mail
- Date of birth/age
- Identification/authentication providers (e.g. login with Facebook)
- Other information

Please if applicable, specify "Other information"

h. Questions about usage of services and the notion of "active user"

Section h has two parts: h1 on voice and video-calls and h2 on instant messaging. Please respond to the relevant part (s).

*Question 41) Please tick which of the number-based interpersonal communications services you provide within your platform. Please only consider ICS provided over the public internet, do not consider calls on the public telephone network or SMS, MMS, RCS. (single answer)

- Voice and video-calls only - **Please fill in part h1 only**
- Instant messaging only - **Please fill in part h2 only**
- Voice, video-calls and instant messaging - **Please fill in part h1 and h2**

h1) Voice and video-calls (only internet based, please do not provide information on calls on the public telephone network)

h1.1) Active users (those using the number-based voice/video-calls services)

Question 42) Does your organization have an “active user” definition? (single answer)

- Yes
- No - Please proceed with Question 44)

Question 43) How does your organization define an “active user”? (E.g. someone who has used the number-based voice/video call service included in the platform in the last 90 days or last month). Please respond and proceed with Question 46)

Question 44) If your organization does not have a definition of “active user”, what would you propose for a definition of an “active user”? Would this definition be based on a threshold e.g. on the frequency of use of the service in terms of number of interactions per period of time (e.g. calls/video-calls made in the past week/month)?

Question 45) Do you know the number of active users (that is: those using the service, regardless of whether your organization has a definition for this concept) per European country that you serve (country of residence)? (single answer)

- Yes
- No - Please proceed with Question 47)

Question 46) How do you determine if an active user is resident in a certain European country? (multiple answers are possible, please tick (x) the relevant box or boxes) - **Please answer and proceed with Question 48)**

- Based on country of residence related information provided upon registration
- Based on a phone number
- Based on an IP-Address
- Based on Payment Information
- Based on another identifier
- We don't determine if an active user is resident in a certain European country

If you determine based on another identifier, please explain which one/s

Question 47) If you do not distinguish active users by country of residence, which proxy/indicator would you use to identify or estimate the number of active users per European country that you serve?

h1.2) Usage of the service

Question 48) Can you identify any of the following information on usage originated in a given period, by country that you serve? (multiple answers are possible per row, please tick the relevant box or boxes)

	By country where the call is originated	By the user's country of residence (when the user is registered)	By the user's country of residence (when the user is not registered)	By none of the previous but we can use a proxy to approximate the figure	By no means, we cannot even approximate the figure
48.1 Number of voice calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48.2 The duration of voice calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48.3 Number of video calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48.4 The duration of video calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 49) If for some of the rows **in Question 48)** you answered that you could use a proxy, please explain for these rows what would this proxy be (how would you approximate the figure). Please leave other rows blank.

	Explanation
49.1 Number of voice calls per country	
49.2 The duration of voice calls per country	
49.3 Number of video calls per country	
49.4 The duration of video calls per country	

Question 50) Can you identify the country of destination of a call/videocall?

- Yes
- No

Question 51) For calls/video-calls to other NB-ICS can you distinguish whether the call destination is a fixed number or a mobile number?

- Yes
- No

h2) Instant messaging (only internet based, please do not provide information on SMS, MMS or RCS)

h2.1) Active users (those using the service)

Question 52) Does your organization have an “active user” definition? (single answer)

- Yes
- No - Please proceed with Question 54)

Question 53) How does your organization define an “active user”? (E.g. someone who has used the number based instant messaging service included in the platform in the last 90 days or last month). Please answer and proceed with question 56)

Question 54) If your organization does not have a definition of “active user”, what would you propose for a definition of an “active user”? Would this definition be based on a threshold e.g. on the frequency of use of the service in terms of number of interactions per period of time (e.g. sent/received messages in the past week/month)?

Question 55) Do you know the number of active users (that is: those using the instant messaging service, regardless of whether your organization has a definition for this concept) per European country that you serve (country of residence)? (single answer)

- Yes
- No - Please proceed with Question 57)

Question 56) How do you determine if an active user is resident in a certain European country? (multiple answers are possible, please tick (x) the relevant box or boxes) - **Please answer and proceed with Question 58)**

- Based on country of residence related information provided upon registration
- Based on a phone number
- Based on an IP-Address
- Based on Payment Information
- Based on another identifier
- We don't determine if an active user is resident in a certain European country

If you determine based on another identifier, please explain which one/s

Question 57) If you do not distinguish active users by country of residence, which proxy/indicator would you use to identify or estimate the number of active users per European country that you serve?

h2.2) Usage of the service

Question 58) Can you identify the number of instant messages (including voice messages, picture, file transfers, etc) originated in a given period, by country that you serve? (multiple answers are possible, please tick the relevant box or boxes)

- Yes, by country where the message is originated
- Yes, by the user's country of residence (when the user is registered)
- Yes, by the user's country of residence (when the user is not registered)
- None of the above

Question 59) If you can't identify the number of instant messages per country (**i.e. you answered "none of the above" in Question 58**), please indicate which proxy you would use to identify this information for such service.

Question 60) Can you identify the country of destination of a (NB-ICS) instant message? (single answer)

- Yes
- No

Question 61) For instant messages to other NB-ICS can you distinguish whether the destination is a fixed number or a mobile number? (single answer)

- Yes
- No

i. Questions about revenue

Question 62) What are the sources of revenue of your platform ? Please tick where applicable (single answer per row).

	Yes, this is a source and we can identify the amount (e.g. per month)	Yes, this is a source, but we cannot identify the amount. However, it would be feasible to collect such information in the future	Yes, this is a source, but we cannot identify the amount and it would be feasible to collect such information in the future	No, this is not a source of revenue
*Revenue from one-time purchases (e.g. initial purchase of an app or at a later stage in the framework of a freemium business model). Includes In-App-Purchases (e.g. Stickers in Instant Messaging-Apps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Recurring revenue from subscribers (e.g. monthly fee to use the service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>*Revenues from NB-ICS calls or IM (e.g. per minute, per message/ per a fixed number of minutes /calls etc)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Advertising revenue from third parties (placing ads in the app)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Revenue from third parties related to user data (sales of user data to third parties, consultancy services based on user data, etc.)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Other revenues generated from users' data</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Revenue from other companies in order for you to provide their service within your service (e.g. revenue from developers and publishers of games within an Instant Messenger)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Revenue from selling access to any application programming interfaces (e.g. if businesses use your service via an API to communicate with customers)?</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Other sources of revenue</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Question 63) If necessary would you be able to assign/filter revenues to each individual NB-ICS your platform provides by filtering them out from the total platform revenue, which may include revenue generated by (bundled) services other than NI-ICS services? (single answer)

- Yes, we can assign revenues to each individual NB-ICS
- No, we cannot assign revenues to each individual NB-ICS but we can determine the total revenue generated by all NB-ICS included in the platform
- No, we cannot assign any revenues, even at aggregated level
- All the revenues are already identifiable by NB-ICS service, so there is no need to filter out

*Question 64) Are you able to generate revenue related information by country that you serve?

- Yes
- No

j. Questions about the data traffic generated by the NB-ICS included in your platform

*Question 65) What type of NB-ICS data traffic are you able to differentiate, generated by the consumption of your service? (Multiple choice)

- Voice calls
- Video calls
- Instant messaging
- Others
- We cannot measure data traffic for all of our NB-ICS services
- We cannot measure data traffic for any of our NB-ICS services

*Question 66) What is the unit that you use to report on this (e.g. on average 1 Gigabyte per active use and month)? (Please if you cannot measure data traffic for any NB-ICS service write "NA")

*Question 67) In case you are currently not able to differentiate data traffic per communication service type, please indicate if it would be feasible to collect such information in the future?

- Yes
- No
- Not applicable, I can already differentiate data traffic per NB-ICS

*Question 68) Can you allocate the data traffic generated by the consumption of your service geographically? (multiple choice, please tick the right options)

- Yes, across all European countries that we serve
- Yes, by country that we serve
- No

k. Other questions

*Question 69) Does your platform provide other services besides your NB-ICS? (multiple choice, please tick the right answers)

- Yes, other ICS service (own service)
- Yes, other ICS service (third party service)
- Yes, other services
- No

If "yes, other services" please specify

*Question 70) Do you collect information on the average time spent per user in the platform/app? (single answer)

- Yes, by group of countries
- Yes, by country that we serve
- No

*Question 71) Do you provide your NB-ICS service as part of a bundle with other services (that is, is it mandatory to download other services along with the NB-ICS) or is the service "bundled" with devices of your own brand? (multiple choice, please tick the right answers)

- Yes, with other ICS (own service)
- Yes, with other ICS (third party service)
- Yes, with other services
- Yes, it is preinstalled on (some) devices of our company
- There are no/limited restrictions on the brands of hardware on which the app/service can be installed
- None of the above - End of questionnaire