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BROJ/ NUMBER 1

## INFORMACIONO DRUŠTVO

### INFORMATION SOCIETY

### ELEKTRONSKE KOMUNIKACIJE, prvi kvartal 2023.

#### ELECTRONIC COMMUNICATIONS, first quarter 2023

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera u prvom kvartalu 2023. godine iznosio je 499 575 što predstavlja pad od 7,0% u odnosu na prvi kvartal 2022. godine.

*Total number of fixed telephone lines of dominant operators in the first quarter 2023 was 499 575 which represents a decreased of 7.0% compared to the first quarter 2022.*

Ukupni odlazni saobraćaj fiksne telefonske mreže u prvom kvartalu 2023. godine iznosio je 263 027 641 minuta, što pokazuje pad od 19,7% u odnosu na prvi kvartal 2022. godine.

*The total traffic of fixed telephone network in the first quarter 2023 was je 263 027 641 minutes which shows an decreased of 19.7% compared to the first quarter 2022.*

Broj korisnika mobilne mreže u prvom kvartalu 2023. godine iznosio je 3 589 802 i bilježi pad od 0,1% u odnosu na prvi kvartal 2022. godine. Ukupni odlazni saobraćaj mobilne mreže u prvom kvartalu 2023. godine iznosio je 606 490 054 minuta, što pokazuje pad od 4,5% u odnosu na prvi kvartal 2022. godine.

*Number of mobile phone users in the first quarter 2023 was 3 589 802 which shows an decreased of 0.1% compared to the first quarter 2022. The total traffic of mobile telephone network in the first quarter of 2023 was 606 490 054 minutes which shows an decreased of 4.5% compared to the first quarter of 2022.*

Broj poslanih SMS poruka u prvom kvartalu 2023. godine manji je za 7,3%, broj poslanih MMS poruka manji je za 4,9% u odnosu na prvi kvartal 2022. godine.

*Number of SMS messages sent in the first quarter 2023 decreased by 7.3%, while the number of MMS messages sent decreased by 4.9%, compared to the first quarter 2022.*

Ukupan broj internet priključaka putem fiksne mreže u prvom kvartalu 2023. godine iznosio 876 845 i bilježi rast od 8,1% u odnosu na prvi kvartal 2022. godine.

*The total number of Internet connections via the fixed network in the first quarter of 2023 was 876 845 which shows an increased of 8.1% compared to the first quarter 2022.*

# 1. FIKSNA TELEFONSKA MREŽA

**Tabela 1.1 Fiksna telefonska mreža**

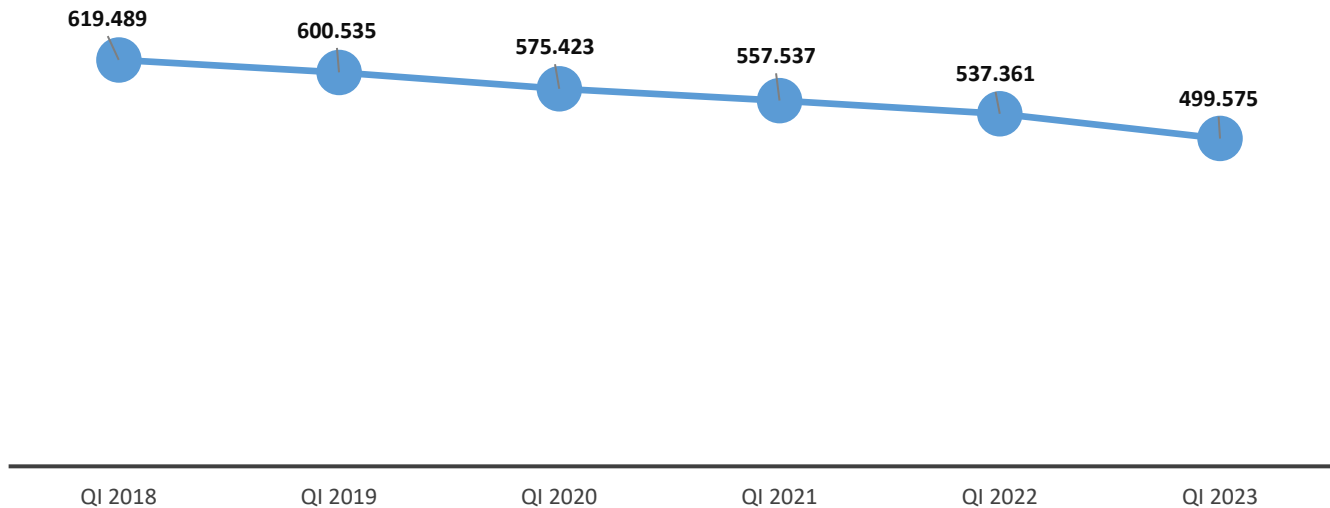
Table. 1. 1. Fixed telephone network

	I Kvartal quarter	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2023 IV 2022	I 2023 I 2022	
	2020.	2021.	2022.		2023.	Indeksi/Indices		
<b>Ukupan broj</b> aktivnih fiksnih telefonskih linija dominantnih operatera	575.423	557.537	537.361	505.128	499.575	98,9	93,0	Total <b>number</b> of fixed telephone lines of dominant operators
<b>Broj</b> novih operatera fiksne telefonije	11	14	14	12	12	100,0	85,7	The <b>number</b> of new fixed telephony operator
Ukupan <b>broj</b> vlastitih pretplatnika novih operatera	146.008	145.507	146.383	145.333	142.806	98,3	97,6	The total number of own subscribers to new operators
Ukupan <b>broj</b> pretplatnika novih operatera sa indirektnim pristupom	211	326	204	173	174	100,6	85,3	Alternative operators - <b>Number</b> of Indirect Access Subscribers
Ukupan <b>broj</b> prenesenih brojeva	89.771	95.166	103.027	105.516	106.618	101,0	103,5	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
	2019.	2020.	2021.	2022.	2022.	2023.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	412.618.178	399.237.791	385.901.944	327.377.522	273.722.198	263.027.641	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	405.445.866	392.780.912	380.922.550	323.548.181	270.161.127	259.995.234	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	7.172.312	6.456.879	4.979.394	3.829.342	3.561.070	3.032.407	International outgoing fixed telephone traffic

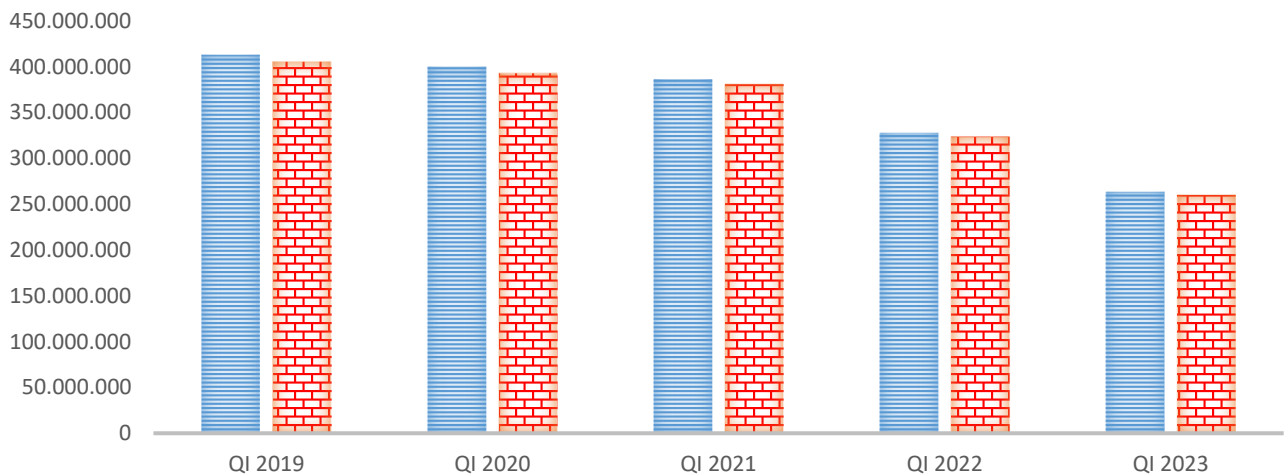
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)  
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	I 2023 I 2021	I 2023 I 2022	I 2023 IV 2022	Indicies by indicators outgoing traffic fixed-line operator
	Ukupno odlazni saobraćaj operatera fiksne telefonije	68,2	80,3	
Ukupni domaći odlazni saobraćaj	68,3	80,4	96,2	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	60,9	79,2	85,2	International outgoing fixed telephone traffic

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

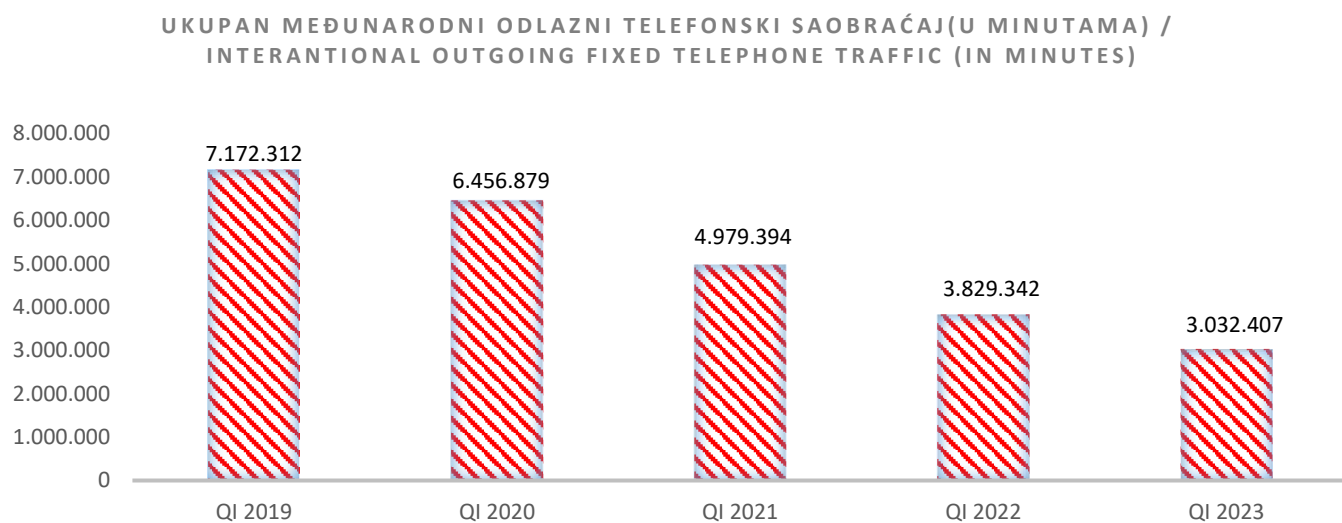
*Graph 1.2 Traffic accomplished via fixed telephone network*

■ Ukupni odlazni saobraćaj operatera fiksne telefonije (u minutama)/  
Outgoing total traffic fixed networks operators (in minutes) ■ Ukupni domaći odlazni saobraćaj (u minutama)/  
Outgoing domestic traffic (in minutes)



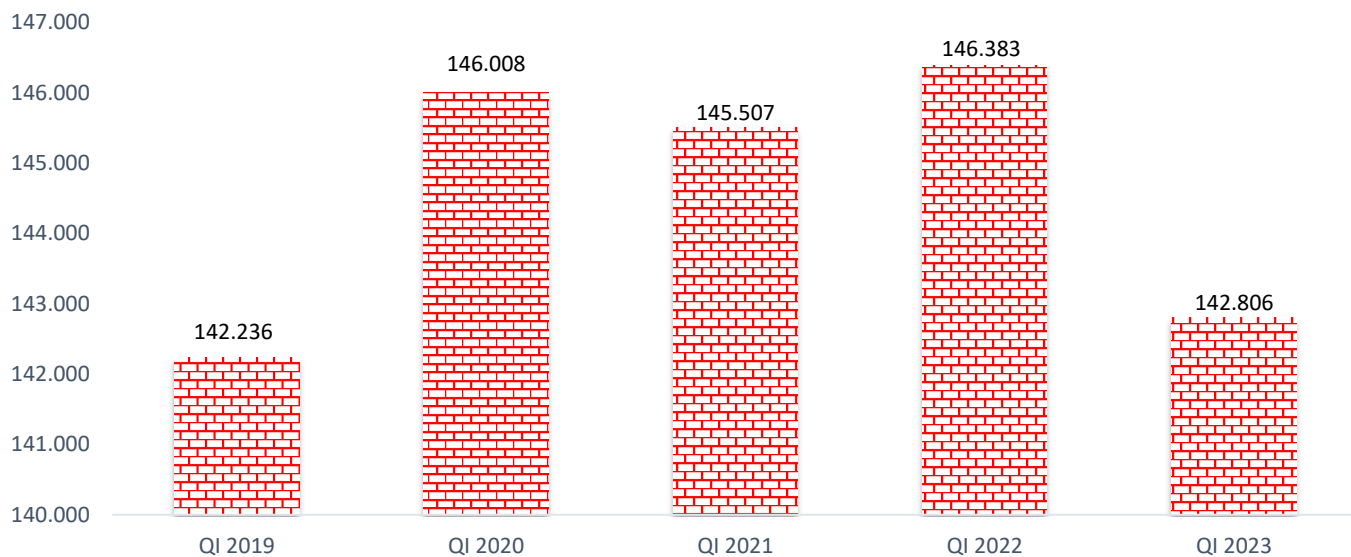
### Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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*

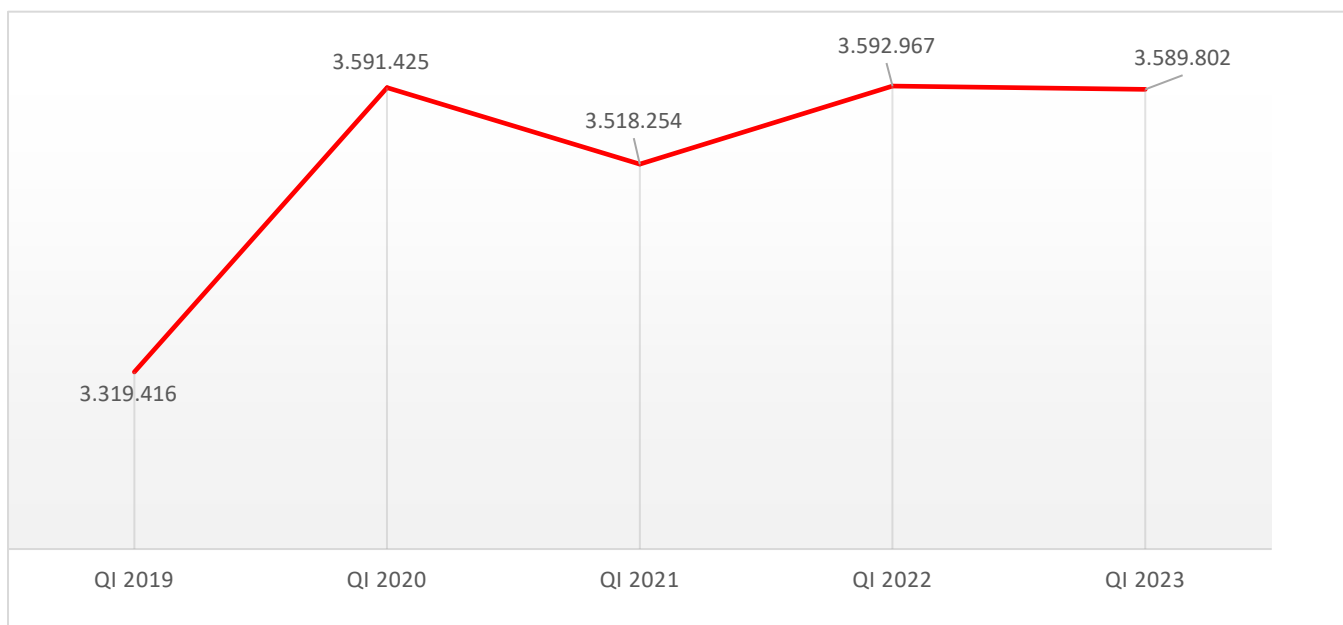
	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2023 IV 2022	I 2023 I 2022	
	2021.	2022.		2023.	Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3.518.254	3.592.967	3.811.931	3.589.802	94,2	99,9	Total number of mobile network users
<b>Penetracija</b> mobilne telefonije	99,63%	103,39%	110,39%	103,96%	94,2	100,6	<b>Penetration</b> of mobile telephony
Ukupan broj prenesenih brojeva	94.731	109.316	121.216	125.172	103,3	114,5	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	630.758.243	634.962.172	656.444.264	606.490.054	92,4	95,5	Total outgoing traffic of mobile operators (in minutes)
<b>Broj</b> poslatih SMS poruka	83.503.728	76.998.790	70.386.724	71.380.939	101,4	92,7	SMS sent
<b>Broj</b> poslatih MMS poruka	316.817	308.745	325.649	293.638	90,2	95,1	MMS sent

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

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

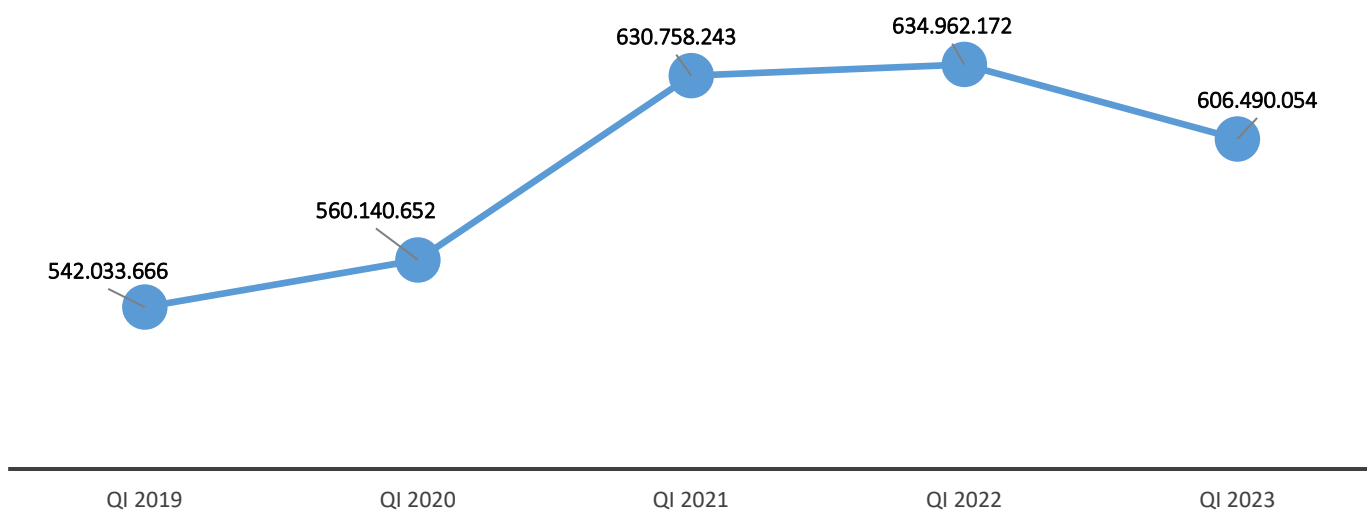
**Grafikon 2.1. Broj korisnika telefonskih usluga u mobilnoj telefoniji**

*Graph 2.1 Number of users of telephone services in mobile telephony*



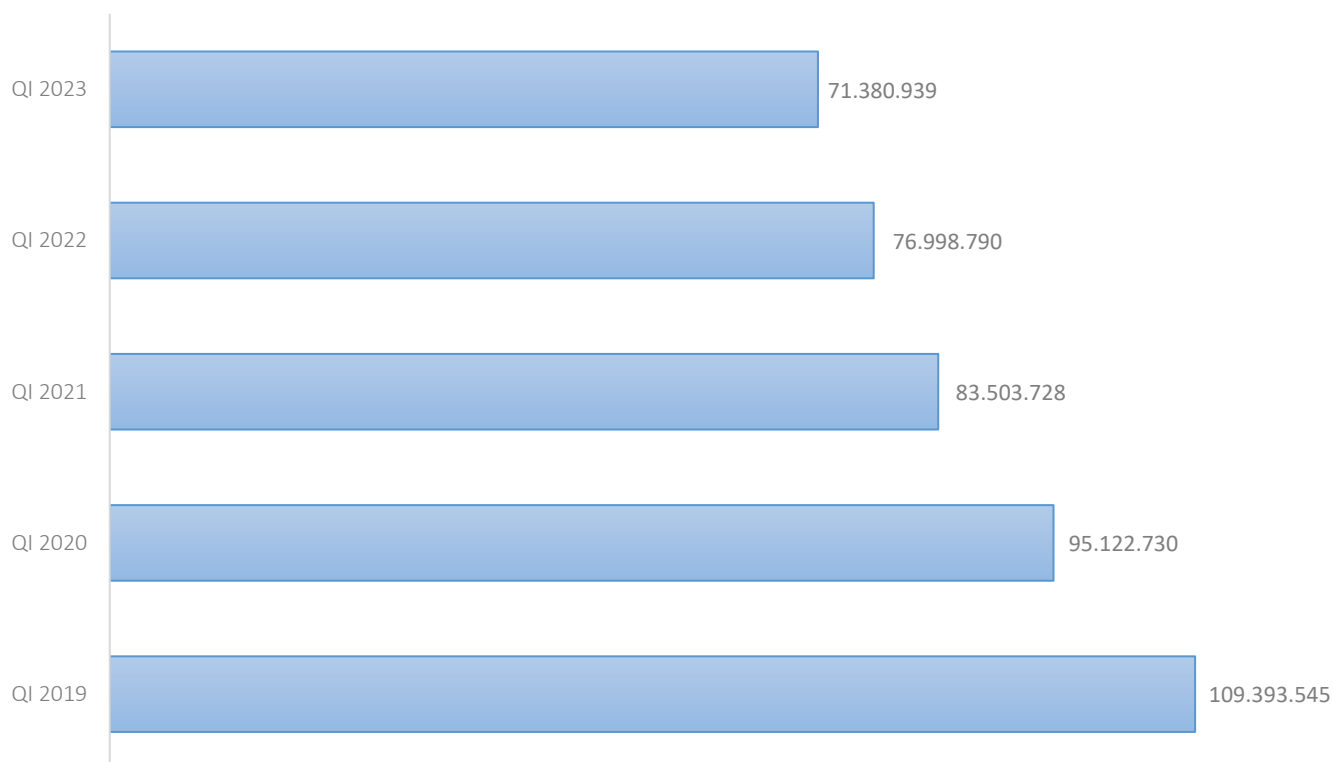
### Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama).

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



### Grafikon 2.3. Broj poslatih SMS poruka

Graph 2.3 SMS sent



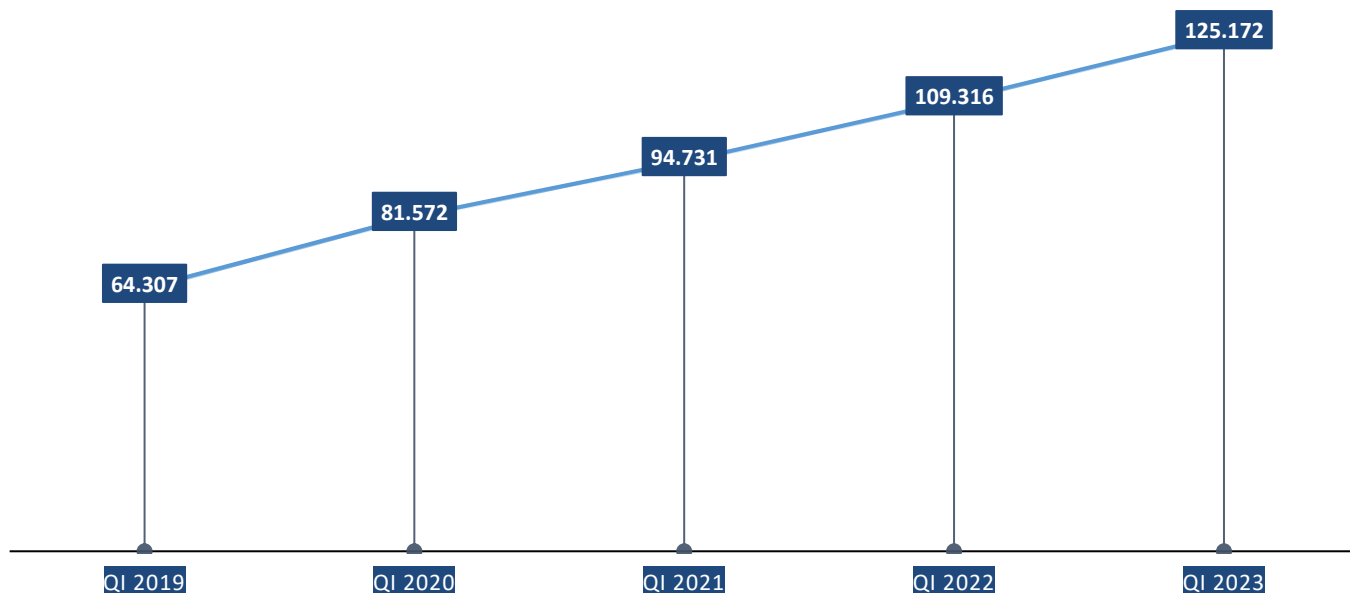
### Grafikon 2.4. Broj poslatih MMS poruka

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**

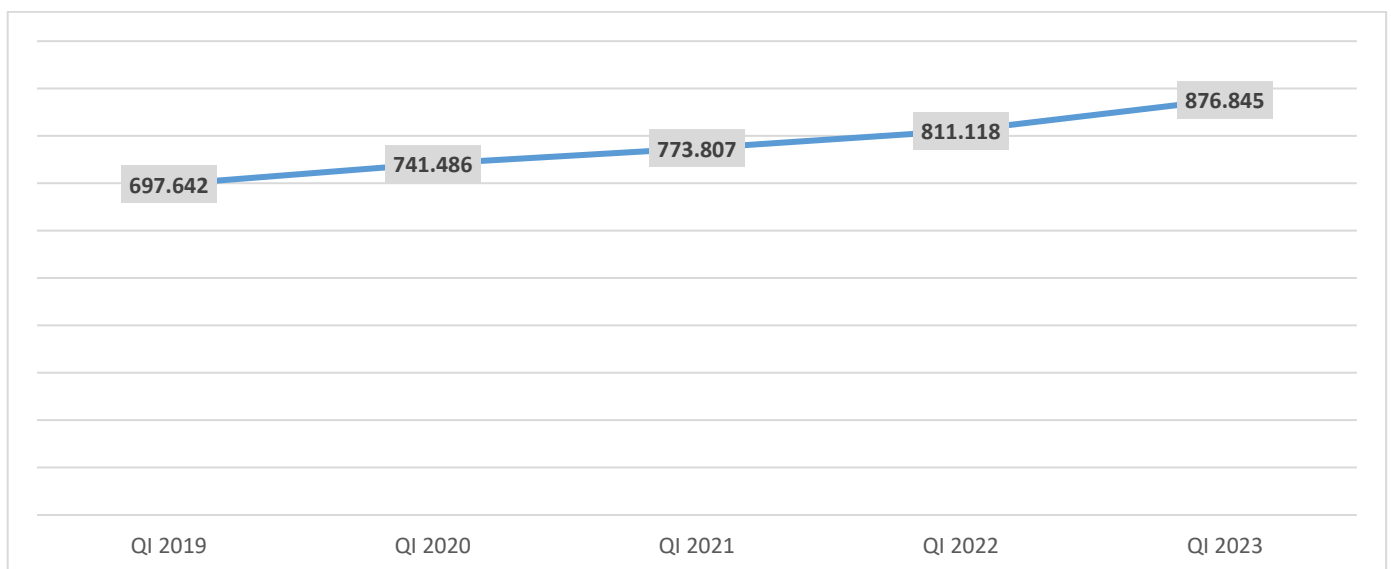
Table 3 Internet access

	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2023 IV 2022	I 2023 I 2022	
	2021.	2022.		2023.	Indeksi/Indicies		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	773.807	811.118	875.521	876.845	100,2	108,1	Total number of broadband subscribers
Broj xDSL priključaka	413.166	419.418	466.698	449.070	96,2	107,1	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	257.183	265.534	271.023	269.010	99,3	101,3	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	53.393	62.389	63.068	62.349	98,9	99,9	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	1.671	2.177	2.302	2.278	99,0	104,6	Number of subscribers via leased lines
Broj priključaka FTTx	48.061	61.570	72.407	94.116	130,0	152,9	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	333	30	16	15	93,8	50,0	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	93,80%	99,46%	110,90%	116,11%	104,7	116,7	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)

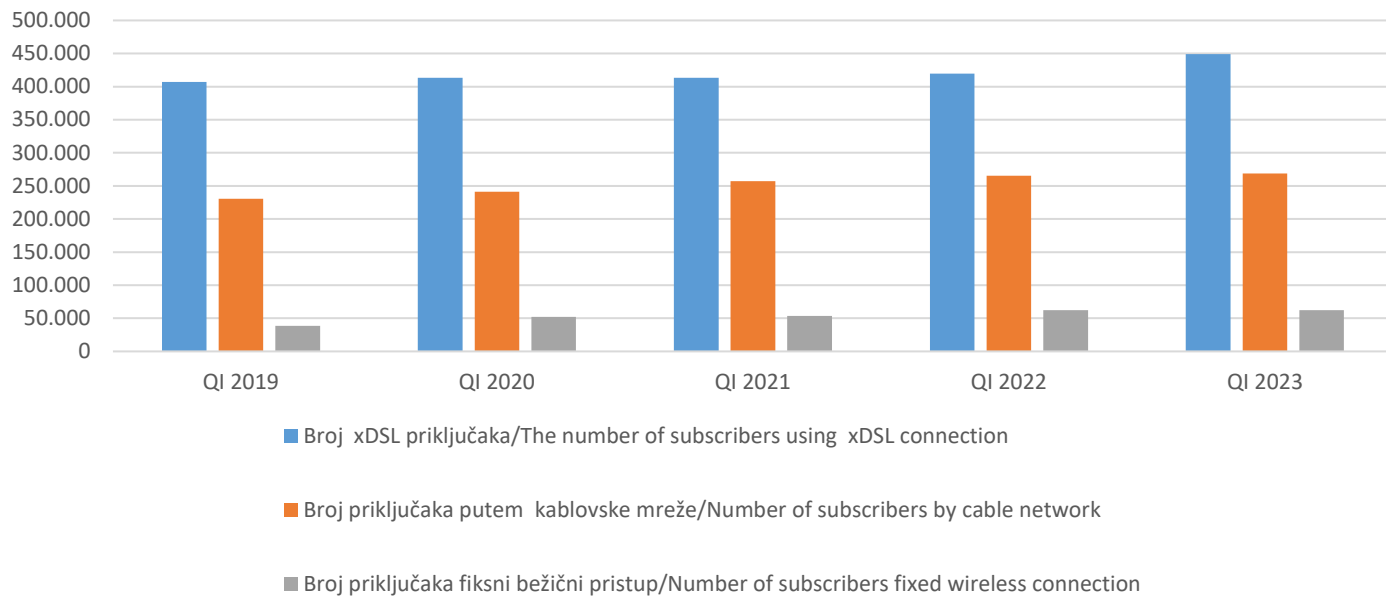
**Grafikon 3.1 Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže**

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 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.

## 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).

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**Telefon/Phone: +387 (33) 911 911 | Telefaks/Telefax: +387 (33) 220 622**  
**Elektronska pošta/E-mail: [bhas@bhas.gov.ba](mailto:bhas@bhas.gov.ba) | Internetska stranica/Web site: [www.bhas.gov.ba](http://www.bhas.gov.ba)**

**Odgovorne osobe/Responsible persons:**

**Velimir Jukić, pomoćnik direktorice za poslovne statistike**  
*Velimir Jukić, Assistant Director of Business Statistics*

**Fahir Kanlić, šef Odsjeka za statistiku industrije i građevinarstva**  
*Fahir Kanlić, Head of Department for Industry and Construction Statistics*

**Vesna Ćužić, direktorica**  
*Vesna Ćužić, Director*

**Saopćenje priredile: Dženita Babić i Maria Ostojić**  
*Prepared by: Dženita Babić and Maria Ostojić*



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