



# SAOPĆENJE

## FIRST RELEASE



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GODINA/YEAR XII

SARAJEVO, 29.07.2022.

BROJ/NUMBER 1

## INFORMACIONO DRUŠTVO

### INFORMATION SOCIETY

#### TELEKOMUNIKACIONA OPREMA, MREŽA I USLUGE, BIH, 2021.

TELECOMMUNICATIONS EQUIPMENT, NETWORK AND SERVICES, BIH, 2021.

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera u 2021. godini iznosio je 543.797 što predstavlja pad od 3,1% u odnosu na 2020. godinu.

*Total number of fixed telephone lines of dominant operators in 2021 was 543.797 which represents a decrease of 3,1% compared to the 2020th year.*

Ukupan broj vlastitih pretplatnika alternativnih operatera u 2021. godini iznosio je 145.498, što pokazuje pad od 0,5% u odnosu na prethodnu godinu.

*The total number of own subscribers of alternative operators in the year of 2021 was 145.498 which shows a decrease of 0.5% compared to previous year.*

Ukupni saobraćaj fiksne telefonske mreže u 2021. godini iznosio je 1.152.336.623 minuta, što pokazuje pad od 10,4% u odnosu na 2020.

*The total traffic of fixed telephone network in the year of 2021 was 1.152.336.623 minutes which shows a decrease of 10.4% compared to 2020th.*

Ukupni domaći odlazni saobraćaj alternativnih operatera u 2021. godini iznosio je 298.015.795 minuta, što pokazuje pad od 7,0% u odnosu na prethodnu godinu.

*The total outgoing domestic traffic alternative operators in the year of 2021 was 298.015.795 minutes which shows a decrease of 7.0% compared to previous year.*

Broj pretplatnika mobilne mreže u 2021. godini iznosio je 3.782.775 što predstavlja rast od 7,8% u odnosu na prethodnu godinu.

*The number of mobile telephone subscribers in the year of 2021 was 3.782.775 which represents an increase of 7.8% compared to previous year.*

Ukupni odlazni saobraćaj mobilne mreže u 2021. godini iznosio je 2.618.486.981, što pokazuje rast od 8,4% u odnosu na prethodnu godinu.

*The total traffic of mobile telephone network in the year of 2021 was 2.618.486.981 which shows an increase 8.4% compared to the previous year.*

Broj poslanih SMS poruka u 2021. godini manji je za 4,8%, u odnosu na 2020. godinu.

*Number of SMS messages sent in the 2021th year decreased by 4.8%, compared to the 2020th year*

Ukupan broj pretplatnika fiksnog interneta u 2021. godini iznosio je 797.893 što pokazuje rast od 3,5% u odnosu na prethodnu godinu.

*Total number of fixed Internet subscribers in the year of 2021 was 797.893 which shows an increase of 3.5% compared to previous year.*

Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopolasnog pristupa u 2021. godini iznosio je 1.817.489 što predstavlja rast od 3,0% u odnosu na 2020. godinu.

*Number of subscribers of mobile Internet via a standard mobile broadband access in the year of 2021 was 1.817.489 which represents an increase of 3.0% compared to the 2020th year*

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

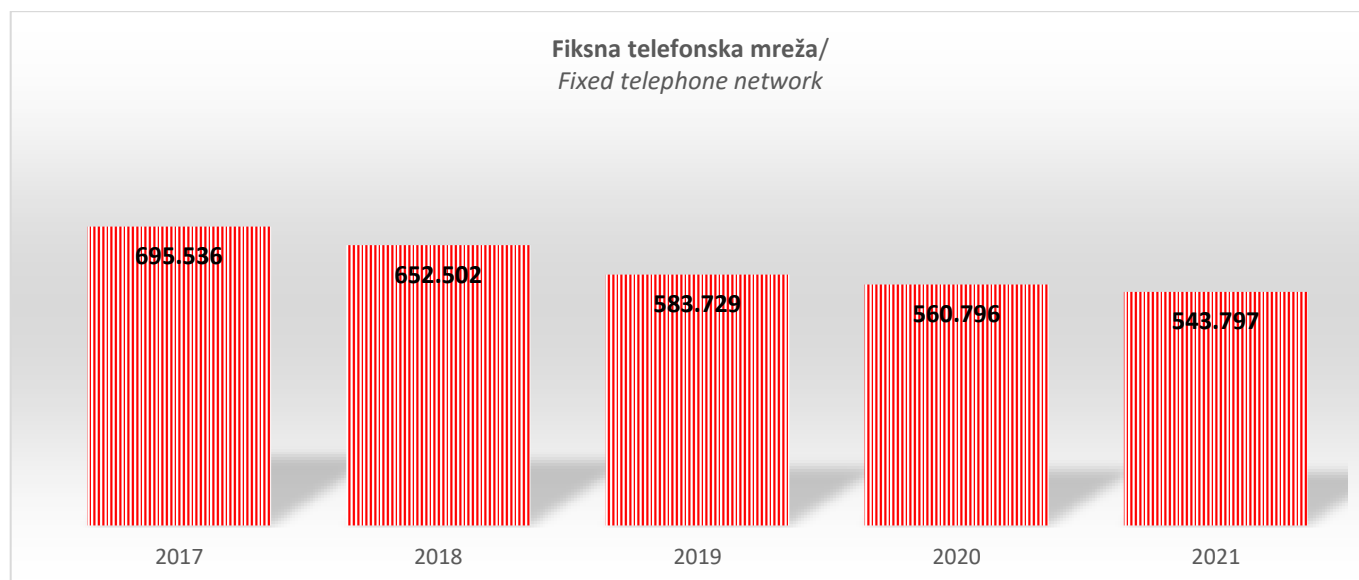
**T.1. Fiksna telefonska mreža**

*T.1 Fixed telephone network*

	2021.	
<b>Ukupan broj aktivnih fiksnih telefonskih linija incumbent operatera<sup>1</sup></b>	<b>543.797</b>	<b>Total number of fixed telephone lines of Incumbent operators</b>
Broj aktivnih analognih linija- PSTN linije	273.881	Number of active analog lines- PSTN lines
Broj ISDN linija izraženo u B kanalima	21.630	Number of ISDN lines (expressed in B channels)
Broj pretplata putem fiksne bežične petlje (CLL ili WLL)	11.663	CLL subscriptions
Broj pretplata IP telefonije	236.993	Number of IP telephone subscribers <sup>3</sup>
Ukupan broj javnih telefonskih govornica	680	Number of public payphones
Broj linija pretplatnika fizičkih osoba	404.723	Number of main lines which are residential (analog and B channels)
Broj linija pretplatnika pravnih osoba	138.394	Number of main lines which are business (analog and B channels)
Broj alternativnih operatera fiksne telefonije <sup>2</sup>	14	Total number of alternative operators
Ukupan broj vlastitih pretplatnika alternativnih operatera	145.498	Alternative operators -Number of Direct Access Subscribers
Ukupan broj pretplatnika alternativnih operatera sa indirektnim pristupom (CS- izbor operatera)	227	Alternative operators -Number of Indirect Access Subscribers (CPS, CS, etc.)
Ukupan broj prenesenih fiksnih brojeva sa 31.12. 2021. godine	100.033	The total number off transferred fixed numbers (with 31.12.2021 year)

**G.1 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>1</sup> Termin incumbent operatera 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.

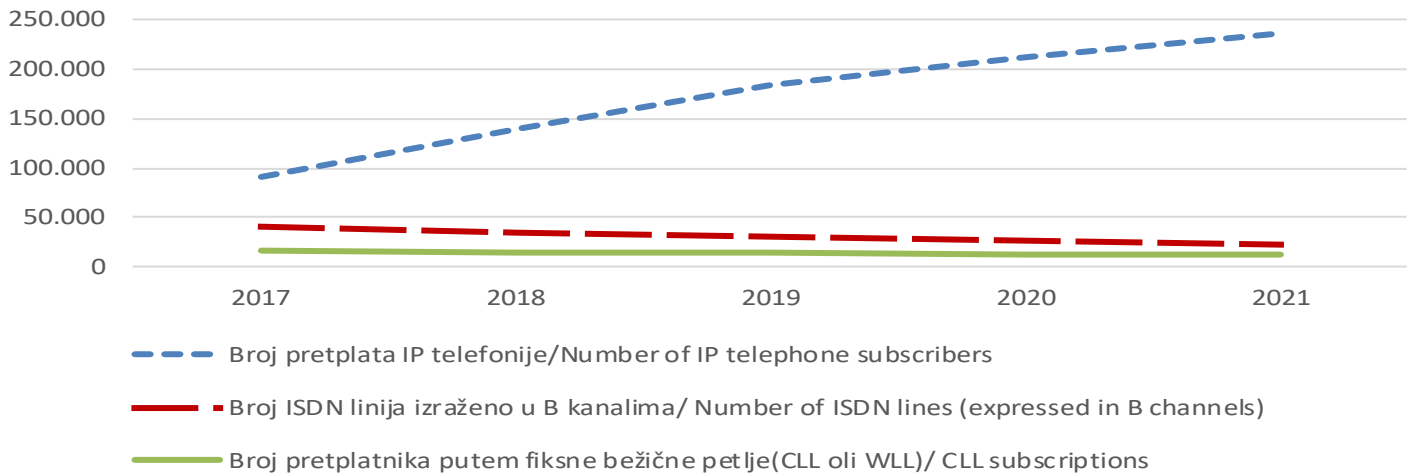
The term incumbent refers to operators who had public (legal) monopoly before liberalization markets; in Bosnia and Herzegovina these are: BH Telecom, Telekom Srpske and HT Mostar.

<sup>1</sup> Termin alternativni operatera se odnosi na operatore koji su se na tržištu pojavili nakon početka liberalizacije tržišta i korisnici su dozvole za obavljanje djelatnosti davalaca 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



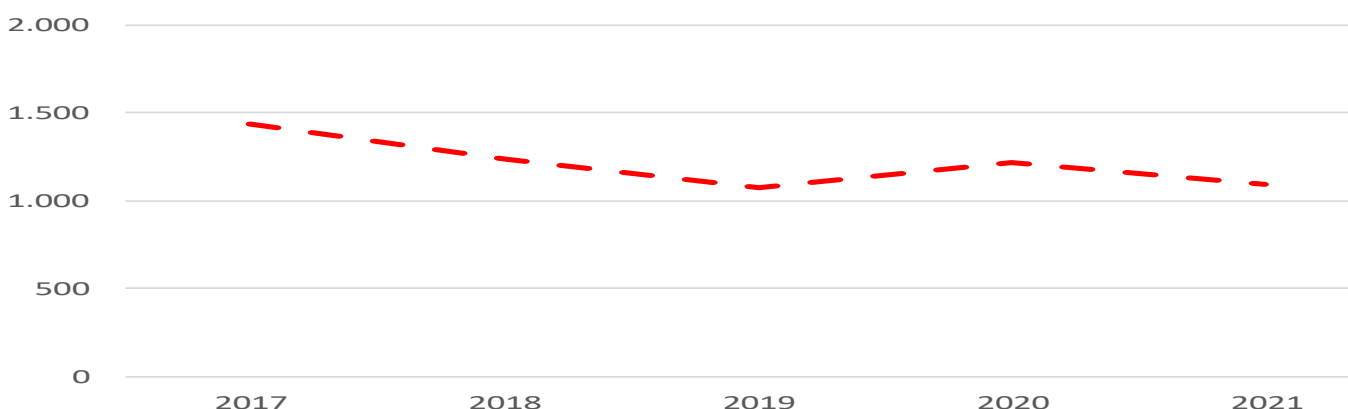
### T.1.1. Saobraćaj ostvaren putem fiksne telefonske mreže, incumbent operateri

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

	2021.	
<b>Ukupan saobraćaj incumbent operatera (u minutama)</b>	<b>1.152.336.623</b>	<b>Total traffic incumbent operators (in minutes)</b>
<b>Ukupni domaći odlazni saobraćaj (u minutama)</b>	<b>1.093.546.059</b>	<b>Outgoing domestic traffic SMP operators (in minutes)</b>
Odlazni lokalni i međumjesni saobraćaj unutar vlastite fiksne mreže (u minutama)	758.000.423	Outgoing local and trunk telephone traffic- traffic inside same network group (in minutes)
Odlazni saobraćaj prema drugim fiksnim mrežama u BiH (u minutama)	176.347.335	Outgoing traffic to other fixed networks in BiH (in minutes)
Odlazni saobraćaj prema mobilnim mrežama u BiH (u minutama)	159.198.301	Outgoing traffic to mobile networks in BiH (in minutes)
<b>Međunarodni odlazni telefonski saobraćaj (u minutama)</b>	<b>20.220.307</b>	<b>Interantional outgoing fixed telephone traffic (in minutes)</b>
<b>Međunarodni dolazni telefonski saobraćaj (u minutama)</b>	<b>38.570.257</b>	<b>Interantional incoming fixed telephone traffic (in minutes)</b>
<b>Dial-up internet saobraćaj (u minutama)</b>	<b>0</b>	<b>Dial up internet traffic (in minutes)</b>

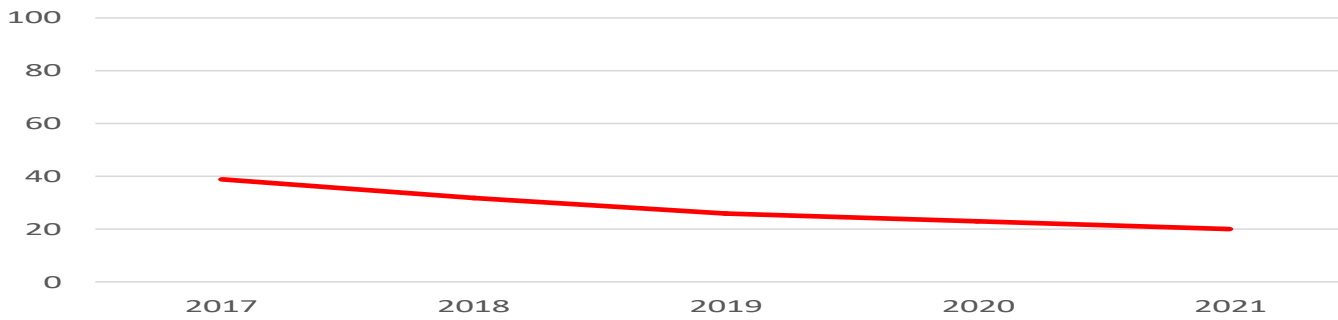
### G.3. Ukupan domaći odlazni saobraćaj incumbent operatera (u milionama minuta)

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



#### G.4. Ukupan međunarodni odlazni saobraćaj incumbent operatora (u milionama minuta)

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



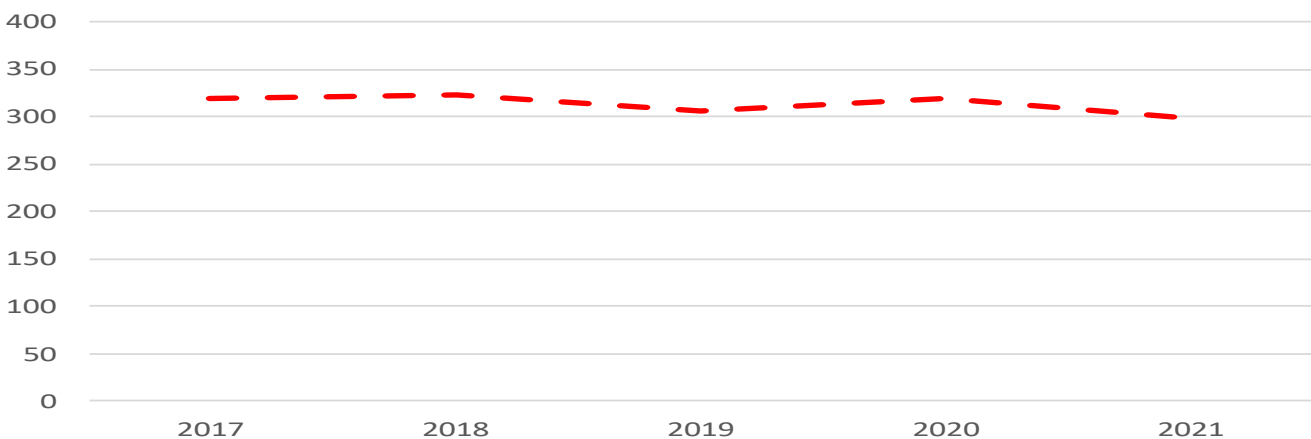
#### T.1.2. Saobraćaj (koji su ostvarili alternativni operatori)

T.1.2 Traffic (realised by alternative operators)

	2021.	
<b>Ukupni domaći odlazni saobraćaj alternativnih operatora (u minutama)</b>	<b>298.015.795</b>	<b>Outgoing domestic traffic alternative operators (in minutes)</b>
Međunarodni odlazni telefonski saobraćaj alternativnih operatora (u minutama) <sup>4</sup>	4.151.044	International outgoing fixed telephone traffic alternative operators (in minutes) <sup>5</sup>
Međunarodni dolazni telefonski saobraćaj alternativnih operatora (u minutama) <sup>5</sup>	9.415.664	Interantional 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)	29.545.069	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)	23.505.825	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 saobraćaj alternativnih operatora (u milionama minuta)

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



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

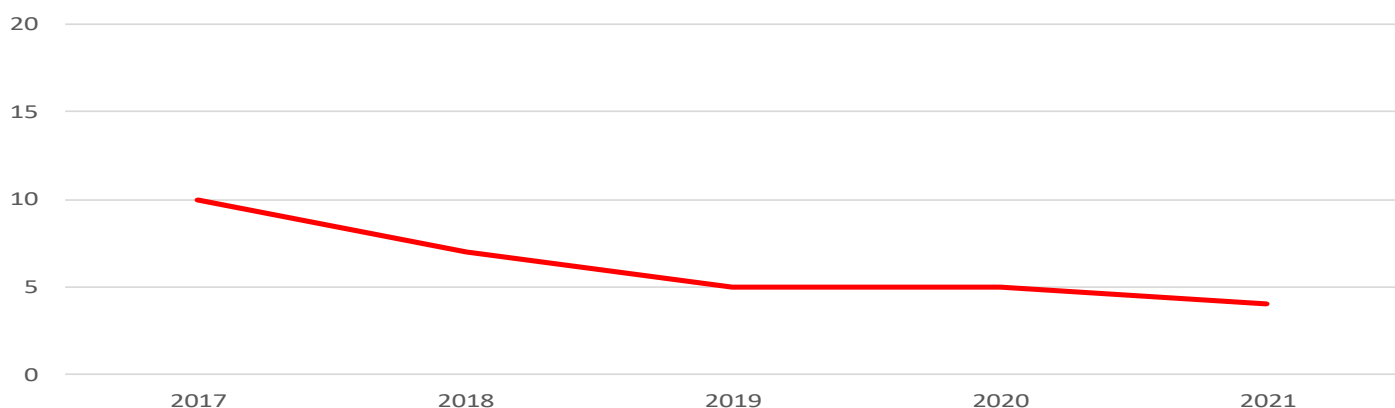
Traffic of own subscribers and subscribers who use intermediate access (CS, CPS, phone cards) that is being redirected toward fix and mobile networks abroad.

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

International traffic that uses the own network of telephone provider

## G.6. Ukupan međunarodni odlazni saobraćaj alternativnih operatora (u milionama minuta)

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



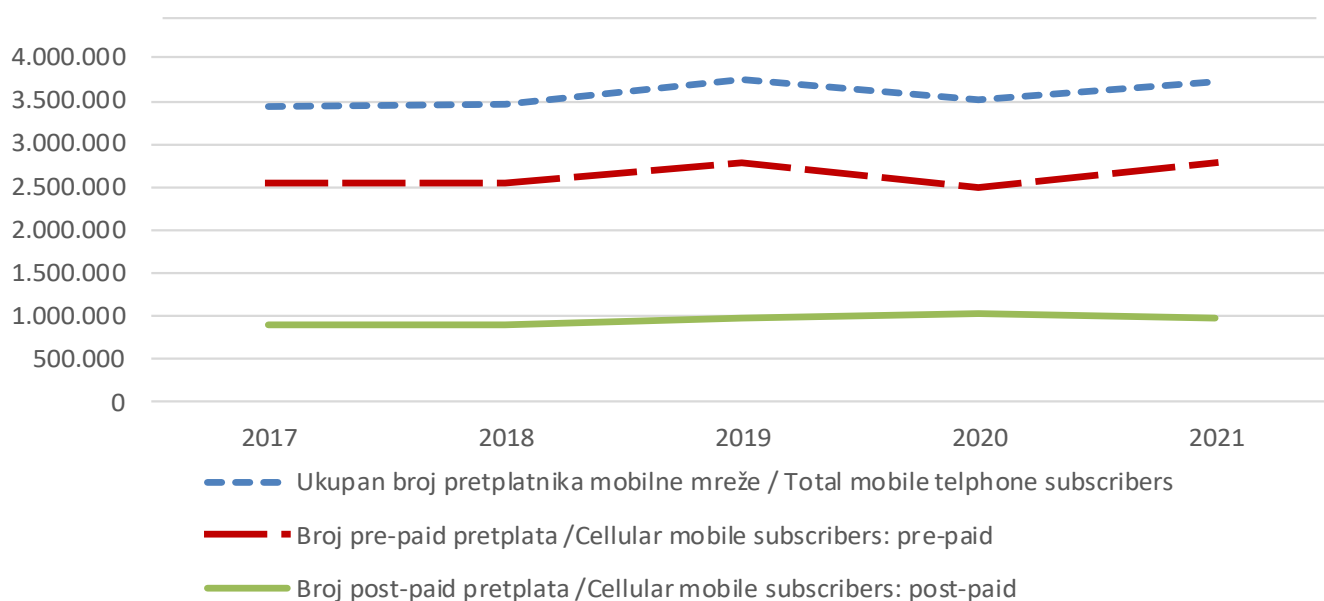
## T.2. Mobilna telefonska mreža

T.2 Mobile Telephone Network

	31.12.2021.	
<b>Ukupan broj pretplatnika mobilne mreže</b>	<b>3.782.775</b>	<b>Total mobile telephone subscribers</b>
Broj pre-paid pretplata	2.793.701	Cellular mobile subscribers: pre-paid
Broj post-paid pretplata	989.074	Cellular mobile subscribers: post-paid

## G.7. Ukupan broj pretplatnika mobilne mreže

G.7 Total mobile telephone subscribers



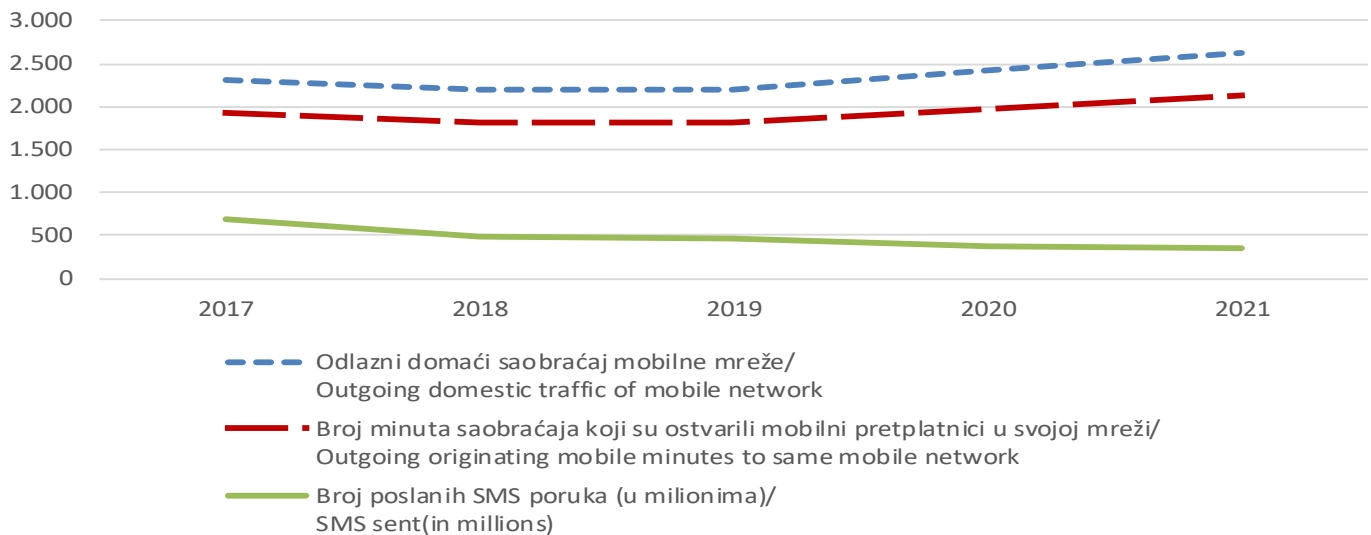
### T.2.1. Saobraćaj ostvaren putem mobilne mreže

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

	2021	
<b>Ukupni odlazni saobraćaj mobilne mreže u minutama (domaći saobraćaj), od toga:</b>	<b>2.618.486.981</b>	<b>Total Outgoing traffic of mobile network in minute (domestic traffic), of which:</b>
Broj minuta saobraćaja koji su ostvarili mobilnipretplatnici u svojoj mreži	2.128.704.247	Outgoing/originating mobile minutes to samemobile network.
Broj minuta saobraćaja koji su ostvarili mobilnipretplatnici prema drugim mobilnim mrežama u BiH	310.457.415	Outgoing/originating mobile minutes to other mobile networks in BiH.
Broj minuta saobraćaja mobilna - fiksna	179.325.319	Outgoing mobile minutes to fixed networks
<b>Međunarodni odlazni saobraćaj ( u minutama)</b>	<b>30.071.175</b>	<b>International outgoing mobile traffic (in minutes)</b>
<b>Međunarodni dolazni saobraćaj ( u minutama)</b>	<b>143.306.483</b>	<b>International incoming mobile traffic (in minutes)</b>
Broj poslanih SMS poruka	348.631.424	SMS sent
Broj poslanih MMS poruka	1.432.904	MMS sent

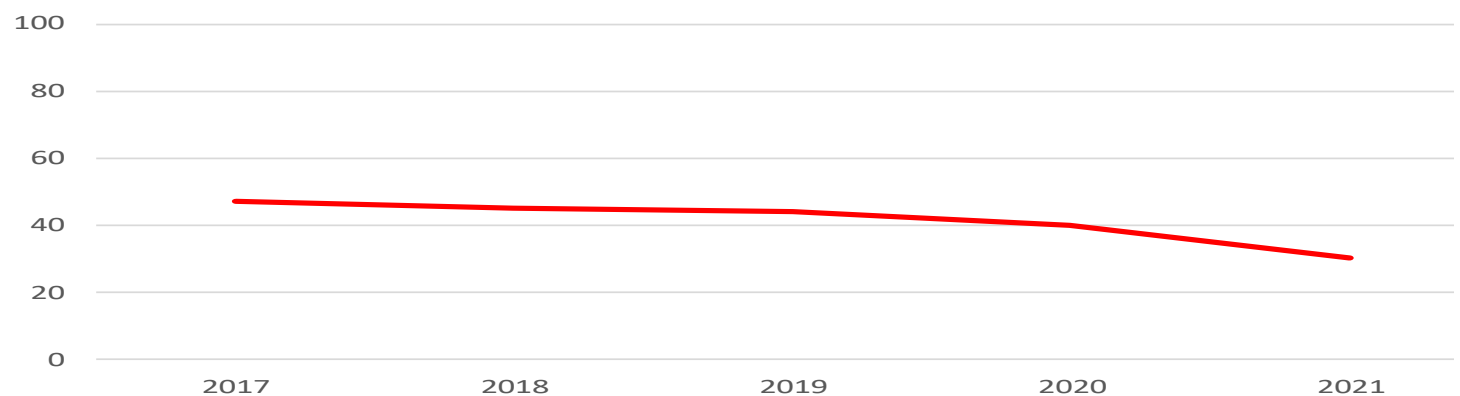
### G.8. Saobraćaj ostvaren putem mobilne mreže (u milionama minuta)

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



### G.9. Međunarodni odlazni saobraćaj (u milionama minuta)

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



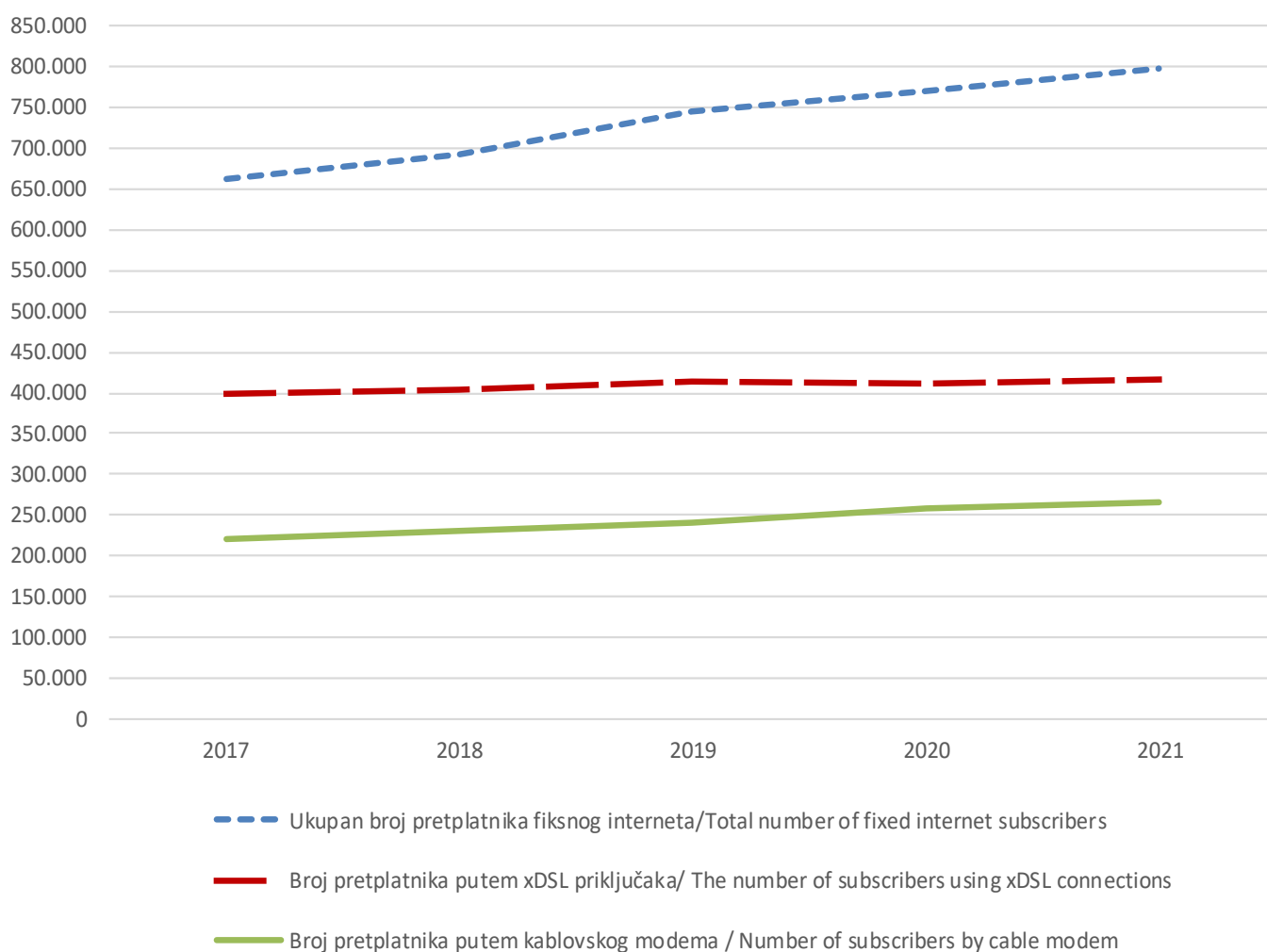
### T.3. Fiksni internet

#### T.3 Fixed internet

	2021	
Broj ISP-ova	60	<i>Number of ISPs</i>
<b>Ukupan broj pretplatnika fiksnog interneta</b>	<b>797.893</b>	<b><i>Total number of fixed internet subscribers</i></b>
Broj <i>dial up</i> pretplatnika	0	<i>Number of dial-up subscribers</i>
Ukupan broj <i>broadband</i> pretplatnika	797.893	<i>Total number of broadband subscribers</i>
Broj pretplatnika putem xDSL priključaka	416.028	<i>The number of subscribers using xDSL connection</i>
Broj pretplatnika putem kablovskog modema	265.411	<i>Number of subscribers by cable modem</i>
Broj pretplatnika putem FWA (fiksni bežični pristup) priključaka	55.658	<i>Number of subscribers by FWA (fixed wireless) connection</i>
Broj pretplatnika putem iznajmljenih linija	2.167	<i>The number of subscribers via leased lines</i>
Broj pretplatnika putem FTTH priključaka	58.604	<i>The number of subscribers via FTTH connection</i>
Broj pretplatnika putem ostalih tehnologija	25	<i>The number of subscribers using other technologies</i>

### G.10 Fiksni internet

#### G.10 Fixed internet



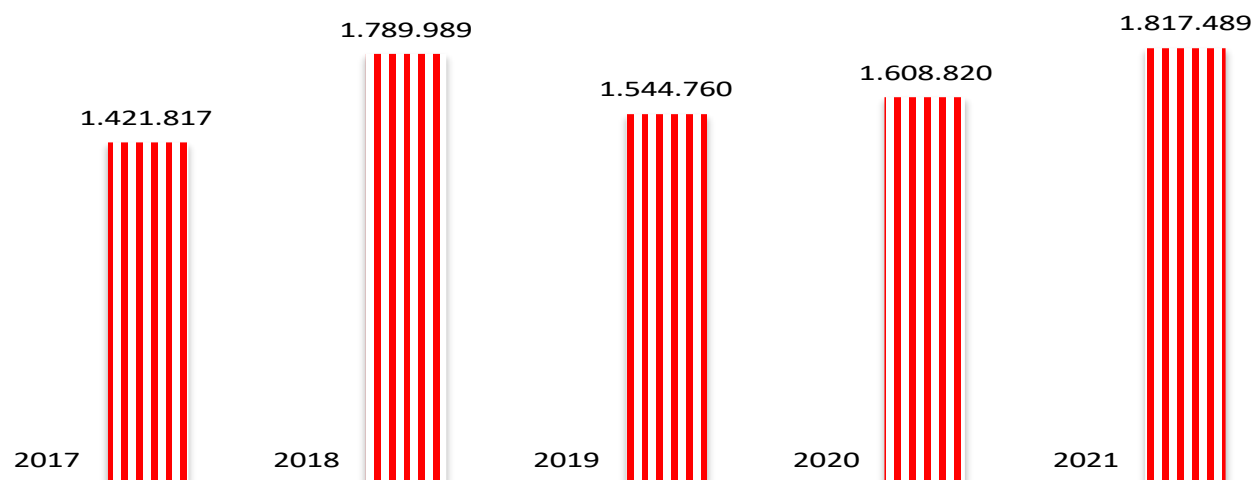
#### T.4. Mobilni internet

##### T.4 Mobile internet

	2021	
Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog ( <i>broadband</i> ) pristupa	1.817.489	<i>The number of subscribers of mobile Internet via a standard mobile broadband access</i>
Broj pretplatnika mobilnog interneta putem namjenskog širokopojasnih ( <i>broadband</i> ) pristupa	16.030	<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 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.

**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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