



# SAOPĆENJE

## FIRST RELEASE



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## INFORMACIJSKO DRUŠTVO

### INFORMATION SOCIETY

#### TELEKOMUNIKACIONA OPREMA, MREŽA I USLUGE, BIH, 2015.

*TELECOMMUNICATIONS EQUIPMENT, NETWORK AND SERVICES, BIH, 2015.*

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u 2015. godini iznosio je 772.683, što predstavlja pad od 9,4 % u odnosu na 2014. godinu.

*Total number of fixed telephone lines of dominant operators in 2015 was 772.683 which represents a decrease of 9,4% compared to the 2014th year.*

Ukupan broj vlastitih pretplatnika alternativnih operatora u 2015. godini iznosio je 78.260, što pokazuje rast od 20,1% u odnosu na prethodnu godinu.

*The total number of own subscribers of alternative operators in the year of 2015 was 78 260 which shows an increase of 20,1% compared to previous year.*

Ukupni saobraćaj fiksne telefonske mreže u 2015. godini iznosio je 1,9 milijardi minuta, što pokazuje pad od 15,0 % u odnosu na 2014.

*The total traffic of fixed telephone network in the year of 2015 was 1,9 billion minutes which shows a decrease of 15,0% compared to 2014th.*

Ukupni domaći odlazni saobraćaj alternativnih operatora u 2015. godini iznosio je 401 milion minuta, što pokazuje rast od 232,0% u odnosu na prethodnu godinu.

*The total outgoing domestic traffic alternative operators in the year of 2015 was 401 millions minutes which shows an increase of 232,0% compared to previous year.*

Broj pretplatnika mobilne mreže u 2015. godini iznosio je 3.392.989 i bilježi pad od 2,8 %.

*The number of mobile telephone subscribers in the year of 2015 was 3.392.989 which shows a decrease of 2,8%.*

Ukupni saobraćaj mobilne mreže u 2015. godini iznosio je 2,8 milijardi minuta, što pokazuje rast od 0,5% u odnosu na prethodnu godinu. Broj poslanih SMS poruka u 2015. godini manji je za 26,0%, dok je broj poslanih MMS poruka manji za 37,1% u odnosu na 2014. godinu.

*The total traffic of mobile telephone network in the year of 2015 was 2,8 billion minutes which shows an increase of 0,5% compared to the previous year. Number of SMS messages sent in the 2015th year decreased by 26,0%, while the number of MMS messages sent lower by 37,1% compared to the 2014th year*

Ukupan broj pretplatnika fiksnog interneta u 2015. godini iznosio je 636.122, što pokazuje rast od 16,8% u odnosu na prethodnu godinu.

*Total number of fixed Internet subscribers in the year of 2015 was 636.122 which shows an increase of 16,8% compared to previous year.*

Broj pretplatnika mobilnog Interneta putem standardnog mobilnog širokopojasnog pristupa u 2015. godini iznosio je 1.183.014, što pokazuje rast od 22,3% u odnosu na prethodnu godinu.

*Number of subscribers of mobile Internet via a standard mobile broadband access in the year of 2015 was 1.183.014 which shows an increase of 22,3% compared to previous year.*

**TELEKOMUNIKACIONI POKAZATELJI<sup>1</sup>**  
**TELECOMMUNICATION INDICATORS<sup>1</sup>**

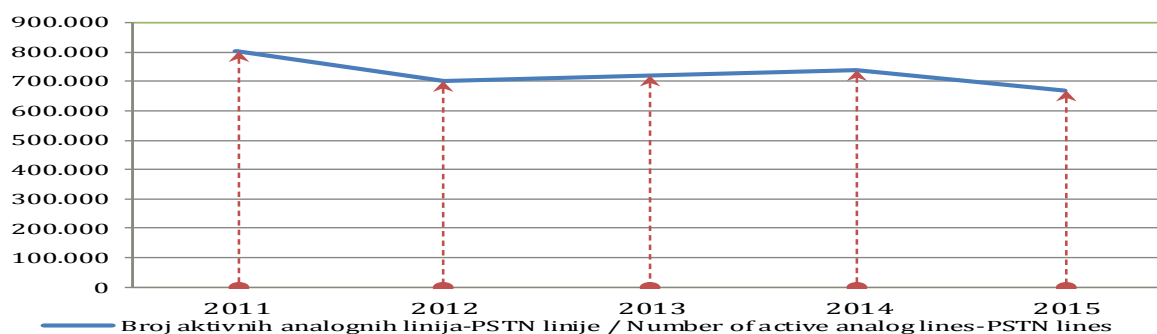
**T. 1. Fiksna telefonska mreža**

**T.1. Fixed telephone network**

	2015.	
<b>Ukupan broj aktivnih fiksnih telefonskih linija incumbent<sup>2</sup> operatera</b>	<b>772.683</b>	<b>Total number of fixed telephone lines of incumbent<sup>2</sup> operators</b>
Broj aktivnih analognih linija- PSTN linije	666.936	<i>Number of active analog lines- PSTN lines</i>
Broj ISDN linija izraženo u B kanalima	50.188	<i>Number of ISDN lines (expressed in B channels)</i>
Broj pretplata putem fiksne bežične petlje (CLL ili WLL)	22.671	<i>CLL subscriptions</i>
Broj pretplata IP telefonije <sup>3</sup>	34.241	<i>Number of IP telephone subscribers<sup>3</sup></i>
Ukupan broj javnih telefonski govornica	1.452	<i>Number of public payphones</i>
Broj linija pretplatnika fizičkih osoba	629.571	<i>Number of main lines which are residential (analog and B channels)</i>
Broj linija pretplatnika pravnih osoba	141.661	<i>Number of main lines which are business (analog and B channels)</i>
Broj alternativnih <sup>4</sup> operatera fiksne telefonije	13	<i>Total number of alternative operators</i>
Ukupan broj vlastitih pretplatnika alternativnih operatera	78.260	<i>Alternative operators -Number of Direct Access Subscribers</i>
Ukupan broj pretplatnika alternativnih operatera sa indirektnim pristupom (CS- izbor operatera)	40.704	<i>Alternative operators -Number of Indirect Access Subscribers (CPS, CS, etc.)</i>
Ukupan broj prenesenih fiksnih brojeva sa 31.12.2015.godine	32.656	<i>The total number off transferred fixed numbers in the 2015th year(with 31.12.2015)</i>

G1. Fiksna telefonska mreža-ukupan broj aktivnih fiksnih telefonskih linija incumbent operatera

G.1. Fixed telephone network- Total number of fixed telephone lines of incumbent operators



<sup>1</sup> Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)

Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

<sup>2</sup> Termin incumbent operatori se odnosi na operatore koji su prije liberalizacije tržišta imali državni (zakonski) monopol; u Bosni i Hercegovini su: BH Telecom, Telekom Srpske i HT Mostar.

The term incumbent refers to operators who had public (legal) monopoly before liberalization markets; in Bosnia and Herzegovina these are: BH Telecom, Telekom Srpske and HT Mostar.

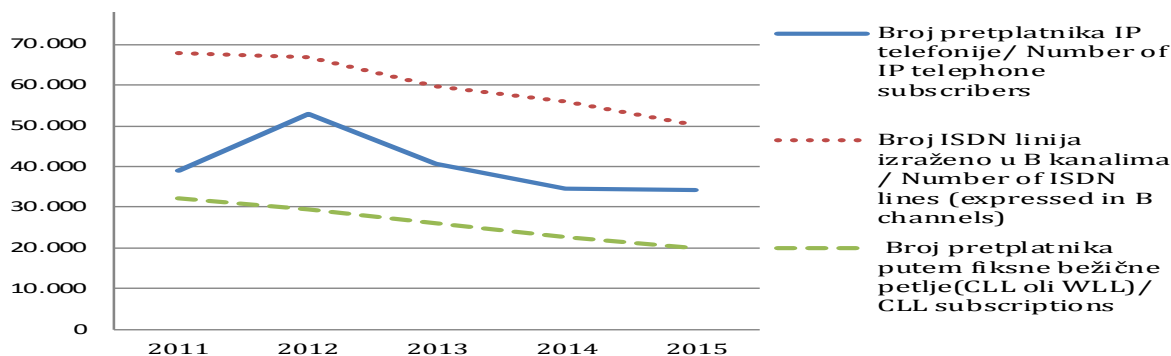
<sup>3</sup> Broj aktivnih pretplatnika IP fiksne telefonije (koji su ostvarili saobraćaj u posljednja tri mjeseca). Uključuje pretplatnike IP telefonije putem fiksnog bežičnog pristupa, DSL, kablovskog ili drugog fiksnog flat pristupa internetu koji pruža fiksnu telefoniju koristeći internet protokol, ali ne uključuje software bazirane na VoIP aplikacije, kao što su: Skype, Hotmail ili Yahoo.

Number of active subscribers of fixed telephony (those who have generated traffic in last three months). Includes subscribers of IP telephony via a fixed connection, DSL, cable or any other fixed access to internet that provides a fixed telephony by using internet protocol but that does not include software based on VoIP application as for example: Skype, Hotmail or Yahoo.

<sup>4</sup> Termin alternativni operatori se odnosi na operatore koji su se na tržištu pojavili nakon početka liberalizacije tržišta i korisnici su Dozvole za obavljanje djelatnosti davatelja nepokretnih javnih telefonskih usluga.

The term alternative operators refers to operators that have appeared on the market after the start of the liberalization of the market and customers are licensees for providers of fixed public telephone services

G.2. Fiksna telefonska mreža  
G.2. Fixed telephone network



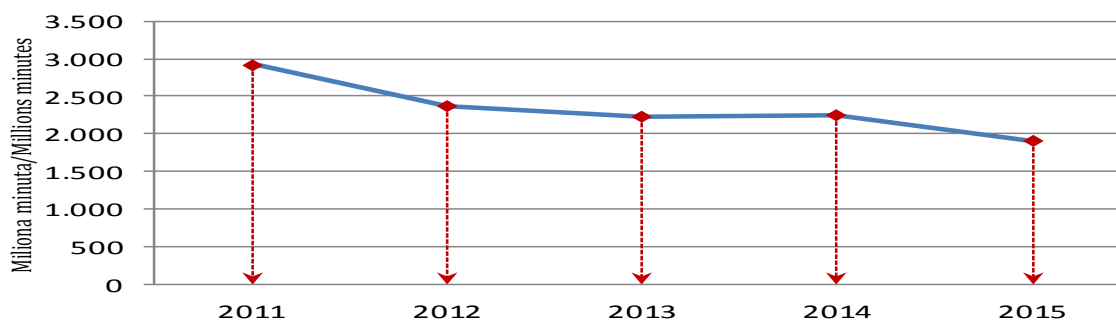
T.1.1. Saobraćaj ostvaren putem fiksne telefonske mreže

T.1.1 Traffic accomplished via fixed telephone network

	2015.	
<b>Ukupan saobraćaj (u minutama)</b>	<b>1.906.941.985</b>	<b>Total traffic (in minutes)</b>
<b>Ukupni domaći odlazni saobraćaj SMP operatora (u minutama)</b>	<b>1.697.662.943</b>	<b>Outgoing domestic traffic SMP operators (in minutes)</b>
Odlazni lokalni i međumjesni saobraćaj unutar vlastite fiksne mreže (u minutama)	1.281.731.200	Outgoing local and trunk telephone traffic- traffic inside same network group (in minutes)
Odlazni saobraćaj prema drugim fiksним mrežama u BiH (u minutama)	97.349.942	Outgoing traffic to other fixed networks in BiH (in minutes)
Odlazni saobraćaj prema mobilnim mrežama u BiH (u minutama)	318.581.801	Outgoing traffic to mobile networks in BiH (in minutes)
<b>Međunarodni odlazni telefonski saobraćaj (u minutama)</b>	<b>58.756.404</b>	<b>Interantional outgoing fixed telephone traffic (in minutes)</b>
<b>Međunarodni dolazni telefonski saobraćaj (u minutama)</b>	<b>147.965.077</b>	<b>Interantional incoming fixed telephone traffic (in minutes)</b>
<b>Dial-up internet saobraćaj (u minutama)</b>	<b>2.557.561</b>	<b>Dial up internet traffic (in minutes)</b>

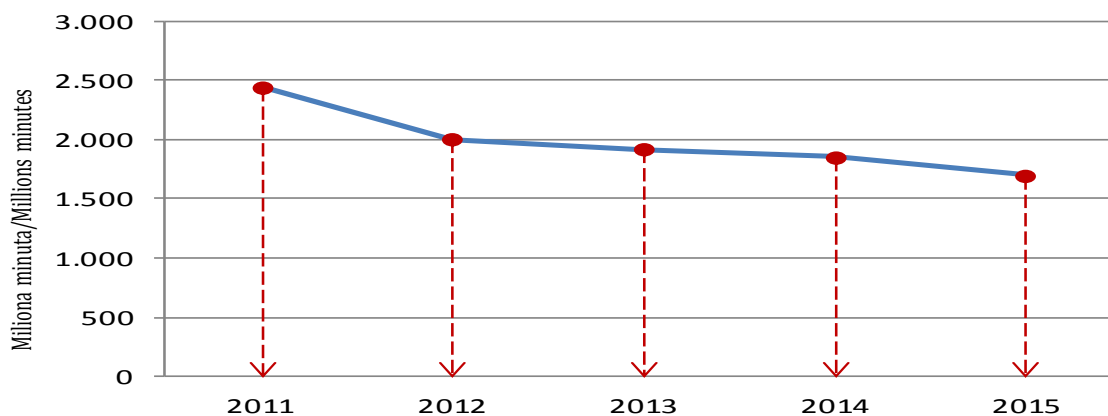
G.3. Ukupan saobraćaj incument operatora (u milionama minutama)

G.3. Total traffic incument operator (in millions minutes)



G.4. Ukupan domaći odlazni saobraćaj incumbent operatora (u milionama minutama)

G.4. Total domestic outgoing traffic incumbent operators (in millions minutes)



### T.1.2. Saobraćaj (koji su ostvarili alternativni operatori)

T.1.2. Traffic (realised by alternative operators)

	2015.	
<b>Ukupni domaći odlazni saobraćaj alternativnih operatora (u minutama)</b>	<b>401.264.808</b>	<b>Outgoing domestic traffic alternative operators (in minutes)</b>
Međunarodni odlazni telefonski saobraćaj alternativnih operatora (u minutama) <sup>5</sup>	14.227.129	International outgoing fixed telephone traffic alternative operators (in minutes) <sup>5</sup>
Međunarodni dolazni telefonski saobraćaj alternativnih operatora (u minutama) <sup>6</sup>	17.244.752	International incoming fixed telephone traffic alternative operators (in minutes) <sup>6</sup>
Međunarodni dolazni saobraćaj koji je došao preko alternativnih operatora i završio u fiksnim mrežama dominantnih operatora (u minutama)	104.610.778	International incoming traffic that came through the alternative operators and ended in the fixed networks of dominant operators (in minutes)
Međunarodni dolazni saobraćaj koji je došao preko alternativnih operatora i završio u mobilnim mrežama dominantnih operatora (u minutama)	57.763.620	International incoming traffic that came through the alternative operator and ended in the mobile networks of dominant operators (in minutes)

<sup>5</sup> Saobraćaj vlastitih pretplatnika i pretplatnika koji koriste indirektni pristup (CS, CPS, telefonska kartica) koji se upućuje ka fiksnim i mobilnim mrežama u inostranstvu.

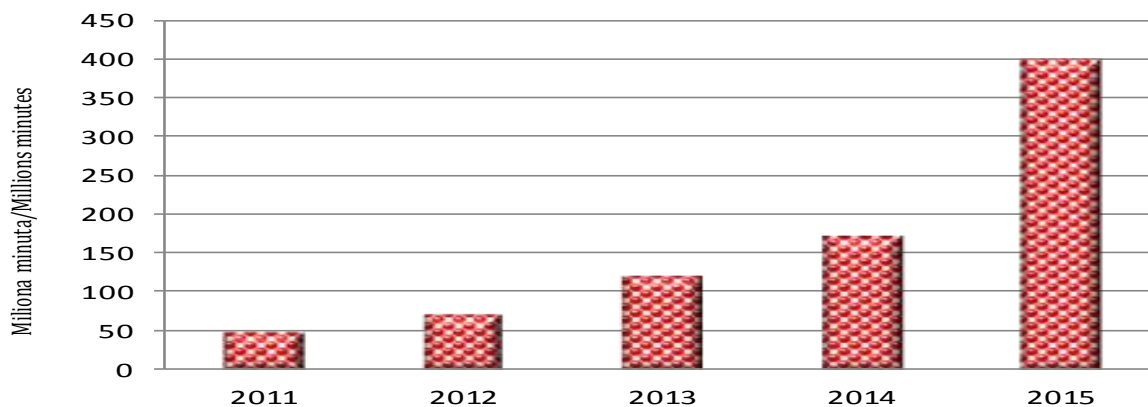
Traffic of own subscribers and subscribers who use intermediate access (CS, CPS, phone cards) that is being redirected toward fix and mobile networks abroad.

<sup>6</sup> Međunarodni saobraćaj koji dolazi u vlastitu mrežu operatora.

International traffic that uses the own network of telephone provider

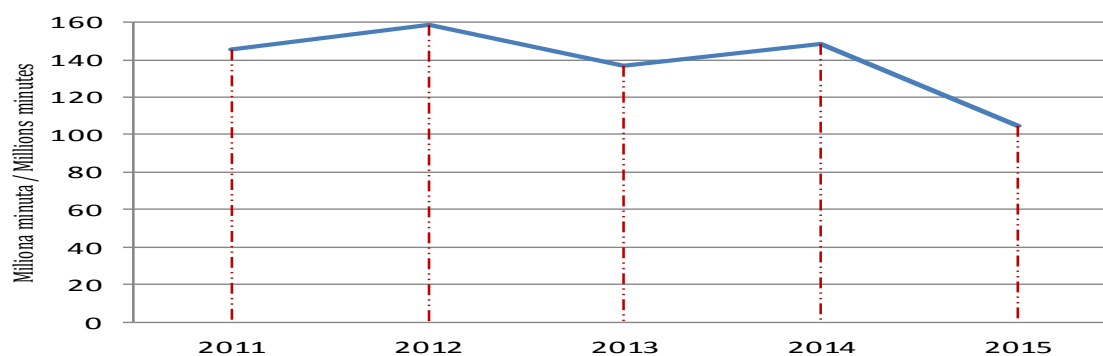
G.5. Ukupan domaći odlazni saobraćaj alternativnih operatora (u milionama minutama).

G.5. Total domestic outgoing traffic alternative operators (in million minutes).



G.6. Međunarodni dolazni saobraćaj koji je došao preko alternativnih operatora i završio u fiksnim mrežama incumbent operatora (u minutama).

G.6. International incoming traffic that came through the alternative operators and ended in the fixed networks of dominant operators (in minutes).

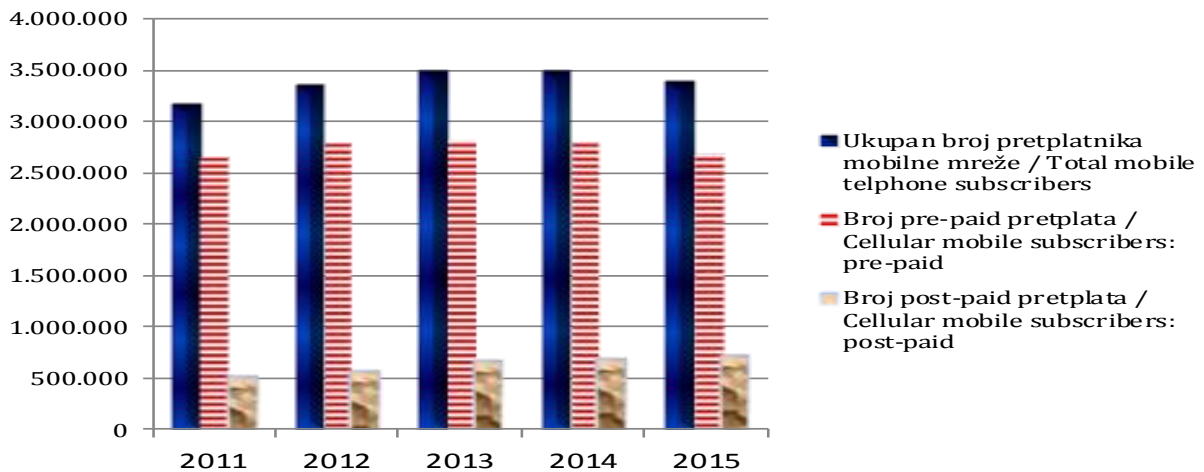


## T.2. Mobilna telefonska mreža

### T.2. Mobile Telephone Network

	2015.	
<b>Ukupan broj pretplatnika mobilne mreže</b>	3.392.989	<b>Total mobile telephone subscribers</b>
Broj pre-paid pretplata	2.670.540	Cellular mobile subscribers: pre-paid
Broj post-paid pretplata	722.449	Cellular mobile subscribers: post-paid

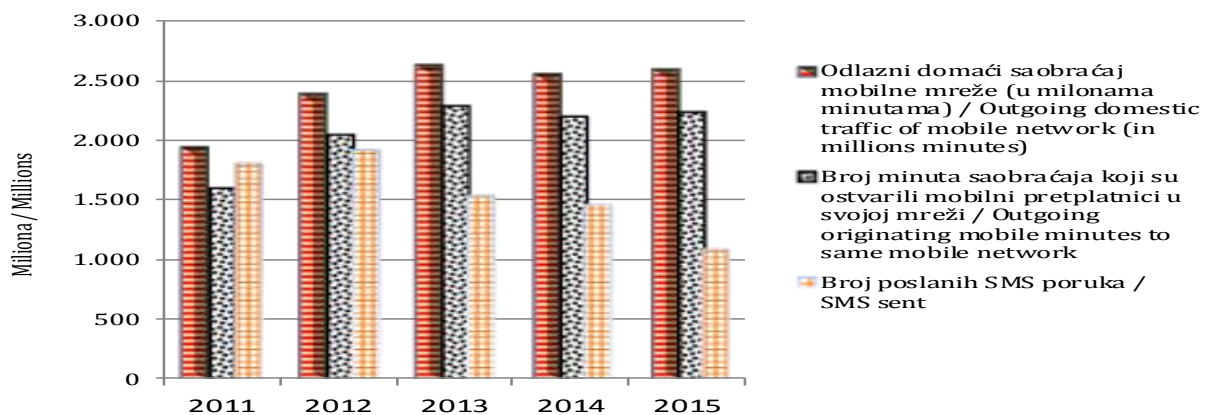
G.7. Ukupan broj pretplatnika mobilne mreže  
G.7. Total mobile telephone subscribers



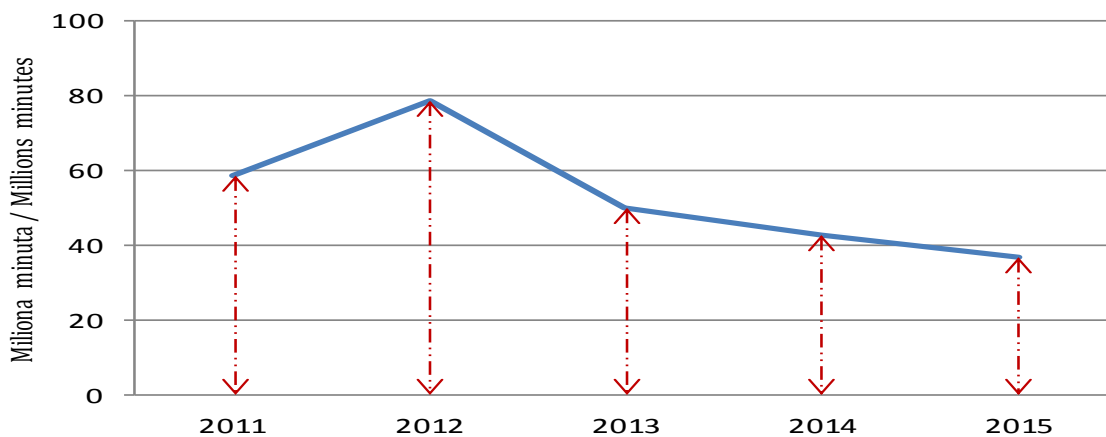
T.2.1. Saobraćaj ostvaren putem mobilne mreže  
T.2.1. Traffic accomplished via mobile cellular network

	2015.	
<b>Ukupni saobraćaj (u minutama)</b>	2.789.254.225	<b>Total traffic (in minutes)</b>
<b>Odlazni saobraćaj mobilne mreže u minutama (domaći saobraćaj), od toga:</b>	2.592.509.975	<b>Outgoing traffic of mobile network in minute (domestic traffic), of which:</b>
Broj minuta saobraćaja koji su ostvarili mobilni pretplatnici u svojoj mreži.	2.229.462.776	Outgoing/originating mobile minutes to same mobile network.
Broj minuta saobraćaja koji su ostvarili mobilni pretplatnici prema drugim mobilnim mrežama u BiH.	203.297.092	Outgoing/originating mobile minutes to other mobile networks in BiH.
Broj minuta saobraćaja mobilna - fiksna	159.750.107	Outgoing mobile minutes to fixed networks
<b>Međunarodni odlazni saobraćaj (u minutama)</b>	36.736.824	<b>International outgoing mobile traffic (in minutes)</b>
<b>Međunarodni dolazni saobraćaj (u minutama)</b>	160.007.426	<b>International incoming mobile traffic (in minutes)</b>
Broj poslanih SMS poruka	1.083.631.758	SMS sent
Broj poslanih MMS poruka	1.352.642	MMS sent

G.8. Saobraćaj ostvaren putem mobilne mreže  
G.8. Traffic accomplished via mobile cellular network



G.9. Međunarodni odlazni saobraćaj ( u minutama)  
 G.9. *International outgoing mobile traffic (in minutes)*



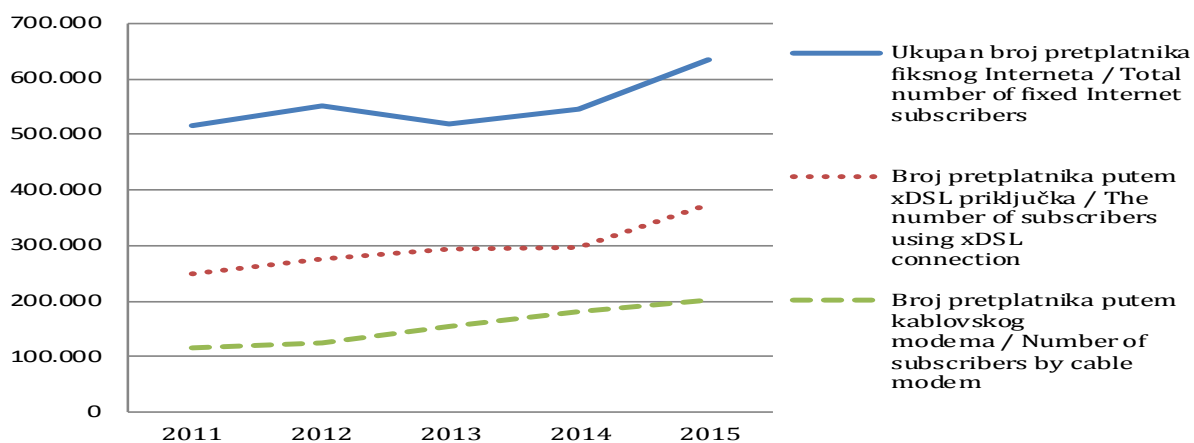
T.2.2. Procenat pokrivenosti mobilnom mrežom  
 T.2.2. *Percent coverage of mobile network*

	2015.	
Procenat pokrivanja stanovništva sa 3G mobilnom mrežom (%)	95	<i>Percent coverage population of 3G mobile cellular network (%)</i>
Procenat pokrivanja mobilnom mrežom - pokrivenost stanovništva GSM mrežom (populacija) (%)	99,5	<i>Percent coverage of mobile cellular network (population) (%)</i>

T.3. Fiksni internet  
 T.3. *Fixed internet*

	2015.	
Broj ISP-ova	70	<i>Number of ISPs</i>
<b>Ukupan broj pretplatnika fiksnog Interneta</b>	<b>636.122</b>	<b><i>Total number of fixed Internet subscribers</i></b>
Broj dial up pretplatnika	1.739	<i>Number of dial-up subscribers</i>
Ukupan broj broadband pretplatnika fiksnog Interneta	634.987	<i>Total number of broadband subscribers</i>
Broj pretplatnika putem xDSL priključka	372.767	<i>The number of subscribers using xDSL connection</i>
Broj pretplatnika putem kablovskog modema	200.972	<i>Number of subscribers by cable modem</i>
Broj pretplatnika putem FWA (fiksni bežični pristup) priključka	59.326	<i>Number of subscribers by FWA (fixed wireless) connection</i>
Broj pretplatnika putem iznajmljenih linija	1.254	<i>The number of subscribers via leased lines</i>
Broj pretplatnika putem FTTH priključka	428	<i>The number of subscribers via FTTH connection</i>
Broj pretplatnika putem ostalih tehnologija	240	<i>The number of subscribers using other technologies</i>

G.10. Fiksni internet  
G.10. Fixed internet



T.4. Mobilni internet  
T.4. Mobile internet

	2015.	
Broj pretplatnika mobilnog Interneta putem standardnog mobilnog širokopojsnog (broadband) pristupa	1.183.014	<i>The number of subscribers of mobile Internet via a standard mobile broadband access</i>
Broj pretplatnika mobilnog Interneta putem namjenskog širokopojsnog (broadband) pristupa	95.975	<i>The number of subscribers of mobile Internet via dedicated broadband access</i>



## METODOLOŠKA OBJAŠNJENJA

### Izvor prikupljanja podataka

Podaci o telekomunikacionim uslugama preuzeti su od Regulatorne agencije za komunikacije Bosne i Hercegovine (RAK BiH).

### Obuhvat

Telekomunikacione usluge obuhvataju saobraćaj ostvaren u fiksnoj i mobilnoj mreži.

Unutrašnji saobraćaj u fiksnoj ili mobilnoj mreži obuhvata ukupno ostvaren saobraćaj unutar vlastite fiksne ili mobilne mreže prema drugim fiksnim i mobilnim mrežama.

Međunarodni saobraćaj obuhvata ukupno ostvaren saobraćaj u fiksnim i mobilnim mrežama koji počinje unutar Bosne i Hercegovine i završava izvan Bosne i Hercegovine.

### DEFINICIJE

**Telekomunikaciona usluga** je usluga prijenosa, odašiljanja ili primanja znakova, signala, pisanog teksta, slika, govora i zvukova ili saopštenja bilo koje prirode koja se pruža žičnim, svjetlosnim, bežičnim ili drugim elektromagnetskim sistemima uključujući omogućavanje upotrebe tih sistema kao cjeline ili djelomično davanjem u najam, prodajom ili na neki drugi način.

**Priključak** je fizička mrežna priključna tačka preko koje korisnik pristupa javnoj komunikacionoj mreži, a uključuje sve tehničke načine pristupa, kao što su PSTN, ISDN, xDSL i sl

**Preneseni brojevi** su telefonski brojevi koji su preneseni u druge mreže.

**FTTx** je pristup širokopoljnim internet uslugama realizovan putem optičkog vlakna.

**xDSL** (Digitalna Pretplatnička Linija) je širokopoljni pristup internet uslugama realizovan putem upredene bakarne parice. Tu spadaju širokopoljne tehnologije kao što su ADSL, VDSL, HDSL, SDSL, itd.

**Utrošene minute** u fiksnoj i mobilnoj mreži obuhvataju ukupni saobraćaj ostvaren u unutrašnjem i međunarodnom saobraćaju izražen u jedinici vremena – minutama.

**Fiksna mreža** je telekomunikaciona mreža kod koje je međusobna povezanost svih elemenata ostvarena žično.

**Mobilna mreža** je telekomunikaciona mreža kod koje je međusobna povezanost nekih elemenata ostvarena bežično i time se omogućava uspostavljanje veza i u uslovima fizičkoga kretanja korisnika usluga te mreže.

**SMS poruke** (Short Message Service) su kratke tekstualne poruke.

**MMS poruke** (Multimedia Messaging Service) su poruke koje uključuju i multimedijalne sadržaje (npr. slike, muzika).

## NOTES ON METHODOLOGY

### Sources of data collection

Data on telecommunication services were picked up from Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH).

### Coverage

Telecommunication services include traffic realized in fixed and mobile telephone network.

The domestic traffic in fixed and mobile network includes the total traffic realized in the own fixed and mobile network, the traffic directed to other fixed and mobile networks.

The international traffic includes the total traffic realized in the fixed and mobile network that starts within and ends outside the Bosnia and Herzegovina.

### DEFINITIONS

**Telecommunication service** is a service of transfer, transmission or reception of signs, written text, pictures, speech, sounds or releasing of any kind rendered through wire, light, wireless or other electromagnetic systems, including the possibility of using those systems either as a whole or in part, through renting, sale or some other way.

**Connection** is a physical network connection point through which users access to a public communications network, and includes all the technical means of access such as PSTN, ISDN, xDSL, etc..

**Ported numbers** are phone numbers that have been transferred to other networks.

**FTTx** has access to broadband internet services realized through optical fibers.

**xDSL** (Digital Subscriber Line) is a broadband internet services realized via twisted copper pairs. These include broadband technologies such as ADSL, VDSL, HDSL, SDSL, etc.

**Minutes spent** in the fixed and mobile telephone network include the total traffic realized in the domestic and international traffic and measured by time units – minutes.

**Fixed network** is telecommunication network in which all elements are connected by using wires.

**Mobile network** is a telecommunication network in which some elements are not connected by using wires. In that way, a connection is possible even when users are physically moving.

**SMS messages** (Short Message Service) are short text messages.

**MMS messages** (Multimedia Messaging Service) are messages which include multimedia services (pictures, music).

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