Certified measurement guide

As of: October 1, 2019

RTR

Content

1 Certified measurement

1.1. What is the purpose of the certified measurement?

With the certified measurement conclusive statements about the quality of your Internet access can be made. These findings serve as the basis for a so-called prima facie proof of certain warranty aspects of the Internet connection from an Austrian operator. With such prima facie evidence, your legal position in case of dispute improves considerably. The certified measurement only states facts. The decision as to whether a contractually compliant service is provided or not is therefore always the responsibility of the decisive body. This could be a court or the conciliation body of RTR. References to the relevant legal bases can be found at the end of this document.

Data protection: Information on data protection can be found here:

https://www.rtr.at/en/tk/netztestprivacypolicyweb

1.2 Requirements for using the certified measurement

- You can use the certified measurement to check wired Internet access services. According to current legal interpretation, this includes all DSL (including hybrid products), cable or fibre optic connections. Currently no certified measurement for mobile phone connections is provided.
- Certified measurements can be made via an Internet browser (Chrome, Edge, Firefox, etc.) of your computer (e.g. desktop PC, notebook). It is important to always use the latest version of the browser. Tablets or smartphones with Android or iOS (iPhone or iPad) are currently not supported.
- The certified measurement is only valid for users of operators in Austria.
- The certified measurement only applies as proof-relevant if a minimum number of individual measurements, spread over several days, is carried out. Note that a large amounts of data can be generated. Therefore only use the certified measurement if you have unlimited data volume available. This is usually the case with wired Internet connections.
- If you use a product in which the bandwidth is throttled or blocked after consumption of a certain amount of data, meaningful individual measurements after reaching this limit are not possible. However, such products are very rare in wired Internet access.
- The certified measurement is not suitable to detect complete power failures, because then no measurements are possible.

2   Course of the test

2.1   Basics

Before starting the test, pay attention to the following information that is required for a meaningful test result.

- The test is simple but requires basic knowledge of how to operate a computer. If you do not have such knowledge, you get help from your relatives or friends.
- A certified measurement consists of at least three measurement cycles and these in turn consist of several individual measurements.
- A measuring cycle lasts at least two hours. In this period, individual measurements are carried out **at intervals of 15 minutes. At least three measuring cycles** should be carried out on three different days within two weeks.
- A total of at **least 18 individual measurements** must be successful. Likewise, **at least two individual measurements** must be successful for each of the three measurement cycles. If there are not enough successful measurements, further measurement cycles have to be undertaken. The number of successful measurements can be taken from the measurement protocols.
- Please note that the corresponding computer must be in operation for the duration of the measurement. In particular, make sure that the energy-saving mode does not become active during the measurements.
- During a measurement cycle, do not use your computer for other applications.
- Before starting a measurement cycle, make sure that no other users use the same Internet connection at the time of the measurement (e.g. family members via smartphone).
- If your computer is already connected to the Internet via a LAN cable, please measure over this. If you carry out the measurement via WLAN, please make sure that the connection between computer and WLAN access point is as low as possible.

At the end of this document, you will find a checklist to assist you in performing the certified measurement.

For questions about the certified measurement, please contact netztest@rtr.at.

2.2   Personal details and information about the measurement environment

For the first measurement cycle, you must fill in the input fields in the associated web form and also make photos of your computer system. For further measuring cycles, it is sufficient to specify only your name and address. Do not fundamentally change your computer system between the individual measuring cycles.

Upload the photos you made during the first measurement cycle. However, it is also possible to attach the photos to the protocols at a later stage.

2.3 Execution of individual measuring cycles

After you have entered the necessary data, you can start a measuring cycle. The individual measurements then take place automatically. You will receive information as soon as the measuring cycle is completed and the result can be downloaded as a PDF document.

Important: The PDF documents are not saved by RTR. Save the result immediately or print it out. If you do not download the result of a measurement cycle immediately after the end of the measurement cycle, it is lost and cannot be restored.

3 Result of the certified measurement

At least three measurement cycles (with the required minimum number of successful measurements, your specifications and photos) constitute a certified measurement. To be considered as prima facie evidence, you must sign the individual PDF documents. This also confirms that you have truthfully provided all the required information and have made measurements to the best of your knowledge and belief. Of course, you can also save and use the PDF documents electronically or without your signature. Keep in mind, that a court or the conciliation body of RTR will request printed[1] and signed documents.

The following information can be found in the PDF documents:

- the list of measurements,
- the summary of measurements,
- the location of measurements,
- the questions you answered regarding the measurement environment,
- the photos you have uploaded regarding the measuring environment,
- the individual detailed measurement results.

Keep the PDF or printed documents in a safe place so you can use them as evidence.

4 What's next?

If you suspect that the results of the certified measurement indicate a problem regarding your Internet access, it is best to contact your operator in a timely manner. You can also use the certified measurement before the conciliation body of RTR or before the court. Also before the conciliation body of RTR or in court proceedings, it makes sense if the result of the certified measurement is as up-to-date as possible.

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[1] If you can electronically sign the PDF documents electronically, you will no longer need to print..

Further information regarding the conciliation body of RTR can be found at:
https://www.rtr.at/schlichtungsstelle

Please note: The result of the conciliation body of RTR or of court proceedings always depends on the specific case-by-case examination. Above all, it depends on your specific contract with your operator. Therefore, a certified measurement canl not predict the outcome of such procedures.
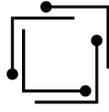
5   References and background information

This guide, together with the web form, which can be found under http://www.netztest.at/en/ZertMessung, constitute the so-called "terms of use" according to Art 17b Austrian Telecommunications Act 2003. In addition see also Art. 4 Par. 4 TSM-regulation (VO (EU) 2015/2120) and the "BEREC Guidelines on the Implementation by National Regulators of European Net Neutrality Rules". The mentioned legislation as well as the guidelines from BEREC can be found here:

https://www.rtr.at/en/tk/TKG2003

https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32015R2120

https://berec.europa.eu/eng/document_register/subject_matter/berec/regulatory_best_practices/guidelines/6160-berec-guidelines-on-the-implementation-by-national-regulators-of-european-net-neutrality-rules

6 Checklist

The following checklist will help you to carry out the certified measurement.

Step	Done?
For the first measuring cycle: have you provided all required data?	
Have you taken photos and uploaded them?	
Have at least three measuring cycles been carried out within two weeks?	
For each measuring cycle were at least two individual measurements successful?	
Were at least 18 individual measurements successful?	
Have you saved or printed the PDF documents from the individual measuring cycles?	
Have you signed the PDF documents of the individual measuring cycles (at least three signatures)?	