Commission Regulation (EU) 2019/1910 of 7 November 2019 implementing Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning Community statistics on the information society for reference year 2020 (Text with EEA relevance)

COMMISSION REGULATION (EU) 2019/1910

of 7 November 2019

implementing Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning Community statistics on the information society for reference year 2020

(Text with EEA relevance)

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Regulation (EC) No 808/2004 of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society[(1)], and in particular Article 8(2) thereof,

Whereas:

(1) Regulation (EC) No 808/2004 establishes a common framework for the systematic production of European statistics on the information society.

(2) Implementing measures are needed to determine the data to be supplied in order to prepare the statistics in Module 1: 'Enterprises and the information society' and Module 2: 'Individuals, households and the information society', and to set the deadlines for their transmission.

(3) The measures provided for in this Regulation are in accordance with the opinion of the European Statistical System Committee,

HAS ADOPTED THIS REGULATION:

Article 1

The data to be transmitted in order to produce European statistics on the information society with respect to Module 1, 'Enterprises and the information society' and Module 2, 'Individuals, households and the information society', referred to in Articles 3(2) and 4 of Regulation (EC) No 808/2004, shall be as specified in Annexes I and II to this Regulation.

Article 2

This Regulation shall enter into force on the twentieth day following that of its publication in the *Official Journal of the European Union*.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Changes to legislation: *There are outstanding changes not yet made to Commission Regulation (EU) 2019/1910. Any changes that have already been made to the legislation appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

Done at Brussels, 7 November 2019.

For the Commission

The President

Jean-Claude JUNCKER

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ANNEX I

MODULE 1**ENTERPRISES AND THE INFORMATION SOCIETY**

A. **SUBJECTS AND THEIR CHARACTERISTICS**

(1) the subjects to be covered for reference year 2020, drawn from the list in Annex I to Regulation (EC) No 808/2004, shall be as follows:

(a) use of the internet and other electronic networks by enterprises;

(b) e-commerce;

(c) e-business processes and organisational aspects;

(d) ICT competence in the enterprise unit and the need for ICT skills;

(e) barriers to the use of ICT, the internet and other electronic networks, e-commerce and e-business processes;

(f) access to and use of technologies providing the ability to connect to the internet or other networks from anywhere at any time (ubiquitous connectivity).

(2) the following enterprise characteristics shall be collected:

(a) use of the internet and other electronic networks by enterprises

(i) for all enterprises:
- persons employed or percentage of the total number of persons employed who have access to the internet for business purposes;

(ii) for enterprises with persons employed who have access to the internet for business purposes:
- internet connection: any type of fixed line connection;
- (optional) internet connection: provision of portable devices that allow a mobile connection using mobile telephone networks, for business purposes;
- having a website;
- having a chat service for customer contacts: chat service where a person replies to customers;
- having a chat service for customer contacts: a chatbot or a virtual agent replying to customers;

(iii) for enterprises having any type of fixed line connection to the internet:
- maximum contracted download speed of the fastest fixed line internet connection in the ranges: [0Mbit/s, < 30Mbit/s], [30 Mbit/s, < 100Mbit/s], [100 Mbit/s, < 500Mbit/s], [500 Mbit/s, < 1Gbit/s], [>=1Gbit/s];
- sufficiency of the speed of enterprise's fixed line internet connection for the actual needs of enterprises;

(iv) for enterprises that provide their persons employed with portable devices that allow a mobile internet connection using mobile telephone networks, for business purposes:
- (optional) persons employed or percentage of the total number of persons employed using a portable device provided by the

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enterprise which allows internet connection via mobile telephone networks, for business purposes;

(v) for enterprises having a website, information about the provision of the following facilities:

— description of goods or services, price information;

— online ordering or reservation or booking, such as shopping cart;

— possibility for visitors to customise or design online goods or services;

— tracking or status of placed orders;

— personalised content on the website for regular/recurrent visitors;

— links or references to the enterprise's social media profiles.

(b) e-commerce

(i) for enterprises with persons employed who have access to the internet for business purposes:

— web sales (orders, bookings and reservations placed by the customers) via the enterprise's own websites or apps (including extranets), in the previous calendar year;

— web sales (orders, bookings and reservations placed by the customers) via e-commerce marketplace websites or apps used by several enterprises for trading goods or services, in the previous calendar year;

— orders of goods or services placed by the enterprise's customers via EDI-type messages (EDI-type sales), in the previous calendar year;

(ii) for enterprises which have made web sales via websites or apps in the previous calendar year:

— value of the turnover resulting from web sales via websites or apps, expressed in absolute figures or as a percentage of total turnover, in the previous calendar year;

— percentage of turnover coming from web sales via websites or apps broken down by web sales via the enterprise's own websites or apps (including extranets) and by web sales via e-commerce marketplace websites or apps used by several enterprises for trading goods or services, in the previous calendar year;

— percentage of the value of turnover generated by websales via websites or apps, broken down by sales to private consumers (Business to Consumers: B2C), and sales to other enterprises (Business to Business: B2B) and to public sector (Business to Government: B2G), in the previous calendar year;

(iii) for enterprises which have made web sales via e-commerce marketplace websites or apps used by several enterprises for trading goods or services, in the previous calendar year:

— (optional) number of e-commerce marketplace websites or apps via which the enterprise had websales in the previous calendar year: one, two, more than two;

(iv) for enterprises which have made web sales via two or more e-commerce marketplace websites or apps used by several enterprises for trading goods or services, in the previous calendar year:

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— (optional) information if more than half of the turnover from e-commerce marketplace websites or apps was generated from only one e-commerce market place, in the previous calendar year;

(v) for enterprises which have made EDI-type sales of goods or services, in the previous calendar year:

— value of the turnover of e-commerce sales generated by EDI-type sales of goods or services, expressed in absolute figures or as a percentage of the total turnover, in the previous calendar year.

(c) e-business processes and organisational aspects

(i) for all enterprises:

— use of the enterprise's 3D printers, including rented or leased 3D printers, in the previous calendar year;

— use of 3D printing services provided by other enterprises, in the previous calendar year;

— use of industrial robots;

— use of service robots;

(ii) for enterprises with persons employed who have access to the internet for business purposes:

— invoices sent in electronic form, in a standard structure suitable for automated processing (eInvoices), excluding the transmission of PDF files, in the previous calendar year;

— invoices sent in electronic form, not suitable for automated processing, including the transmission of PDF files, in the previous calendar year;

— invoices sent in paper form, in the previous calendar year;

— performing big data analysis using data from smart devices or sensors as a data source, excluding big data analysis conducted by external service providers, in the previous calendar year;

— performing big data analysis using geolocation data from portable devices as a data source, excluding big data analysis conducted by external service providers, in the previous calendar year;

— performing big data analysis using data generated from social media as a data source, excluding big data analysis conducted by external service providers, in the previous calendar year;

— performing big data analysis using big data sources other than smart devices or sensors, geolocation data from portable devices, or data generated from social media as a data source, excluding big data analysis conducted by external service providers, in the previous calendar year;

— having another enterprise or organisation perform big data analysis for the enterprise, in the previous calendar year;

— (optional) use of a interconnected devices or systems that can be monitored or remotely controlled via the internet (Internet of Things), excluding usage of computers, smartphones, printers;

(iii) for enterprises having sent invoices in electronic form, in a standard structure suitable for automated processing (eInvoices), excluding the transmission of PDF files, in the previous calendar year: