



OTT SERVICES - GLOSSARY

For the purpose of these questionnaires, OTT services providing audiovisual and communication content are classified into three primary categories.

NI-ICS services (number-independent interpersonal communications services) are interpersonal communications services which do not connect with publicly assigned numbering resources, namely, a number or numbers in national or international numbering plans, or which do not enable communication with a number or numbers in national or international numbering plans.

OTT Live TV (linear OTT television) refers to the delivery of live, scheduled broadcast content over the internet, in a manner similar to traditional television but via OTT platforms. Unlike VOD, where viewers select content at their own discretion, linear OTT television streams content in real time.

Video on Demand (VOD) services allow users to access audiovisual content of their choice and on their own schedule. They are divided into three models: SVOD (Subscription Video on Demand), which provides access to a content library via a recurring subscription; TVOD (Transactional Video on Demand), based on the one-time purchase or rental of individual titles; and HVOD (Hybrid Video on Demand), which combines elements of both subscription and transactional models.

When completing the questionnaire, please indicate in the "Note" section if any information is confidential or a business secret. In accordance with the provisions of Article 29, paragraph 2, indent 2 of the Electronic Communications Act, a business secret is considered any data specifically designated as such by the data owner, if a valid explanation is provided and accepted by HAKOM. Paragraphs 3 and 4 of the same Article provide that if the data and documentation submitted to HAKOM contain a business secret, the operator/other person (the data owner) must indicate to HAKOM, with a valid explanation, which information is considered a business secret, and must provide a non-confidential version of the documentation.

In the event that data is considered a business secret but a copy of the correspondence and/or documentation without business secrets is not provided, HAKOM will request the operator to resubmit the correspondence and/or documentation accordingly. If the operator fails to comply with the repeated request, HAKOM will consider that such correspondence and/or documentation does not contain business secrets. Exceptionally, data or documentation that has been made publicly available in any way, or is published based on specific regulations or decisions of the data owner, as well as in cases where the data owner has failed to act in accordance with HAKOM's repeated request, shall not be considered a business secret.

For the purposes of monitoring NI-ICS and Live TV services, HAKOM's expert team has defined the following set of indicators, with a clear distinction between private and business users. The questionnaire will be collected on a quarterly basis.

INDICATOR	OTT SERVICE	UNIT	INDICATOR DEFINITION
1. NI-ICS SERVICE			
1.1. Number of registered private users	NI-ICS service	pcs	Total number of users from Croatia who had a registered user account with a specific NI-ICS service provider on the last day of the quarter.
1.2. Number of active private users	NI-ICS service	pcs	Total number of users from Croatia who had a registered user account with a specific NI-ICS provider on the last day of the quarter and used the specified service at least once in the last 90 days of that period.
1.3. Number of registered business users	NI-ICS service	pcs	Total number of business users from Croatia who had a registered user account with a specific NI-ICS service provider on the last day of the quarter. NOTE: <i>A business user is any natural or legal person acting in a commercial or professional capacity who uses an enhanced service application offered by NI-ICS providers for business purposes.</i>
1.4. Number of active business users	NI-ICS service	pcs	Total number of business users from Croatia who had a registered user account with a specific NI-ICS provider on the last day of the quarter and used the specified service at least once in the last 90 days of that period.
1.5. Total number of sent messages	NI-ICS service	pcs	Total number of sent messages that NI-ICS service users from Croatia sent to other NI-ICS service users. The data refers to the last day of the quarter.
1.6. Total duration of outgoing voice calls	NI-ICS service	pcs	Total number of voice call minutes generated by NI-ICS service users from Croatia to other NI-ICS service users. The data refers to the last day of the quarter.
1.7. Total duration of outgoing video calls	NI-ICS service	pcs	Total number of video call minutes generated by NI-ICS service users from Croatia to other NI-ICS service users. The data refers to the last day of the quarter.
2. LIVE TV SERVICE			
2.1. Number of registered Live Pay TV service users	Live TV service	pcs	Total number of registered users from Croatia who had an active Live Pay TV service user account on the last day of the quarter.
2.2. Number of registered Live Free TV service users	Live TV service	pcs	Total number of registered users from Croatia who had an active Live Free TV service user account on the last day of the quarter.
2.3. Total revenue from registered Live TV platform users	Live TV service	EUR	Total revenue generated from Live TV service users from Croatia. This revenue includes one-off and monthly fees from Live TV service users. The data refers to the last day of the quarter.

For the purposes of monitoring VOD services, HAKOM's expert team has defined the following set of indicators. The questionnaire will be collected on an annual basis.

INDICATOR	OTT SERVICE	UNIT	INDICATOR DEFINITION
1. VOD SERVICE			
1.1. Number of registered SVOD service users	VOD service	pcs	Total number of users from Croatia who had an active SVOD service user account on the last day of the reporting year.
1.2. Number of registered TVOD service users	VOD service	pcs	Total number of users from Croatia who had an active TVOD service user account on the last day of the reporting year.
1.3. Number of registered HVOD service users	VOD service	pcs	Total number of users from Croatia who had an active HVOD service user account on the last day of the reporting year.
1.4. Total revenue from registered VOD service users	VOD service	EUR	Total revenue generated from VOD service users from Croatia. This revenue includes one-off and monthly fees from SVOD/TVOD/HVOD service users. The data refers to the last day of the year.