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GODINA/ YEAR VII

SARAJEVO, 20.06. 2022.

BROJ/ NUMBER 1

## INFORMACIONO DRUŠTVO

### INFORMATION SOCIETY

### ELEKTRONSKE KOMUNIKACIJE, prvi kvartal 2022.

#### ELECTRONIC COMMUNICATIONS, first quarter 2022

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera u prvom kvartalu 2022. godine iznosio je 537.361 što predstavlja pad od 3,6% u odnosu na prvi kvartal 2021. godine.

*Total number of fixed telephone lines of dominant operators in the first quarter 2022 was 537.361 which represents a decrease of 3.6% compared to the first quarter 2021.*

Ukupni odlazni saobraćaj fiksne telefonske mreže u prvom kvartalu 2022. godine iznosio je 327.377.522 minuta, što pokazuje pad od 15,2% u odnosu na prvi kvartal 2021. godine.

*The total traffic of fixed telephone network in the first quarter 2022 was 327.377.522 minutes which shows a decrease of 15.2% compared to the first quarter 2021.*

Broj korisnika mobilne mreže u prvom kvartalu 2022. godine iznosio je 3.592.967 i bilježi rast od 2,1% u odnosu na prvi kvartal 2021. godine. Ukupni odlazni saobraćaj mobilne mreže u prvom kvartalu 2022. godine iznosio je 634.962.172 minuta, što pokazuje rast od 0,6% u odnosu na prvi kvartal 2021. godine.

*Number of mobile phone users in the first quarter 2022 was 3.592.967 which shows an increase of 2.1% compared to the first quarter 2021. The total traffic of mobile telephone network in the first quarter of 2022 was 634.962.172 minutes which shows an increase of 0.6% compared to the first quarter of 2021.*

Broj poslanih SMS poruka u prvom kvartalu 2022. godine manji je za 7,8%, broj poslanih MMS poruka manji je za 2,5% u odnosu na prvi kvartal 2021. godine.

*Number of SMS messages sent in the first quarter 2022 decreased by 7.8%, while the number of MMS messages sent decreased by 2.5%, compared to the first quarter 2021.*

Ukupan broj internet priključaka putem fiksne mreže u prvom kvartalu 2022. godine iznosio 811.118 i bilježi rast od 4,8% u odnosu na prvi kvartal 2021. godine.

*The total number of Internet connections via the fixed network in the first quarter of 2022 was 811.118 which shows an increase of 4.8% compared to the first quarter 2021.*

# 1.FIKSNA TELEFONSKA MREŽA

**Tabela 1.1 Fiksna telefonska mreža**

Table. 1. 1. Fixed telephone network

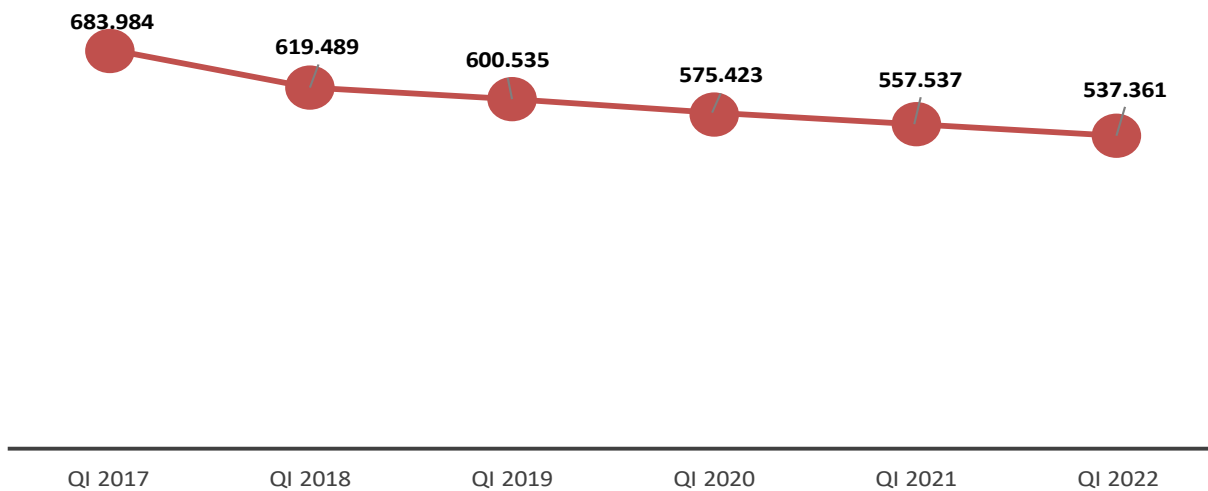
	I Kvartal quarter	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2022 IV 2021	I 2022 I 2021	
	2019.	2020.	2021.		2022.	Indeksi/Indices		
<b>Ukupan broj</b> aktivnih fiksnih telefonskih linija dominantnih operatera	600.535	575.423	557.537	543.117	537.361	98,9	96,4	Total <b>number</b> of fixed telephone lines of dominant operators
<b>Broj</b> novih operatera fiksne telefonije	11	11	14	14	14	100,0	100,0	The <b>number</b> of new fixed telephony operator
Ukupan <b>broj</b> vlastitih pretplatnika novih operatera	142.236	146.008	145.507	145.498	146.383	100,6	100,6	The total number of own subscribers to new operators
Ukupan <b>broj</b> pretplatnika novih operatera sa indirektnim pristupom	842	211	326	227	204	89,9	62,6	Alternative operators - <b>Number</b> of Indirect Access Subscribers
Ukupan <b>broj</b> prenesenih brojeva	80.599	89.771	95.166	100.033	103.027	103,0	108,3	The total <b>number</b> 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*

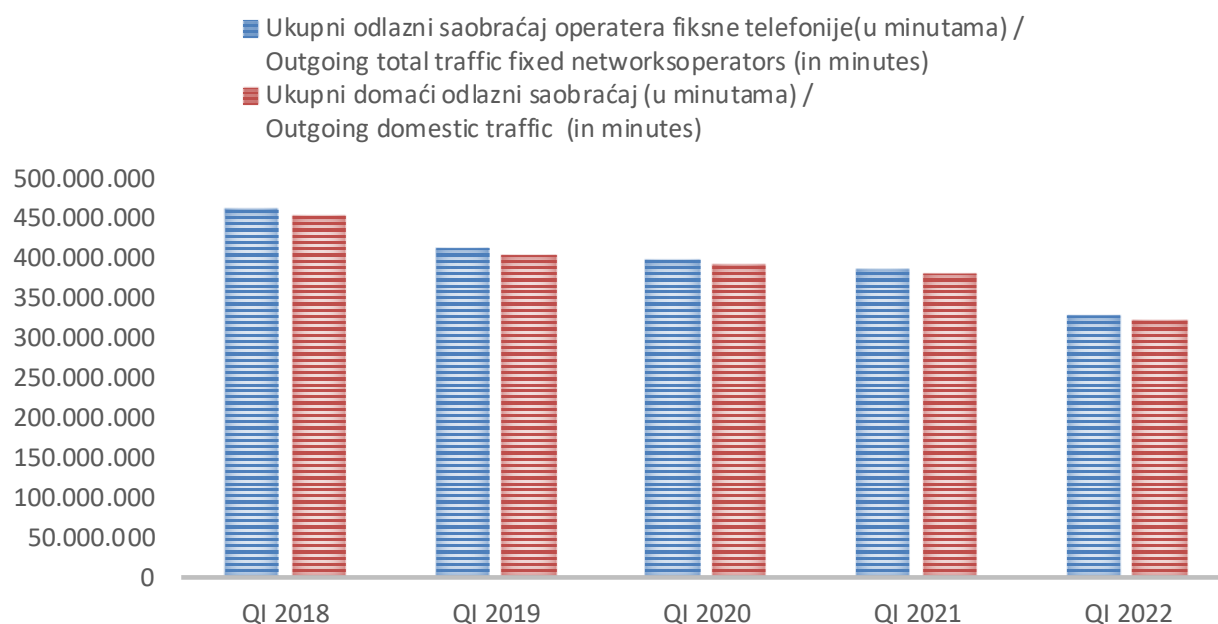
Odlazni saobraćaj operatera u milionama minuta	I Kvartal/ quarter	I Kvartal/ quarter	I Kvartal/ quarter	I Kvartal/ quarter	IV Kvartal/ quarter	I Kvartal/ quarter	Outgoing traffic operators in millions of minutes
	2018.	2019.	2020.	2021.	2021.	2022.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	462,5	412,6	399,2	385,9	341,8	327,4	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	453,5	405,4	392,8	380,9	337,4	323,5	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	9,0	7,2	6,5	5,0	4,3	3,8	International 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	$\frac{I\ 2022}{I\ 2020}$	$\frac{I\ 2022}{I\ 2021}$	$\frac{I\ 2022}{IV\ 2021}$	Indicies by indicators outgoing traffic fixed-line operator
	Ukupno odlazni saobraćaj operatera fiksne telefonije	82,0	84,8	
Ukupni domaći odlazni saobraćaj	82,4	84,9	95,9	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	58,5	76,0	88,3	International outgoing fixed telephone traffic

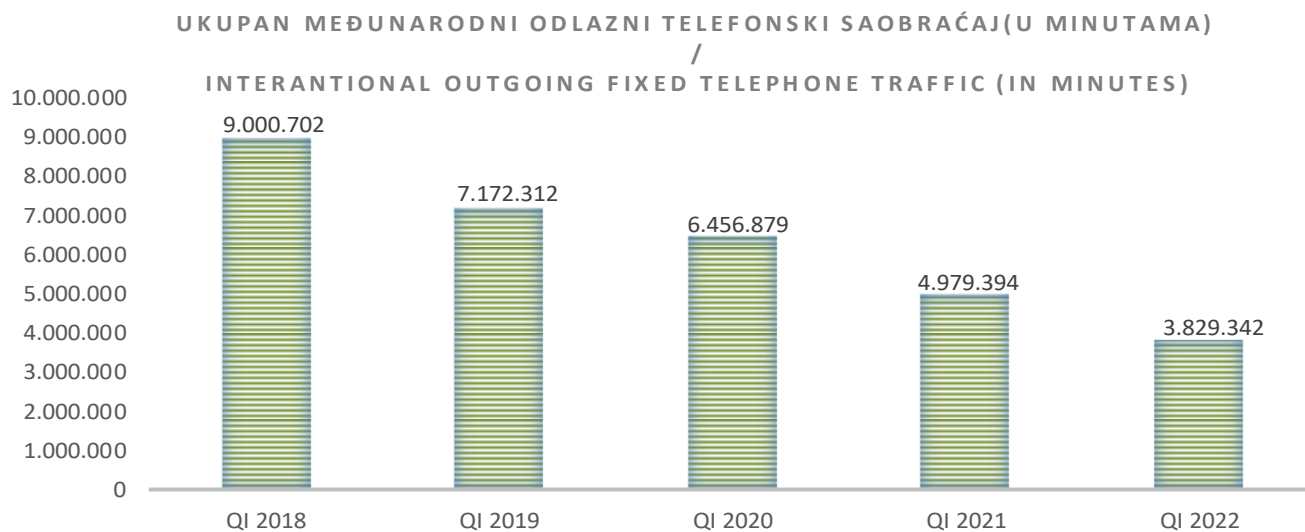
**Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže**

*Graph 1.2 Traffic accomplished via fixed telephone network*



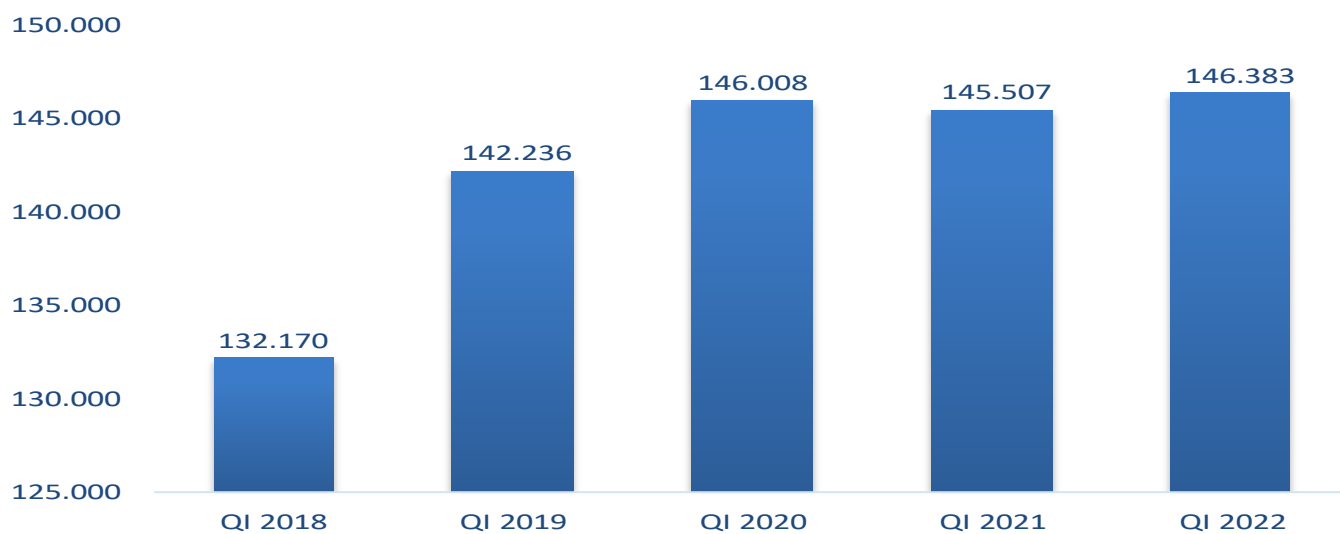
### Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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



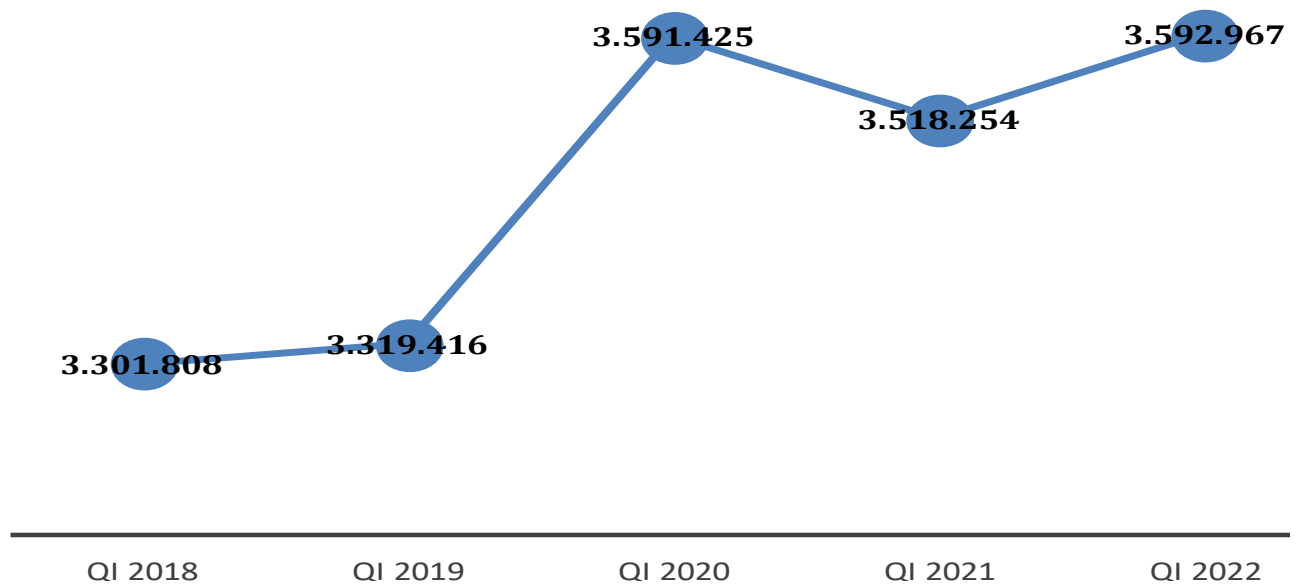
## 2. MOBILNA TELEFONSKA MREŽA

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

	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2022 IV 2021	I 2022 I 2021	
	2020.	2021.		2022.	Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3.591.425	3.518.254	3.728.775	3.592.967	96,4	102,2	Total number of mobile network users
<b>Penetracija</b> mobilne telefonije	101,71%	99,63%	107,30%	103,39%	96,4	103,8	<b>Penetration</b> of mobile telephony
Ukupan broj prenesenih brojeva	81.572	94.731	105.999	109.316	103,1	115,4	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	560.140.652	630.758.243	681.131.665	634.962.172	93,2	100,7	Total outgoing traffic of mobile operators (in minutes)
<b>Broj</b> poslatih SMS poruka	95.122.730	83.503.728	87.761.023	76.998.790	87,7	92,2	SMS sent
<b>Broj</b> poslatih MMS poruka	301.756	316.817	305.716	308.745	101,0	97,5	MMS sent

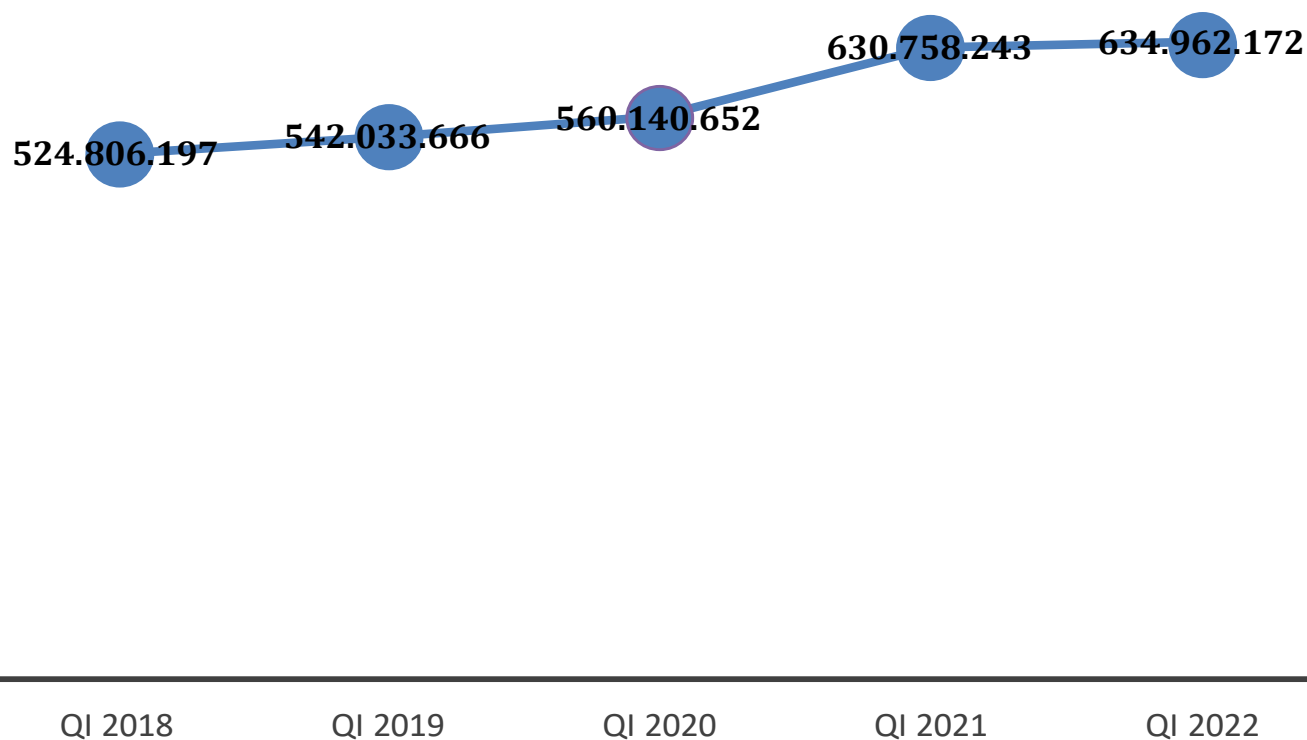
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)  
 Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

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



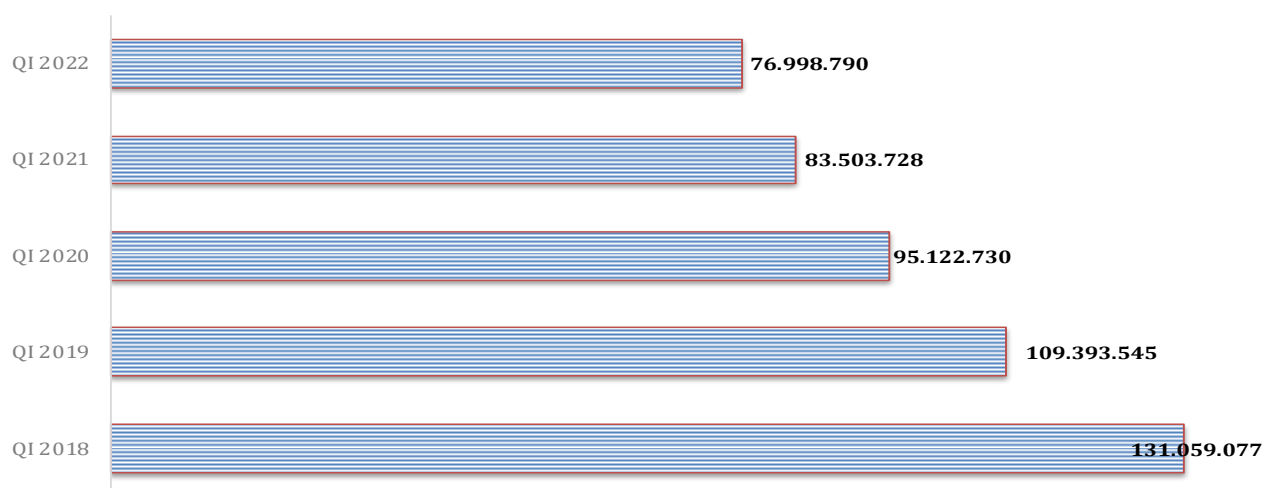
### Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama)

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



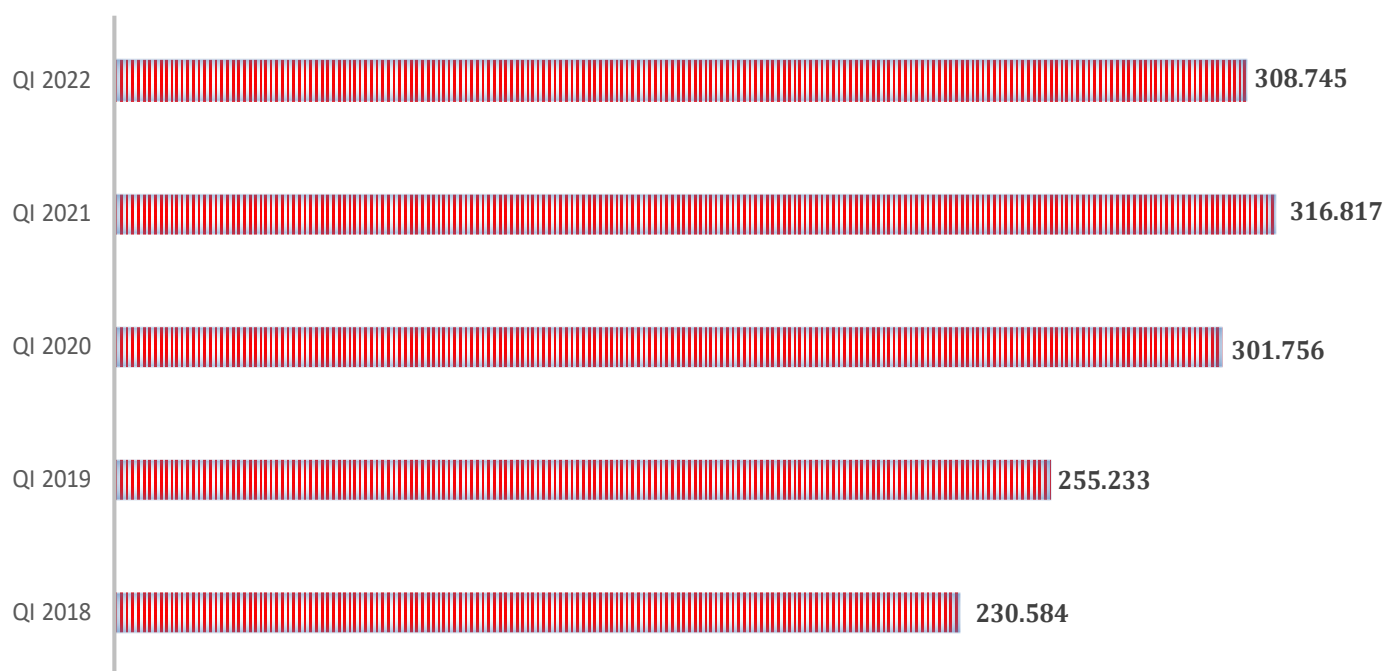
### Grafikon 2.3. Broj poslatih SMS poruka

Graph 2.3 SMS sent



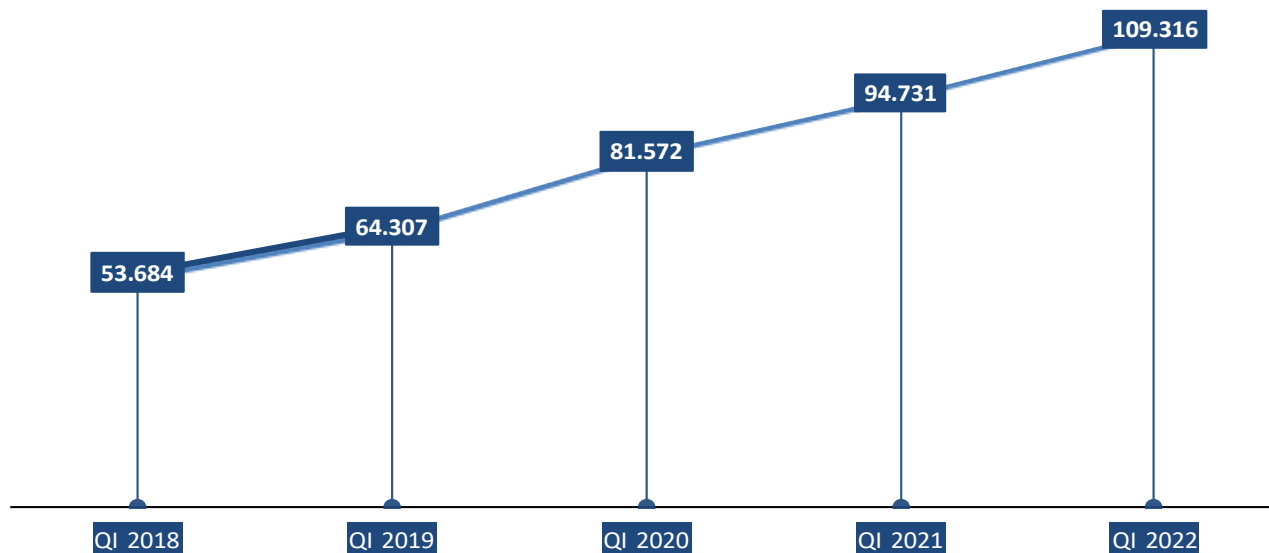
### Grafikon 2.4. Broj poslatih MMS poruka

Graph 2.4 MMS sent



### Grafikon 2.5. Ukupan broj prenesenih brojeva

Graph 2.5 The total number of transferred numbers



### 3. PRISTUP INTERNETU

**Tabela 3. Pristup internetu**

Table 3 Internet access

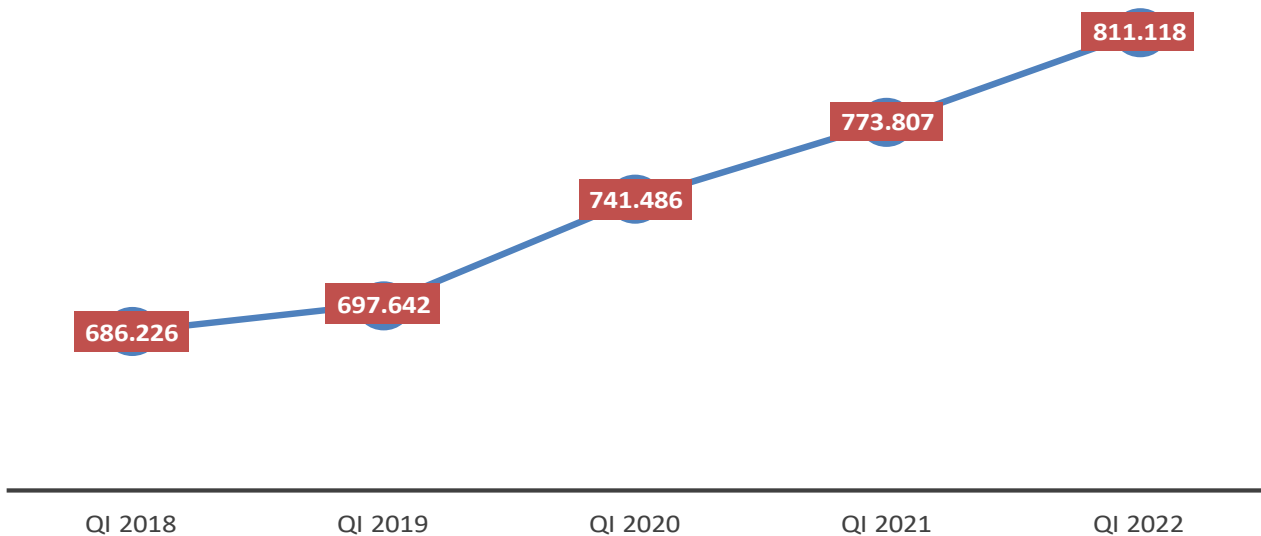
	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2022 IV 2021	I 2022 I 2021	
	2020.	2021.		2022.	Indeksi/Indicies		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	741.486	773.807	797.893	811.118	101,6	104,8	Total number of broadband subscribers
Broj xDSL priključaka	413.580	413.166	416.028	419.418	100,8	101,5	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	241.184	257.183	265.411	265.534	100,1	103,2	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	52.369	53.393	55.658	62.389	112,1	116,8	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	1.711	1.671	2.167	2.177	100,5	130,3	Number of subscribers via leased lines
Broj priključaka FTTx	32.453	48.061	58.604	61.570	105,1	128,1	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	189	333	25	30	120,0	9,0	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	91,88%	93,80%	97,61%	99,46%	101,9	106,0	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)

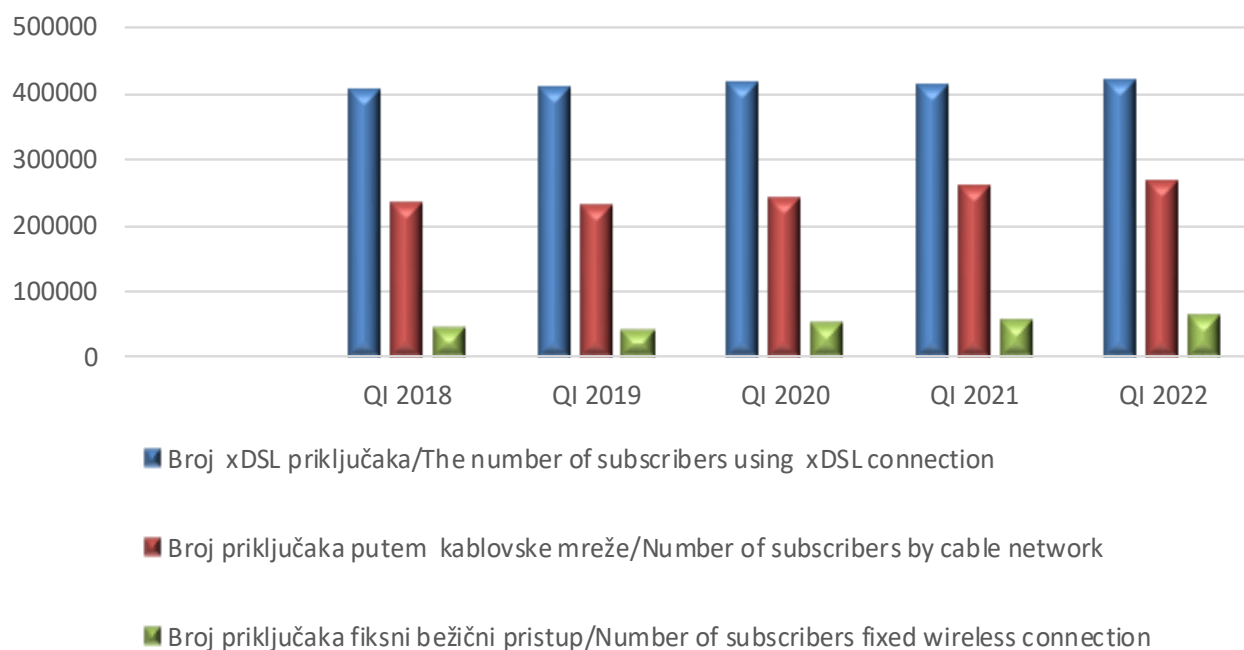
**Grafikon 3.1 Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže**

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 saopćenja 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 širokopojasnim internet uslugama realizovan putem optičkog vlakna.

**xDSL** (Digitalna Pretplatnička Linija) je širokopojasni pristup internet uslugama realizovan putem upredene bakarne parice. Tu spadaju širokopojasne 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.

## 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.

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

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

**Publikuje Agencija za statistiku Bosne i Hercegovine, 71000 Sarajevo, Zelenih beretki 26**  
*Published by the Agency for Statistics of the Bosnia and Herzegovina, 71000 Sarajevo, Zelenih beretki 26*

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