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INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, četvrti kvartal 2021.

ELECTRONIC COMMUNICATIONS, fourth quarter 2021

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u četvrtom kvartalu 2021. godine iznosio je 543.117, što predstavlja pad od 3,0% u odnosu na četvrti kvartal 2020. godine.

Total number of fixed telephone lines of dominant operators in the fourth quarter 2021 was 543.117 which represents a decrease of 3.0% compared to the fourth quarter 2020.

Ukupni odlazni saobraćaj fiksne telefonske mreže u četvrtom kvartalu 2021. godine iznosio je 341.775.603 minuta, što pokazuje pad od 19,1% u odnosu na četvrti kvartal 2020. godine.

The total traffic of fixed telephone network in the fourth quarter 2021 was 341.775.603 minutes which shows an decrease of 19.1% compared to the fourth quarter 2020.

Broj korisnika mobilne mreže u četvrtom kvartalu 2021. godine iznosio je 3.728.775 i bilježi rast od 6,2% u odnosu na četvrti kvartal 2020. godine. Ukupni odlazni saobraćaj mobilne mreže u četvrtom kvartalu 2021. godine iznosio je 681.131.665 minuta, što pokazuje rast od 3,1% u odnosu na četvrti kvartal 2020. godine.

Number of mobile phone users in the fourth quarter 2021 was 3.728.775 which shows an increase of 6.2% compared to the fourth quarter 2020. The total traffic of mobile telephone network in the fourth quarter of 2021 was 681.131.665 minutes which shows an increase of 3.1% compared to the fourth quarter of 2020.

Broj poslanih SMS poruka u četvrtom kvartalu 2021. godine manji je za 4,1%, broj poslanih MMS poruka manji je za 0,7% u odnosu na četvrti kvartal 2020. godine.

Number of SMS messages sent in the fourth quarter 2021 decreased by 4.1%, while the number of MMS messages sent decreased by 0.7%, compared to the fourth quarter 2020.

Ukupan broj internet priključaka putem fiksne mreže u četvrtom kvartalu 2021. godine iznosio 797.893 i bilježi rast od 3,6% u odnosu na četvrti kvartal 2020. godine.

The total number of Internet connections via the fixed network in the fourth quarter of 2021 was 797.893 which shows an increase of 3.6% compared to the fourth quarter of 2020.

1.FIKSNA TELEFONSKA MREŽA

Tabela 1.1 Fiksna telefonska mreža

Table. 1. 1. Fixed telephone network

	IV Kvartal quarter	IV Kvartal quarter	III Kvartal quarter	IV Kvartal quarter	IV 2021 III 2021	IV 2021 IV 2020	
	2019.	2020.	2021.		Indeksi/Indicies		
Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera	582.868	559.986	548.521	543.117	99,0	97,0	Total number of fixed telephone lines of dominant operators
Broj novih operatera fiksne telefonije	11	13	14	14	100,0	107,7	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	144.593	146.149	145.560	145.498	99,9	99,6	The total number of own subscribers to new operators
Ukupan broj pretplatnika novih operatera sa indirektnim pristupom	190	507	242	227	93,8	44,8	Alternative operators - Number of Indirect Access Subscribers
Ukupan broj prenesenih brojeva	88.321	93.499	98.013	100.033	102,1	107,0	The total number of transferred fixed numbers

Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)

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

Grafikon 1.1 Fiksna telefonska mreža- Ukupan broj aktivnih fiksnih telefonskih linija inkumbent operatera

Graph 1.1 Fixed telephone network- Total number of fixed telephone lines of incumbent operator

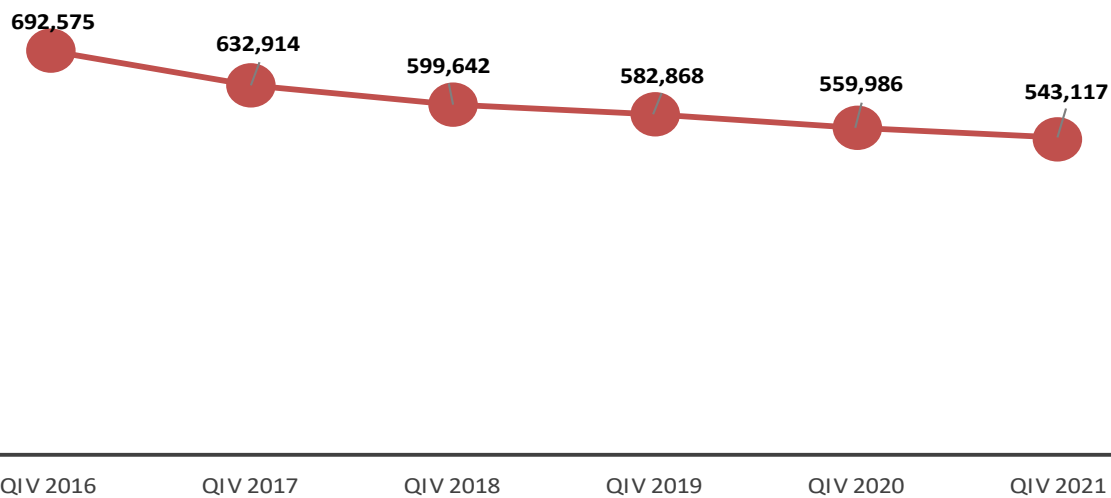


Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije, u milionima minuta

Table 1.2 Outgoing traffic fixed - line operator, in millions of minutes

Odlazni saobraćaj operatera u milionama minuta	IV kvartal/ quarter	IV kvartal/ quarter	IV kvartal/ quarter	III kvartal/ quarter	IV kvartal/ quarter	Outgoing traffic operators in millions of minutes
	2018.	2019.	2020.	2021.	2021.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	427,0	378,2	422,7	323,5	341,8	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	418,6	371,9	416,9	319,0	337,4	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	8,1	6,3	5,7	4,5	4,3	Interantional outgoing fixed telephone traffic

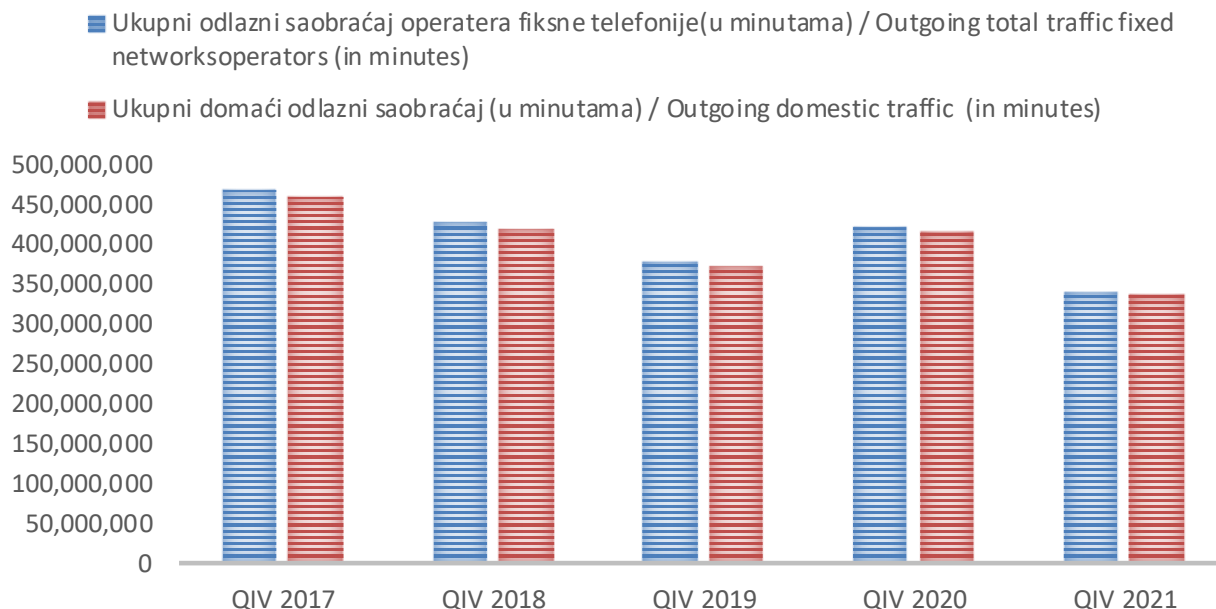
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)

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

Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	$\frac{IV\ 2021}{IV\ 2019}$	$\frac{IV\ 2021}{IV\ 2020}$	$\frac{IV\ 2021}{III\ 2021}$	Indices by indicators outgoing traffic fixed-line operator
	Ukupno odlazni saobraćaj operatera fiksne telefonije	90,4	80,9	
Ukupni domaći odlazni saobraćaj	90,7	80,9	105,8	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	68,3	75,4	95,6	Interantional outgoing fixed telephone traffic

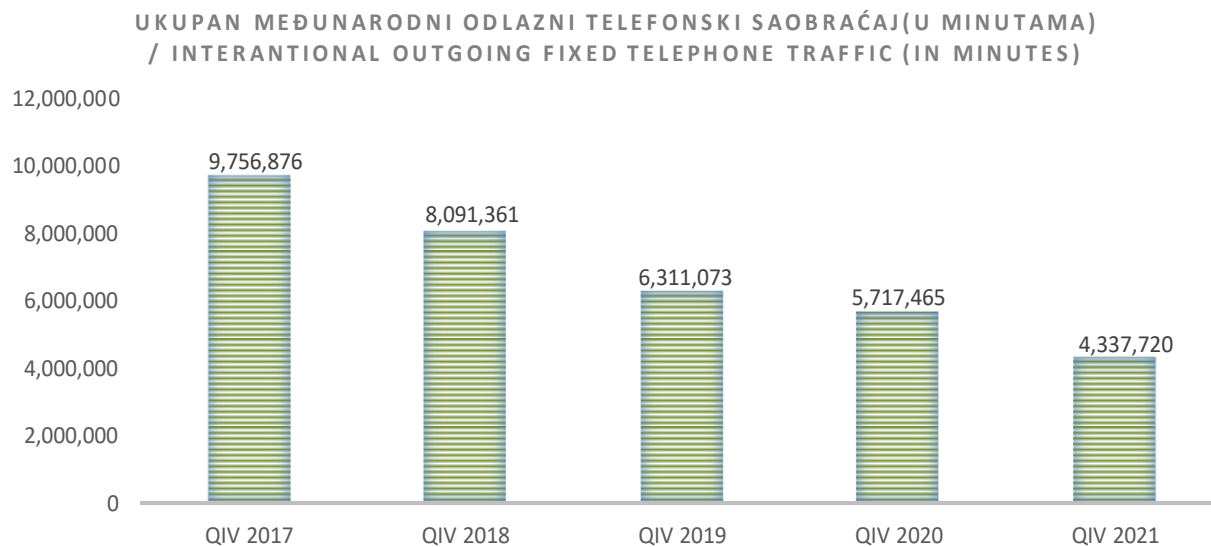
Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže

Graph 1.2 Traffic accomplished via fixed telephone network



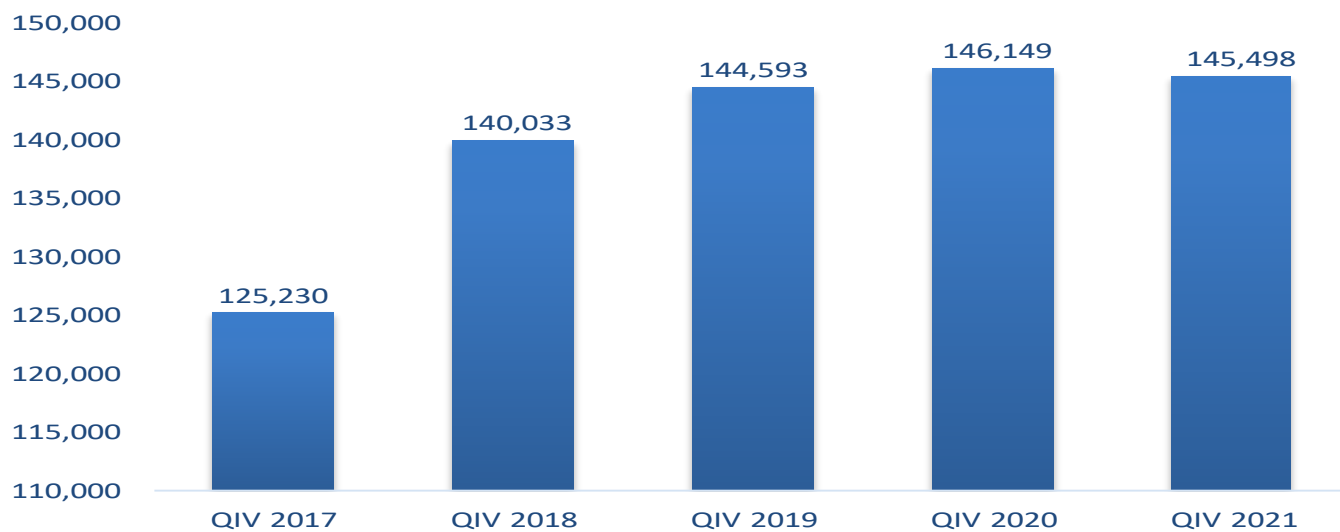
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

Graph 1.2 Traffic accomplished via fixed telephone network



Grafikon 1.3. Ukupan broj vlastitih pretplatnika novih operatera

Graph 1.3 Alternative operators- Total number of direct access subscriber



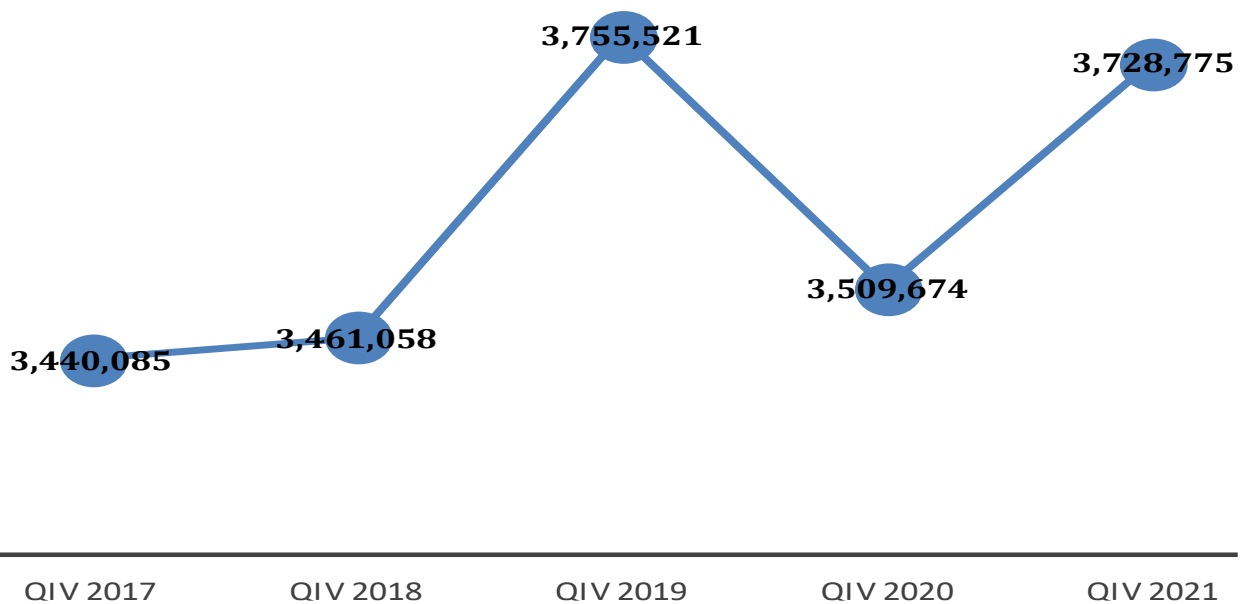
2. MOBILNA TELEFONSKA MREŽA

Tabela 2. Mobilna telefonska mreža
Table 2. Mobile telephone network

	IV Kvartal quarter	IV Kvartal quarter	III Kvartal quarter	IV Kvartal quarter	IV 2021 III 2021	IV 2021 IV 2020	
	2019.	2020.	2021.		Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3.755.521	3.509.674	3.812.993	3.728.775	97,8	106,2	Total number of mobile network users
Penetracija mobilne telefonije	106,35%	99,39%	109,73%	107,30%	97,8	108,0	Penetration of mobile telephony
Ukupan broj prenesenih brojeva	77.640	90.744	101.889	105.999	104,0	116,8	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	565.539.438	660.948.314	665.897.287	681.131.665	102,3	103,1	Total outgoing traffic of mobile operators (in minutes)
Broj poslatih SMS poruka	107.878.666	91.495.834	89.853.140	87.761.023	97,7	95,9	SMS sent
Broj poslatih MMS poruka	280.981	307.781	356.933	305.716	85,7	99,3	MMS sent

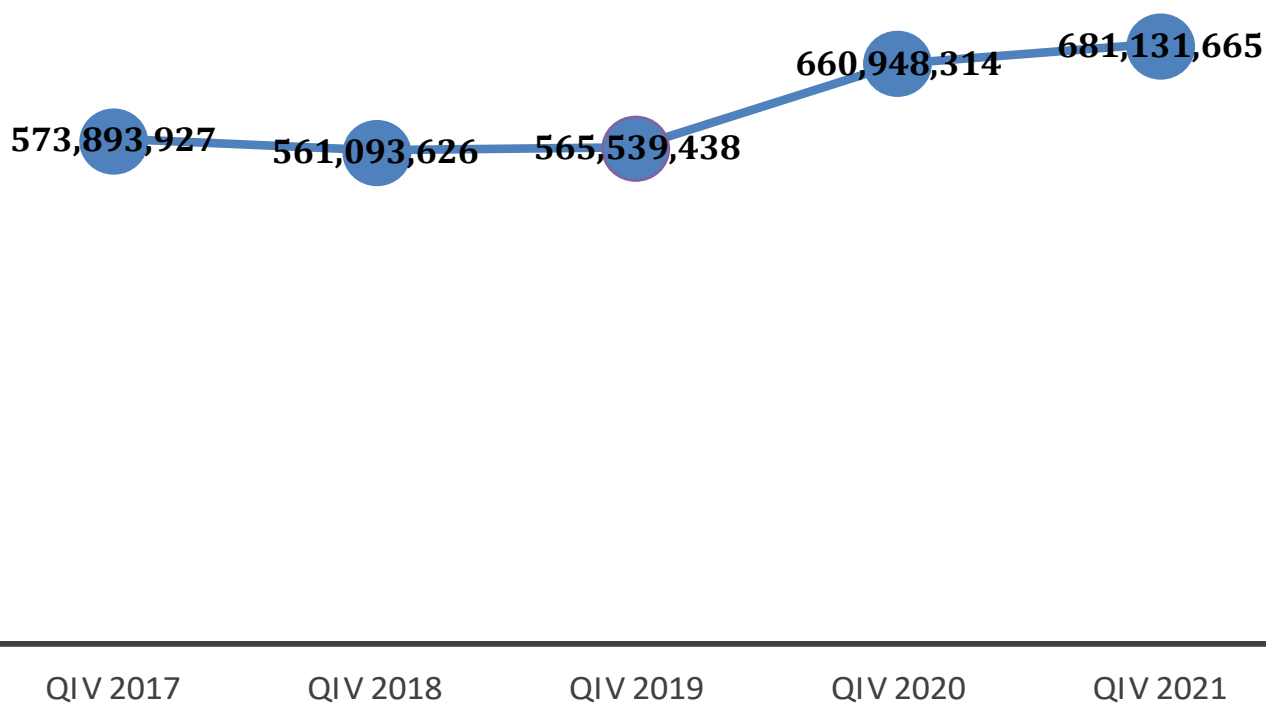
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)
 Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

Grafikon 2.1. Broj korisnika telefonskih usluga u mobilnoj telefoniji
Graph.2.1 Number of users of telephone services in mobile telephony



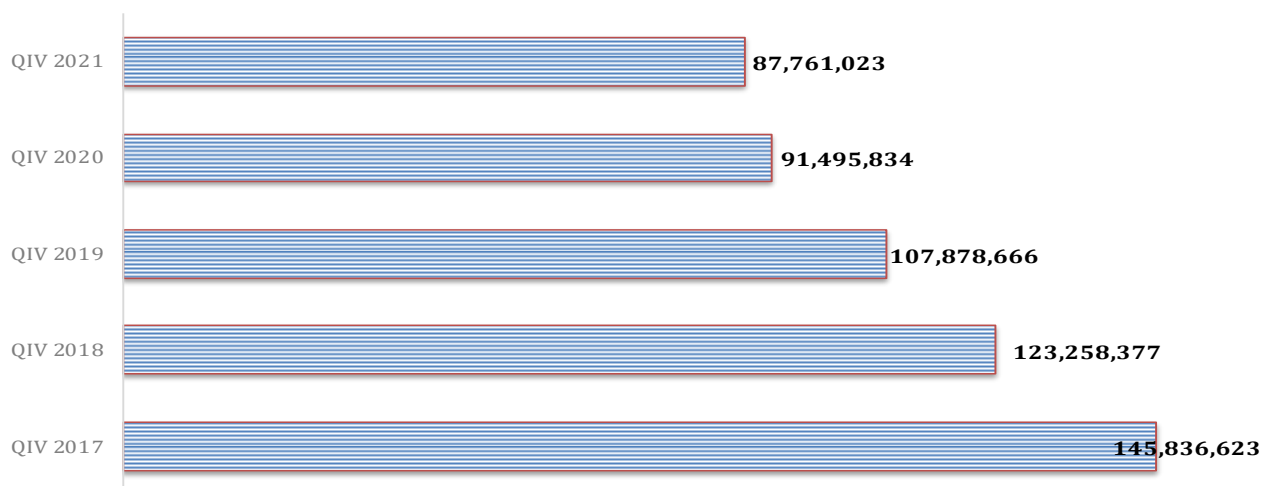
Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama)

Graph.2.2 Outgoing traffic of mobile operators (in minutes)



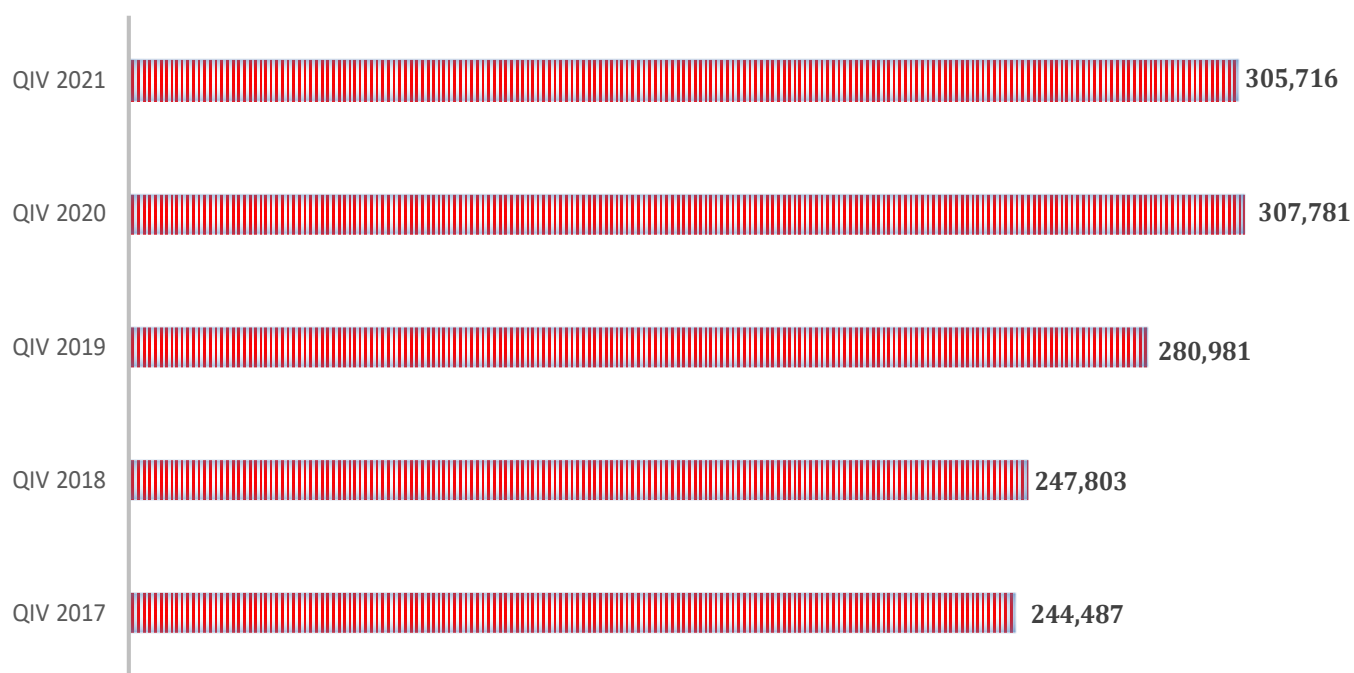
Grafikon 2.3. Broj poslatih SMS poruka

Graph.2.3. SMS sent



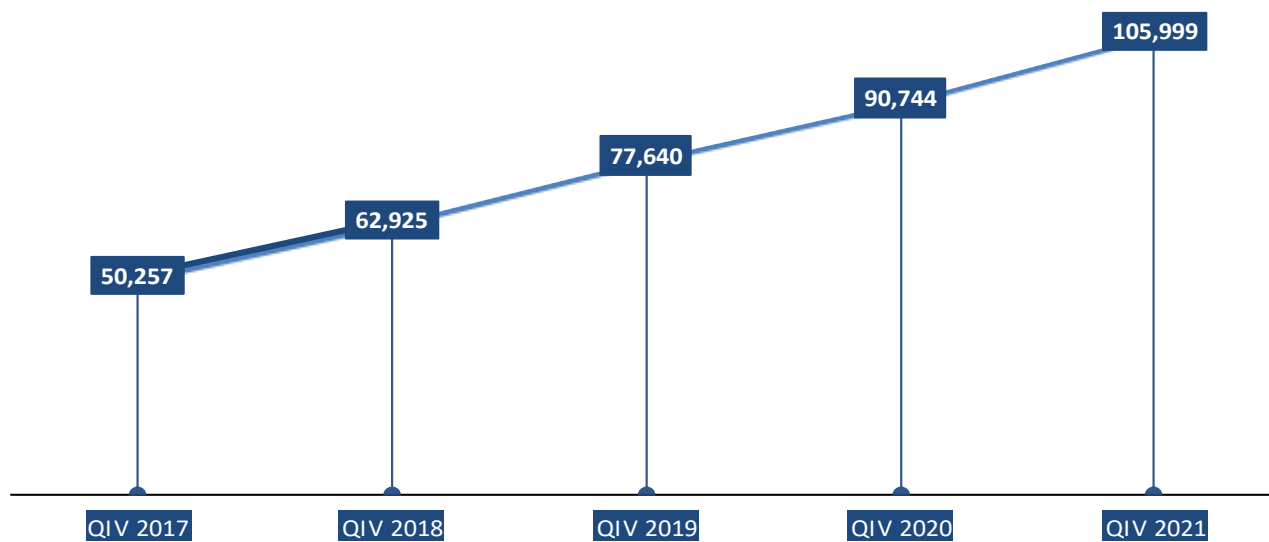
Grafikon 2.4. Broj poslatih MMS poruka

Graph.2.4. MMS sent



Grafikon 2.5. Ukupan broj prenesenih brojeva

Graph.2.4. The total number of transferred numbers



3. PRISTUP INTERNETU

Tabela 3. Pristup internetu

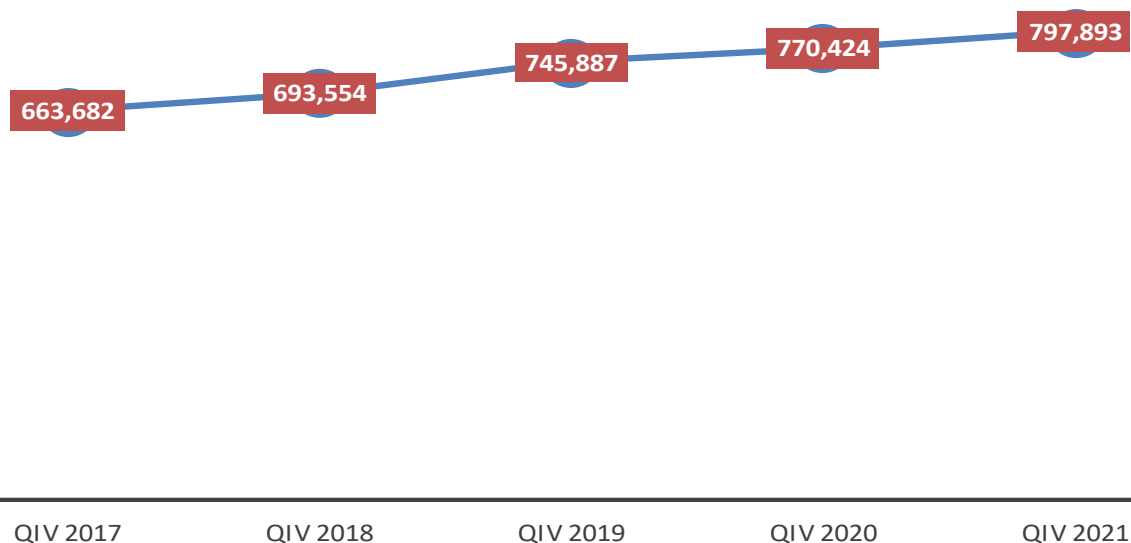
Table 3. Internet access

	IV Kvartal quarter	IV Kvartal quarter	III Kvartal quarter	IV Kvartal quarter	IV 2021 III 2021	IV 2021 IV 2020	
	2019.	2020.	2021.		Indeksi/Indicies		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	745.887	770.424	790.922	797.893	100,9	103,6	Total number of broadband subscribers
Broj xDSL priključaka	413.902	411.850	415.736	416.028	100,1	101,0	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	239.551	258.020	263.973	265.411	100,5	102,9	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	60.936	53.567	54.356	55.658	102,4	103,9	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	980	1.689	1.662	2.167	130,4	128,3	Number of subscribers via leased lines
Broj priključaka FTTx	30.231	45.046	55.179	58.604	106,2	130,1	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	287	252	16	16	100,0	6,3	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	94,32%	93,49%	97,14%	97,61%	100,5	104,4	Penetration rate of Internet users via the fixed network

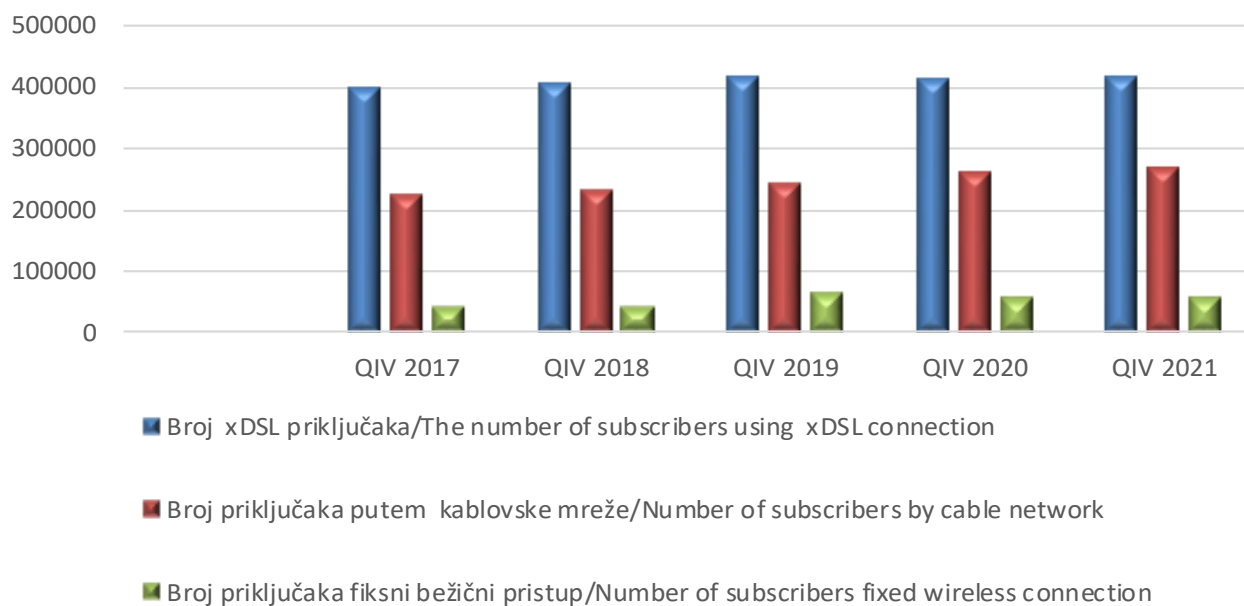
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

Grafikon 3.1 Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže

Graph 3.1 Total number of broadband access connections via the fixed network



Grafikon 3.2. Tip priključaka pristupa internetu putem fiksne mreže
Graph 3.2. Type connectors of Internet access connections via the fixed network



METODOLOŠKA OBJAŠNENJA

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.

NOTES OF 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.

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).

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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