



# PRIOPĆENJE

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GODINA/YEAR XI

SARAJEVO, 27.08.2021.

BROJ/NUMBER 1

## INFORMACIJSKO DRUŠTVO

### INFORMATION SOCIETY

#### TELEKOMUNIKACIJSKA OPREMA, MREŽA I USLUGE, BIH, 2020.

TELECOMMUNICATIONS EQUIPMENT, NETWORK AND SERVICES, BIH, 2020.

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera u 2020. godini iznosio je 560.796 što predstavlja pad od 3,9% u odnosu na 2019. godinu.

*Total number of fixed telephone lines of dominant operators in 2020 was 560.796 which represents a decrease of 3,9% compared to the 2019 th year.*

Ukupan broj vlastitih pretplatnika alternativnih operatera u 2020. godini iznosio je 146.149, što pokazuje rast od 1,1% u odnosu na prethodnu godinu.

*The total number of own subscribers of alternative operators in the year of 2020 was 146.149 which shows an increase of 1,1% compared to previous year.*

Ukupni promet fiksne telefonske mreže u 2020. godini iznosio je 1.286.516.973 minuta, što pokazuje rast od 11,6% u odnosu na 2019.

*The total traffic of fixed telephone network in the year of 2020 was 1.286.516.973 minutes which shows an increase of 11,6% compared to 2019th.*

Ukupni domaći odlazni promet alternativnih operatera u 2020. godini iznosio je 320.461.507 minuta, što pokazuje rast od 4,5% u odnosu na prethodnu godinu.

*The total outgoing domestic traffic alternative operators in the year of 2020 was 320.461.507 minutes which shows an increase of 4,5% compared to previous year.*

Broj pretplatnika mobilne mreže u 2020. godini iznosio je 3.509.674 što predstavlja pad od 6,6% u odnosu na prethodnu godinu.

*The number of mobile telephone subscribers in the year of 2020 was 3.509.674 which represents a decrease of 6,6% compared to previous year.*

Ukupni odlazni promet mobilne mreže u 2020. godini iznosio je 2.416.417.151, što pokazuje rast od 9,7% u odnosu na prethodnu godinu.

*The total traffic of mobile telephone network in the year of 2020 was 2.416.417.151 which shows an increase 9,7% compared to the previous year.*

Broj poslanih SMS poruka u 2020. godini manji je za 19,6%, u odnosu na 2019. godinu.

*Number of SMS messages sent in the 2020th year decreased by 19,6%, compared to the 2019th year*

Ukupan broj pretplatnika fiksnog interneta u 2020. godini iznosio je 770.775 što pokazuje rast od 3,3% u odnosu na prethodnu godinu.

*Total number of fixed Internet subscribers in the year of 2020 was 770.775 which shows an increase of 3,3% compared to previous year.*

Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog pristupa u 2020. godini iznosio je 1.608.820 što predstavlja rast od 4,1% u odnosu na 2019. godinu.

*Number of subscribers of mobile Internet via a standard mobile broadband access in the year of 2020 was 1.608.820 which represents an increase of 4,1% compared to the 2019 th year*

**TELEKOMUNIKACIJSKI INDIKATORI<sup>1</sup>**  
**TELECOMMUNICATION INDICATORS**

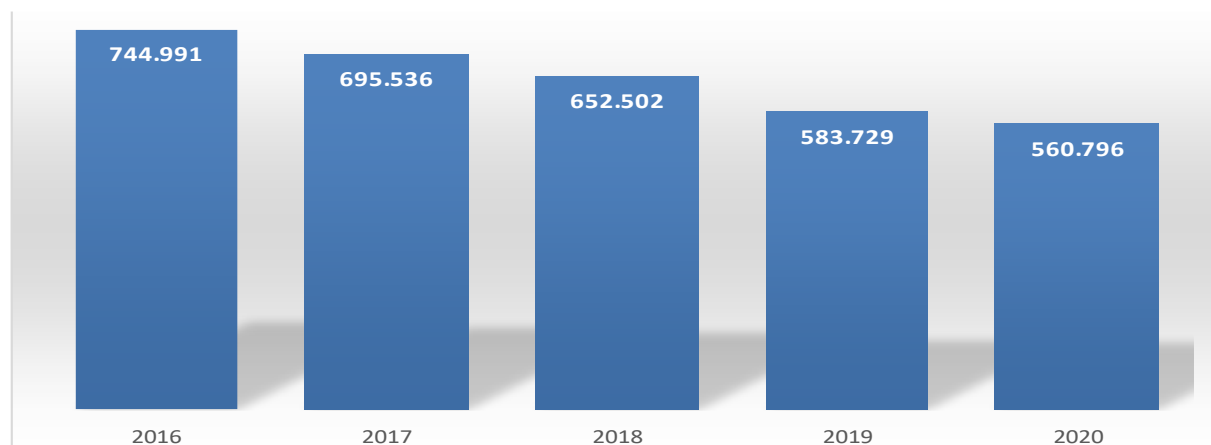
**T. 1. Fiksna telefonska mreža**

**T.1. Fixed telephone network**

	2020.	
<b>Ukupan broj aktivnih fiksnih telefonskih linija incumbent operatera<sup>2</sup></b>	<b>560.796</b>	<b>Total number of fixed telephone lines of Incumbent operators</b>
Broj aktivnih analognih linija- PSTN linije	309.350	<i>Number of active analog lines- PSTN lines</i>
Broj ISDN linija izraženo u B kanalima	25.494	<i>Number of ISDN lines (expressed in B channels)</i>
Broj pretplata putem fiksne bežične petlje (CLL ili WLL)	12.405	<i>CLL subscriptions</i>
Broj pretplata IP telefonije	212.737	<i>Number of IP telephone subscribers<sup>3</sup></i>
Ukupan broj javnih telefonskih govornica	810	<i>Number of public payphones</i>
Broj linija pretplatnika fizičkih osoba	423.137	<i>Number of main lines which are residential (analog and B channels)</i>
Broj linija pretplatnika pravnih osoba	136.849	<i>Number of main lines which are business (analog and B channels)</i>
Broj alternativnih operatera fiksne telefonije <sup>3</sup>	13	<i>Total number of alternative operators</i>
Ukupan broj vlastitih pretplatnika alternativnih operatera	146.149	<i>Alternative operators -Number of Direct Access Subscribers</i>
Ukupan broj pretplatnika alternativnih operatera s neizravnim pristupom (CS- izbor operatera)	507	<i>Alternative operators -Number of Indirect Access Subscribers (GPS, CS, etc.)</i>
Ukupan broj prenesenih fiksnih brojeva sa 31.12. 2020. godine	93.499	<i>The total number off transferred fixed numbers (with 31.12.2018 year)</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)

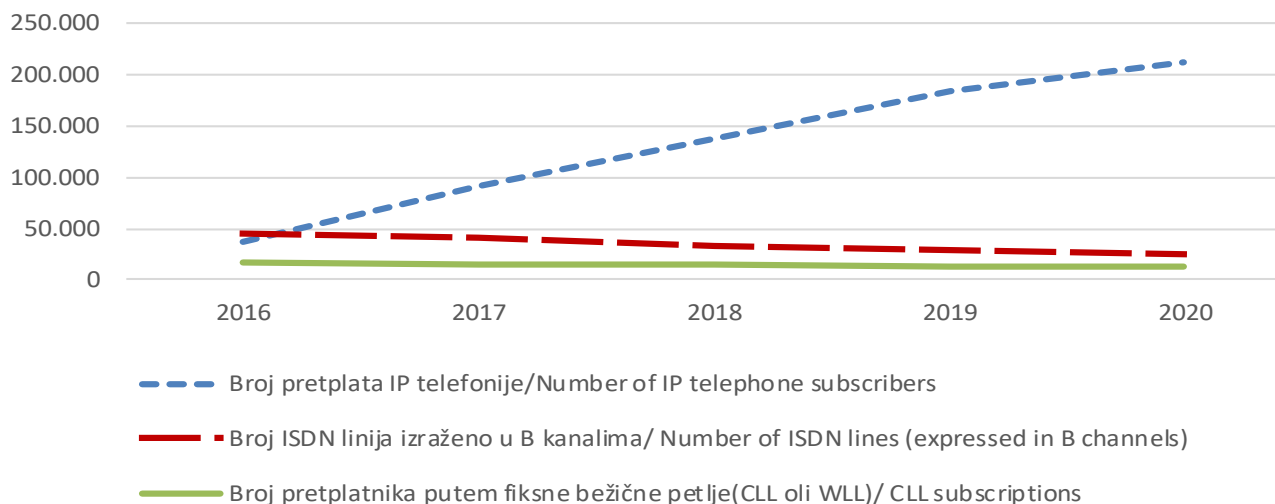
<sup>2</sup> Termin incumbent operateri se odnosi na operatore koji su prije liberalizacije tržišta imali državni (zakonski) monopol; u Bosni i Hercegovini su: BH Telecom, Telekom Srpske i HT Mostar.

*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> Termin alternativni operateri 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



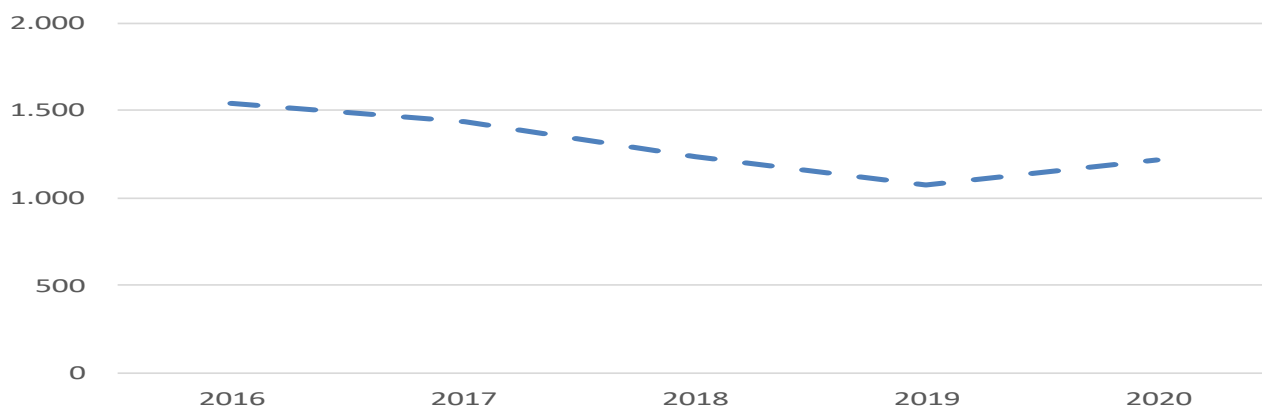
T.1.1. Promet ostvaren putem fiksne telefonske mreže, incumbent operatori

T.1.1 Traffic accomplished via fixed telephone network, Incumbent operators

	2020.	
<b>Ukupan promet incumbent operatora (u minutama)</b>	<b>1.286.516.973</b>	<b>Total traffic incumbent operators (in minutes)</b>
<b>Ukupni domaći odlazni promet (u minutama)</b>	<b>1.215.963.314</b>	<b>Outgoing domestic traffic SMP operators (in minutes)</b>
Odlazni lokalni i međumjesni promet unutar vlastite fiksne mreže (u minutama)	868.984.816	Outgoing local and trunk telephone traffic- traffic inside same network group (in minutes)
Odlazni promet prema drugim fiksnim mrežama u BiH (u minutama)	198.543.426	Outgoing traffic to other fixed networks in BiH (in minutes)
Odlazni promet prema mobilnim mrežama u BiH (u minutama)	148.435.072	Outgoing traffic to mobile networks in BiH (in minutes)
<b>Međunarodni odlazni telefonski promet (u minutama)</b>	<b>23.185.889</b>	<b>Interantional outgoing fixed telephone traffic (in minutes)</b>
<b>Međunarodni dolazni telefonski promet (u minutama)</b>	<b>47.367.770</b>	<b>Interantional incoming fixed telephone traffic (in minutes)</b>
<b>Dial-up internet promet (u minutama)</b>	<b>0</b>	<b>Dial up internet traffic (in minutes)</b>

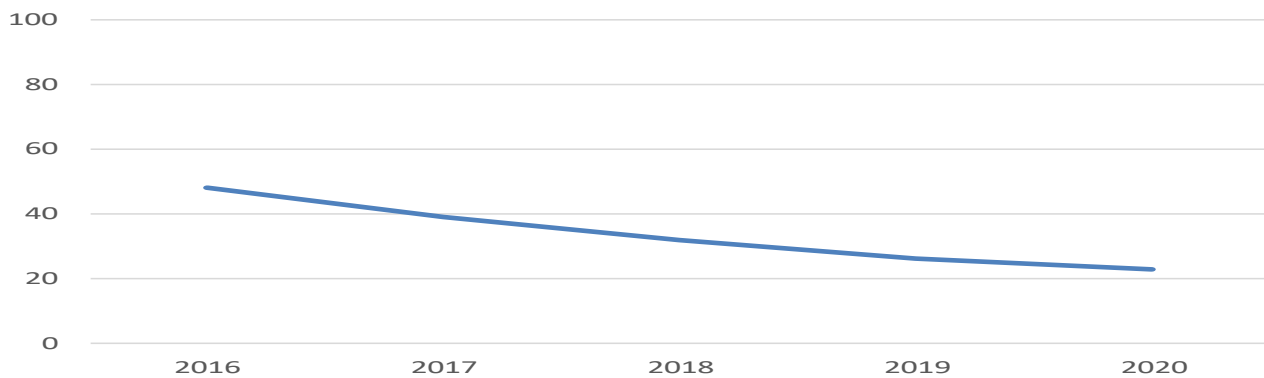
G.3. Ukupan domaći odlazni promet incumbent operatora (u milijunima minuta)

G.3. Total domestic outgoing traffic incumbent operators (in millions minutes)



#### G.4. Ukupan međunarodni odlazni promet incumbent operatora (u milijunima minuta)

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



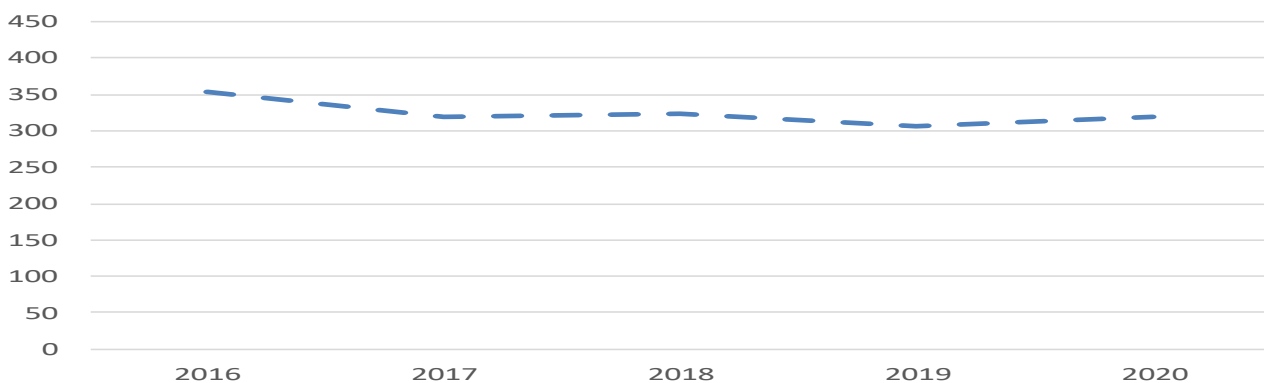
#### T.1.2. Promet (koji su ostvarili alternativni operatori)

#### T.1.2. Traffic (realised by alternative operators)

	2020.	
<b>Ukupni domaći odlazni promet alternativnih operatora (u minutama)</b>	<b>320.461.507</b>	<b>Outgoing domestic traffic alternative operators (in minutes)</b>
Međunarodni odlazni telefonski promet alternativnih operatora (u minutama) <sup>4</sup>	4.822.576	International outgoing fixed telephone traffic alternative operators (in minutes) <sup>5</sup>
Međunarodni dolazni telefonski promet alternativnih operatora (u minutama) <sup>5</sup>	11.036.622	Interantional incoming fixed telephone traffic alternative operators (in minutes) <sup>6</sup>
Međunarodni dolazni promet koji je došao preko alternativnih operatora i završio u fiksnim mrežama dominantnih operatora (u minutama)	36.565.620	International incoming traffic that came through the alternative operators and ended in the fixed networks of dominant operators (in minutes)
Međunarodni dolazni promet koji je došao preko alternativnih operatora i završio u mobilnim mrežama dominantnih operatora (u minutama)	19.977.581	International incoming traffic that came through the alternative operator and ended in the mobile networks of dominant operators (in minutes)

#### G.5. Ukupan domaći odlazni promet alternativnih operatora (u milijunima minuta)

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



<sup>4</sup> Promet vlastitih pretplatnika i pretplatnika koji koriste neizravne pristup (CS, CPS, telefonska kartica) koji se upućuje ka fiksnim i mobilnim mrežama u inozemstvu.

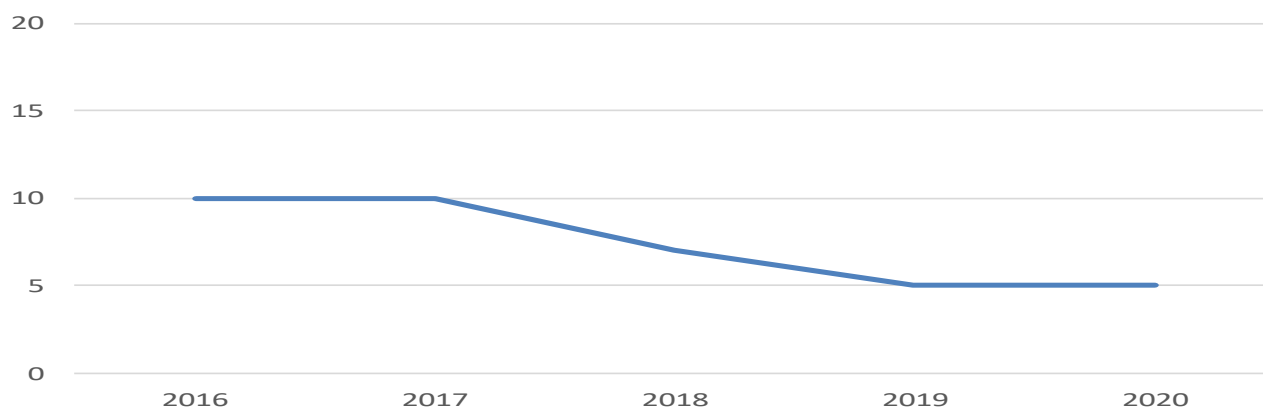
Traffic of own subscribers and subscribers who use intermediate access (CS, CPS, phone cards) that is being redirected toward fix and mobile networks abroad.

<sup>5</sup> Međunarodni promet koji dolazi u vlastitu mrežu operatora.

International traffic that uses the own network of telephone provider

**G.6. Ukupan međunarodni odlazni promet alternativnih operatora (u milijunima minuta)**

**G.6. Total Interantional outgoing traffic alternative operators (in millions minutes)**



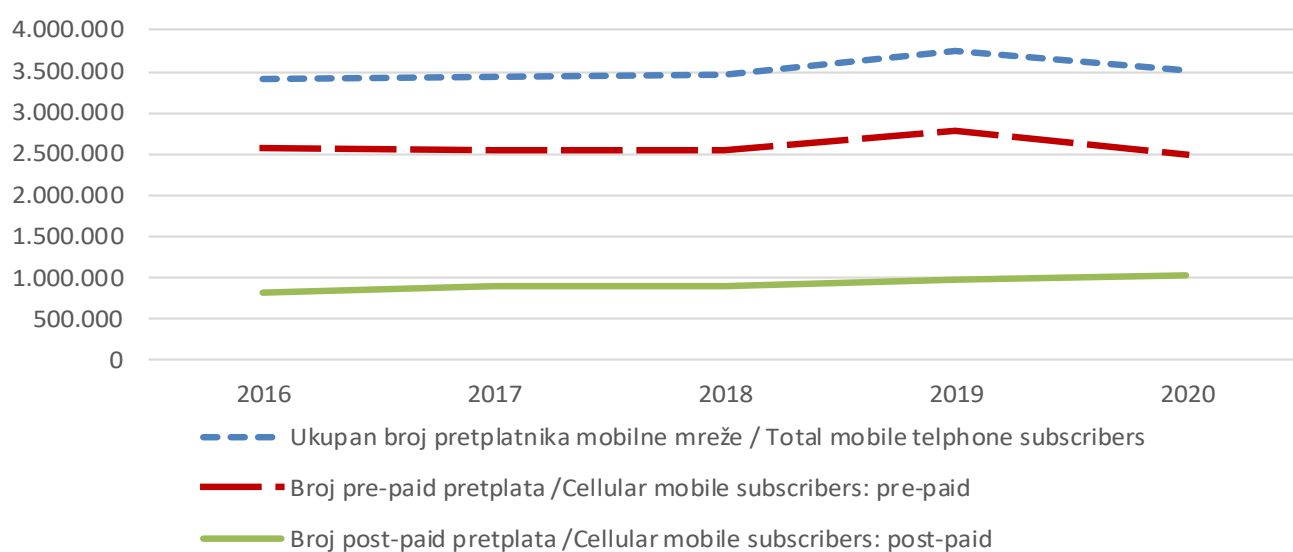
**T.2. Mobilna telefonska mreža**

**T.2. Mobile Telephone Network**

	31.12.2020.	
<b>Ukupan broj pretplatnika mobilne mreže</b>	<b>3.509.674</b>	<b>Total mobile telephone subscribers</b>
Broj pre-paid pretplata	2.483.026	Cellular mobile subscribers: pre-paid
Broj post-paid pretplata	1.026.648	Cellular mobile subscribers: post-paid

**G.7. Ukupan broj pretplatnika mobilne mreže**

**G.7. Total mobile telephone subscribers**



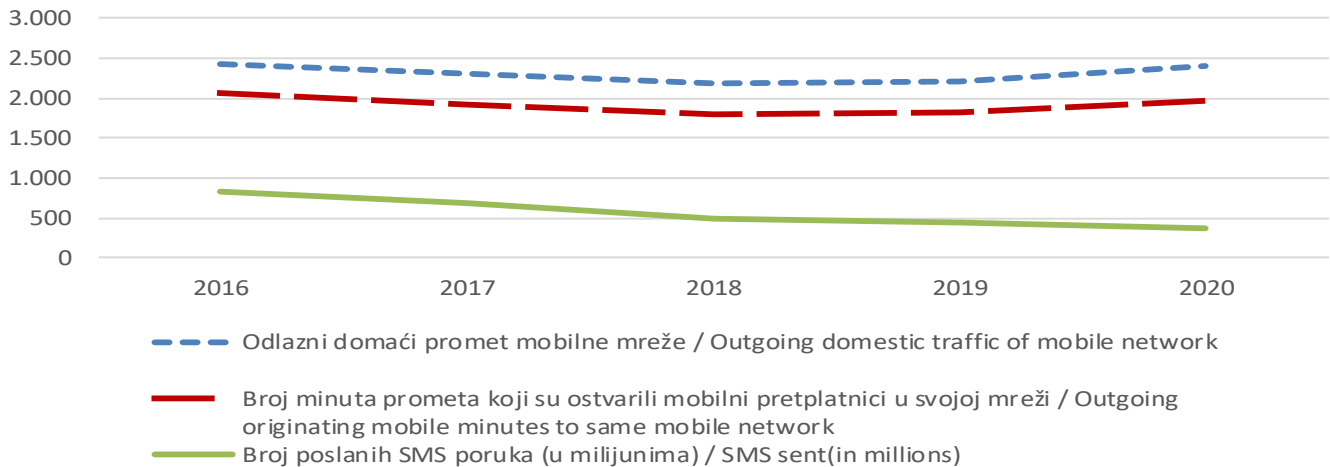
**T.2.1. Promet ostvaren putem mobilne mreže**

**T.2.1. Traffic accomplished via mobile cellular network**

	2020.	
<b>Ukupni odlazni promet mobilne mreže u minutama (domaći promet), od toga:</b>	<b>2.416.417.151</b>	<b>Total Outgoing traffic of mobile network in minute (domestic traffic), of which:</b>
Broj minuta prometa koji su ostvarili mobilni pretplatnici u svojoj mreži	1.968.907.002	Outgoing/originating mobile minutes to same mobile network.
Broj minuta prometa koji su ostvarili mobilni pretplatnici prema drugim mobilnim mrežama u BiH	266.965.480	Outgoing/originating mobile minutes to other mobile networks in BiH.
Broj minuta prometa mobilna - fiksna	180.544.669	Outgoing mobile minutes to fixed networks
<b>Međunarodni odlazni promet ( u minutama)</b>	<b>40.256.203</b>	<b>International outgoing mobile traffic (in minutes)</b>
<b>Međunarodni dolazni promet ( u minutama)</b>	<b>124.314.317</b>	<b>International incoming mobile traffic (in minutes)</b>
Broj poslanih SMS poruka	366.176.175	SMS sent
Broj poslanih MMS poruka	1.338.018	MMS sent

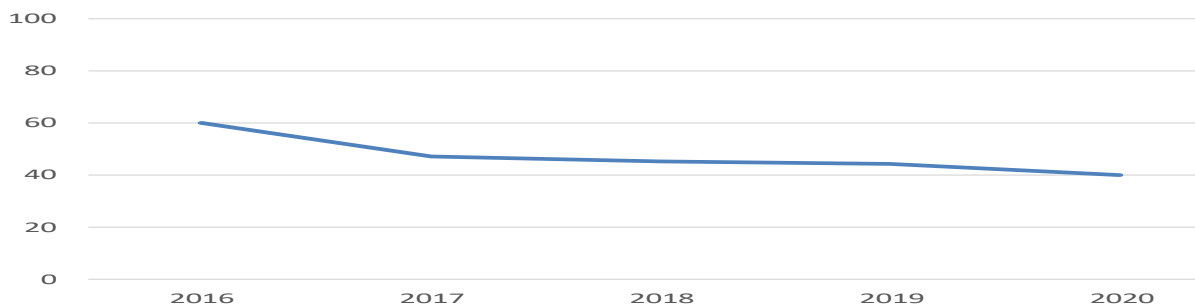
**G.8. Promet ostvaren putem mobilne mreže (u milijunima minuta)**

**G.8. Traffic accomplished via mobile cellular network (in millions minutes)**



**G.9. Međunarodni odlazni promet (u milijunima minuta)**

**G.9. International outgoing mobile traffic (in millions minutes)**



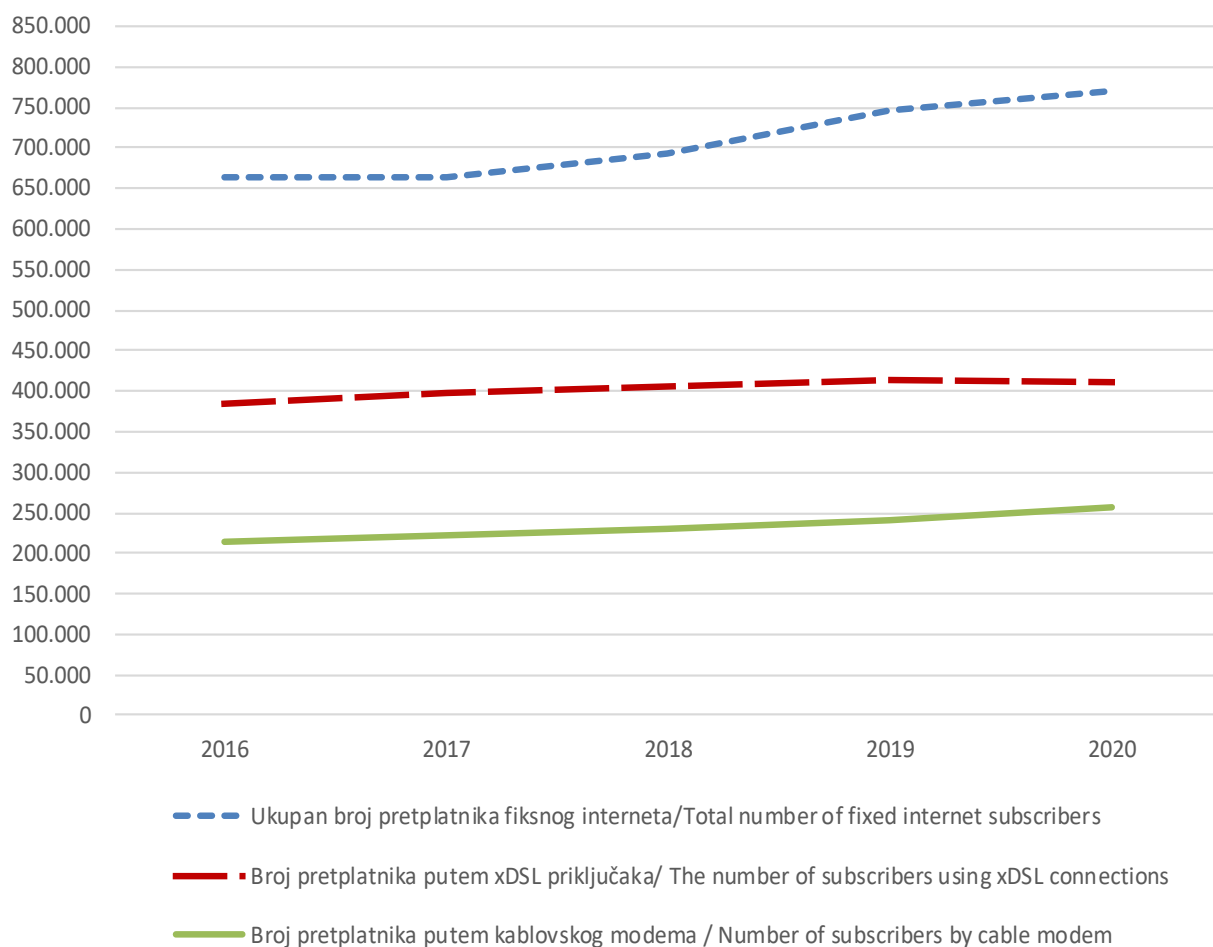
### T.3 Fiksni internet

#### T.3 Fixed internet

	2020.	
Broj ISP-ova	60	Number of ISPs
<b>Ukupan broj pretplatnika fiksnog interneta</b>	<b>770.775</b>	<b>Total number of fixed Internet subscribers</b>
Broj dial up pretplatnika	351	Number of dial-up subscribers
Ukupan broj broadband pretplatnika fiksnog interneta	770.424	Total number of broadband subscribers
Broj pretplatnika putem xDSL priključka	411.850	The number of subscribers using xDSL connection
Broj pretplatnika putem kablovskog modema	258.020	Number of subscribers by cable modem
Broj pretplatnika putem FWA (fiksni bežični pristup) priključka	53.567	Number of subscribers by FWA (fixed wireless) connection
Broj pretplatnika putem iznajmljenih linija	1.689	The number of subscribers via leased lines
Broj pretplatnika putem FTTH priključka	45.046	The number of subscribers via FTTH connection
Broj pretplatnika putem ostalih tehnologija	252	The number of subscribers using other technologies

### G.10. Fiksni internet

#### G.10. Fixed internet



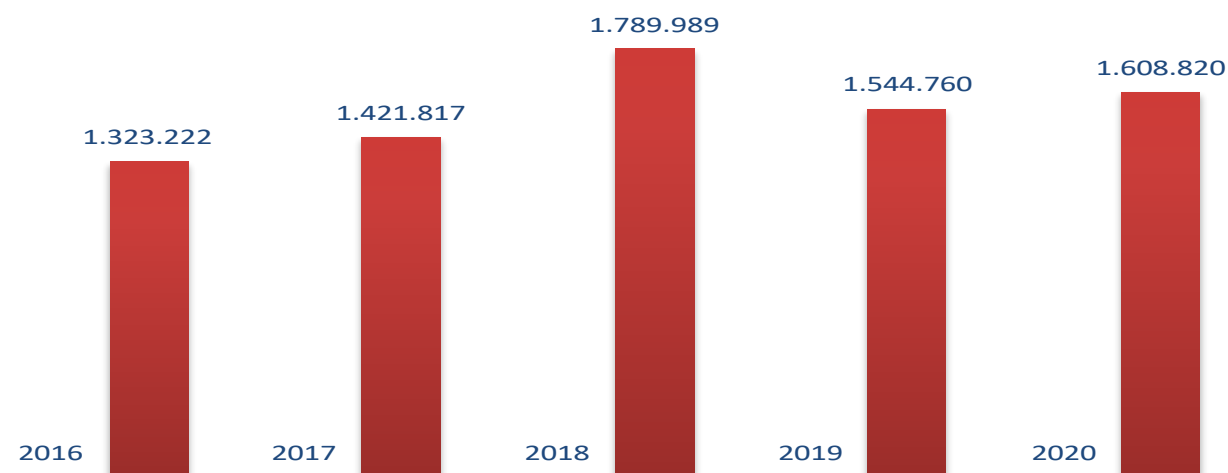
#### T.4. Mobilni internet

##### T.4. Mobile internet

2020.		
Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog (broadband) pristupa	1.608.820	<i>The number of subscribers of mobile Internet via a standard mobile broadband access</i>
Broj pretplatnika mobilnog interneta putem namjenskog širokopojasnih (broadband) pristupa	14.903	<i>The number of subscribers of mobile Internet via dedicated broadband access</i>

#### G.11. Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog (broadband) pristupa

##### G.11. The number of subscribers of mobile Internet via a standard mobile broadband access





## METODOLOŠKA OBJAŠNENJA

### Izvor prikupljanja podataka

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

### Obuhvat

Telekomunikacijske usluge obuhvaćaju promet ostvaren u fiksnoj i mobilnoj mreži.

Unutarnji promet u fiksnoj ili mobilnoj mreži obuhvaća ukupno ostvaren promet unutar vlastite fiksne ili mobilne mreže prema drugim fiksnim i mobilnim mrežama.

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

## DEFINICIJE

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

**Priključak** je fizička mrežna priključna točka preko koje korisnik pristupa javnoj komunikacijskoj 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 širokopojasnim internet uslugama realiziran putem optičkog vlakna.

**xDSL** (digitalna pretplatnička linija) je širokopojasni pristup internet uslugama realiziran putem upredene bakarne parice. Tu spadaju širokopojasne tehnologije kao što su ADSL, VDSL, HDSL, SDSL, itd.

**Utrošene minute** u fiksnoj i mobilnoj mreži obuhvaćaju ukupni promet ostvaren u unutarnjem i međunarodnom prometu izražen u jedinici vremena – minutama.

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

**Mobilna mreža** je telekomunikacijska mreža kod koje je međusobna povezanost nekih elemenata ostvarena bežično i time se omogućava uspostavljanje veza i u uvjetima 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, glazba).

## 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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