

# Data Collection on Number-Independent Interpersonal Communication Services (NI-ICS) by RTR

Robert Kiraly, RTR  
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- Art. 20 (4) European Electronic Communications Code
  - Member States shall ensure that [...] national regulatory and other competent authorities publish information that contributes to an open and competitive market
- § 181 (4) Austrian Telecommunications Act
  - RTR shall compile statistics on a quarterly basis for the purpose of observing and monitoring changes in the market and in competition RTR is empowered to issue an ordinance specifying further details on the data to be collected
- Austrian Communication Survey Ordinance entered into force in July 2022, first data collection by RTR on the third quarter of 2022
- Selected work by the Body of European Regulators for Electronic Communications (BEREC)
  - BEREC Report on harmonized definitions for indicators regarding over the top services, relevant to electronic communications markets, BoR (21)127
  - BEREC Opinion on Meta's reference offers to facilitate Messenger and WhatsApp interoperability under Article 7 of the Digital Markets Act, BoR (25) 21

# Sample definition

- Consumer survey by RTR and conducted in July 2022 – serves as basis for the definition of sample for supply side data collection
  - covers four categories of NI-ICS separately: messengers, voice call services, video call/-conferencing services and e-mail
- The sample represents ...
  - residential usage, but resulting sample includes largest providers of business services
  - a market coverage of 90% according to the monthly active users (MAU) in each category in the demand side survey
- 13 NI-ICS providers are in the sample
- Extrapolation to total market with the calculation of residual values from the “dummy provider” – calculated with demand side survey information

- considerations in the development
  - proportionality
  - meaningfulness (e.g. revenue data is currently not in the scope of the survey)
  - comparability with number based interpersonal communication services
- data on number of users
  - number of private + business MAU of the *application*
  - number of MAU of *functionality*: voice call; video call/-conference; instant messaging; e-mail; any of the mentioned
- data on traffic values – data refers to initiation of communication
  - number of voice calls; voice call minutes; number of video calls/-conferences; video call/-conference minutes; sent instant messages; sent e-mail

# Questionnaire – sheet on traffic metrics

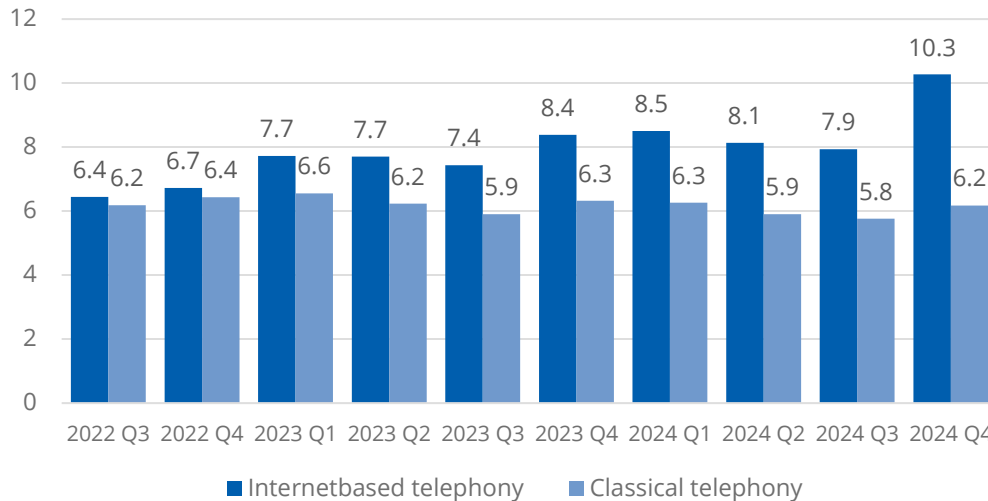
	A	B	C	D	E	F	G	H
1	<b>Traffic metrics</b>							
2	<i>The decisive factor for the assignment of users to Austria is the information of the telephone number and the Austrian country code (+43). Traffic values refer exclusively to the initiation (origin) of the communication, regardless of the number of participants in the communication. For calls or conferences with more than two participants, the duration is therefore only counted once.</i>							
3								
4								
5								
6	VW_1a	<b>Explanation of the geographical allocation</b> <i>If the allocation of traffic values to Austria cannot be done via the telephone number or country code, it must be done by the best possible method that neither overestimates nor underestimates the traffic values. The decisive factor for allocating traffic values to Austria is the initiation (i.e. origin) of the communication. For example, traffic values of users whose user account is used via an Austrian IP address should be allocated to Austria. If the allocation of traffic values to Austria cannot be done via the telephone number, explain how the geographical allocation of traffic values to Austria is done (e.g. via the IP address or payment information).</i>		<b>Explanation of the geographical allocation</b>				
7								
8								
9	VW_1	<b>Number of voice calls</b> <i>The accumulated number of all successfully completed voice calls over the respective quarter. Only voice calls are to be taken into account, not (non-voice) services, video calls, etc.</i>		<b>Number of voice calls</b>		<b>Explanatory notes</b>		
10								
11								
12								
13	VW_2	<b>Number of voice call minutes</b> <i>The accumulated duration of all successfully completed voice calls over the respective quarter. Only voice calls are to be taken into account, not (non-voice) services, video calls, etc.</i>		<b>Number of voice call minutes</b>		<b>Explanatory notes</b>		
14								
15								
16								
17	VW_3	<b>Number of video calls / video conferences</b> <i>The accumulated number of all successful video calls / video conferences over the quarter. For the definition of video calls / video conference, see the relevant field in the "Users" sheet.</i>		<b>Number of video calls / video conferences</b>		<b>Explanatory notes</b>		
18								
19								
20								
21	VW_4	<b>Number of video calls / video conference minutes</b> <i>The accumulated duration of all successful video calls / video conferences over the respective quarter.</i>		<b>Number of video calls / video conference minutes</b>		<b>Explanatory notes</b>		
22								
23								
24								
25	VW_5	<b>Number of instant messages</b> <i>The accumulated number of all successfully sent instant messages over the respective quarter. The definition of instant messages includes any form of asynchronous communication (e.g. also sending images, videos, documents, ...), but not e-mail or SMS.</i>		<b>Number of instant messages</b>		<b>Explanatory notes</b>		
26								
27								
28								
29	VW_6	<b>Number of e-mails</b> <i>The accumulated number of all successfully sent e-mails over the respective quarter.</i>		<b>Number of e-mails</b>		<b>Explanatory notes</b>		
30								
31								
32								
33								
34								

> Cover sheet | Number of users | **Traffic metrics** | Data sheet (German) | +

- Questionnaire as Excel sheet
- Each provider submits the survey sheet for each provided service separately

# Published Data in the „Internet Monitor“ by RTR

Internetbased (voice; video-call/-conference)  
vs. classical telephone minutes  
(in Billion)



- Additional reporting:
  - Internetbased voice vs. video-calling/-conferencing minutes
  - Number of sent instant messages
  - Number of sent e-mails
- Reports are available in German language, also quarterly updated

- ongoing observation and monitoring of the market and competitive developments
- fulfillment of national and international reporting and information obligations
  
- Additionally, some obligations in the Austrian Telecommunications Act (TKG) depend on a threshold of the number of users
  - Art. 110: Universal Service Fund
  - Art. 133: Objection procedures and procedural rules
  
- RTR is obliged to publish data quarterly
  - Provision of regular information on telecommunication sector for policy, public administration and the interested public

Vielen Dank für Ihre Aufmerksamkeit!



# RTR

*Wir stehen für Wettbewerb und Medienvielfalt*



<https://www.rtr.at>



@Rundfunk und Telekom Regulierungs-GmbH (RTR)



<https://x.com/rtrgmbh>



Robert.Kiraly@rtr.at