Changes to legislation: *Commission Regulation (EU) No 1083/2012 is up to date with all changes known to be in force on or before 24 December 2020. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

Commission Regulation (EU) No 1083/2012 of 19 November 2012 implementing Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning Community statistics on the information society (Text with EEA relevance)

COMMISSION REGULATION (EU) No 1083/2012

of 19 November 2012

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

(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 thereof,

Whereas:

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

(2) Pursuant to Article 8(1) of Regulation (EC) No 808/2004, implementing measures are necessary to determine the data to be supplied for preparation of the statistics referred to in Articles 3 and 4 of that Regulation and 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 for the production of European statistics on the information society as referred to in Article 3(2) and Article 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.

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Done at Brussels, 19 November 2012.

For the Commission

The President

José Manuel BARROSO

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ANNEX I

MODULE 1:ENTERPRISES AND THE INFORMATION SOCIETY

1. Subjects and their characteristics

(a) The subjects to be covered for the reference year 2013, selected from the list in Annex I to Regulation (EC) No 808/2004, are:

— ICT systems and their usage in enterprises,

— use of the internet and other electronic networks by enterprises,

— use of ICT by enterprises to exchange information and services with governments and public administrations (e-government),

— e-business processes and organisational aspects,

— e-commerce.

(b) The following enterprise characteristics are to be collected:

ICT systems and their usage in enterprises

Characteristics to be collected for all enterprises:

— computer usage

Characteristics to be collected for enterprises that use computers:

— (optional) persons employed or percentage of the total number of persons employed who used computers at least once a week,

— (optional) use of IT applications to provide persons employed with remote access to the enterprise's e-mail system, documents or applications (via fixed, mobile or wireless connection to the internet).

Use of the internet and other electronic networks by enterprises

Characteristics to be collected for enterprises that use computers:

— access to the internet

Characteristics to be collected for enterprises that have access to the internet:

— internet connection: DSL,

— internet connection: other fixed broadband internet connection,

— internet connection: ISDN connection or dial-up access over normal telephone line,

— internet connection: mobile broadband connection via a portable device using mobile telephone networks (so-called 3G or 4G),

— (optional) internet connection: mobile broadband connection via portable computer using mobile telephone networks (so-called 3G or 4G),

— (optional) internet connection: mobile broadband connection via other portable devices like smartphone or Personal Digital Assistant (PDA) phone using mobile telephone networks (so-called 3G or 4G),

— internet connection: other mobile connection,

— internet connection: maximum contracted download speed of the fastest internet connection in Mbit/s; ([0;<2], [2;<10], [10;<30], [30;<100], [≥100]),

— persons employed or percentage of the total number of persons employed who used computers with access to the World Wide Web at least once a week,

— use of social media, referring specifically to social networks, enterprise's blog or microblogs, multimedia content-sharing websites, wiki-based knowledge-sharing tools for purposes other than posting paid adverts,

— use of social networks,

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— use of enterprise's blogs or microblogs,
— use of multimedia content-sharing websites,
— use of wiki-based knowledge-sharing tools,
— use of a website or home page.

Characteristics to be collected for enterprises that have a website or home page:
— provision of the following facility: online ordering or reservation or booking,
— provision of the following facility: privacy policy statement, a privacy seal, or certification of website safety,
— provision of the following facility: product catalogues or price lists,
— provision of the following facility: order tracking available online,
— provision of the following facility: possibility for visitors to customise or design the products,
— provision of the following facility: personalised content for regular/repeated visitors,
— (optional) provision of the following facility: advertisement of open job positions or online job application.

Characteristics to be collected for enterprises that use social media, referring specifically to social networks, enterprise's blog or microblogs, multimedia content-sharing websites, wiki-based knowledge-sharing tools, for purposes other than posting paid adverts:
— use of social media for developing the enterprise's image or marketing products,
— use of social media for obtaining or responding to customer opinions, reviews or questions,
— use of social media for involving customers in development or innovation of goods or services,
— use of social media for collaborating with business partners or other organisations,
— use of social media for recruiting employees,
— use of social media for exchanging views, opinions or knowledge within the enterprise,
— use of social media under the provisions of a formal policy of the enterprise.

Use of ICT by enterprises to exchange information and services with governments and public administrations (e-government)

Characteristics to be collected for enterprises that have access to the internet:
— internet usage for obtaining information from public authorities' websites or home pages, during the previous calendar year,
— internet usage for obtaining forms from public authorities' websites or home pages, during the previous calendar year,
— internet usage for submitting completed forms to public authorities, during the previous calendar year,
— internet usage for handling Value Added Tax (VAT) declarations completely over the internet without the need for paperwork (including electronic payment, if required), during the previous calendar year,
— internet usage for handling social contribution declarations completely over the internet without the need for paperwork (including electronic payment, if required), during the previous calendar year,
— internet usage for accessing tender documents and specifications in a public authority electronic procurement system, during the previous calendar year,
— internet usage for offering goods or services in national public authority electronic procurement systems (eTendering), during the previous calendar year,

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— internet usage for offering goods or services in public authority electronic procurement systems (eTendering) in other EU Member States, during the previous calendar year.

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

Characteristics to be collected for enterprises that have access to the internet:

— use of portable devices provided by the enterprise to persons employed which allow a mobile connection to the internet for business use.

Characteristics to be collected for enterprises that provide persons employed with portable devices that allow a mobile connection to the internet for business use:

— persons employed or percentage of the total number of persons employed having a portable device provided by the enterprise which allows a mobile connection to the internet for business use.

E-business processes

Characteristics to be collected for enterprises that use computers:

— sending e-invoices suitable for automatic processing,

— sending of electronic invoices not suitable for automatic processing,

— receiving e-invoices suitable for automatic processing,

— use of an ERP (Enterprise Resource Planning) software package to share information between different functional areas,

— (optional) use of any software application for managing information about clients (Customer Relationship Management — CRM software) that allows it to capture, store and make available to other business functions information about the enterprise's clients,

— (optional) use of any software application for managing information about clients (Customer Relationship Management — CRM software) that allows the analysis of information about clients for marketing purposes.

E-commerce

Characteristics to be collected for enterprises that use computers and are not classified in Section K of NACE Rev. 2:

— receiving of orders for products or services that were placed via websites (web sales), in the previous calendar year,

— receiving of orders for products or services via EDI-type messages (EDI-type sales), in the previous calendar year,

— placing of orders for products or services via websites or EDI-type messages, in the previous calendar year,

— obstacles limiting or preventing sales over a website (web sales) due to goods or services not being suitable for web sales,

— obstacles limiting or preventing web sales due to problems related to logistics,

— obstacles limiting or preventing web sales due to problems related to payments,

— obstacles limiting or preventing web sales due to problems related to ICT security or data protection,

— obstacles limiting or preventing web sales due to problems related to the legal framework,

— obstacles limiting or preventing web sales due to the excessively high costs for introducing web sales compared to the benefits.

Characteristics to be collected for enterprises that have received orders placed via websites: