



# PRIOPĆENJE

## FIRST RELEASE



Molimo korisnike da prilikom uporabe podataka obavezno navedu izvor  
*Users are kindly requested to mention the data source*

GODINA/ YEAR IV

SARAJEVO, 20. 5. 2014.

BROJ/ NUMBER 1

## TRANSPORT

### TRANSPORT

#### TELEKOMUNIKACIJSKA OPREMA, MREŽA I USLUGE ZA 2013. GODINU TELECOMMUNICATIONS EQUIPMENT, NETWORK AND SERVICES FOR 2013

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera u 2013. godini iznosio je 846.484 što predstavlja pad od 0,7% u odnosu na 2012. godinu.

*Total number of fixed telephone lines of dominant operators in 2013 was 846.484 which represents a decrease of 0,7% compared to the 2012 year.*

Ukupan broj pretplata IP telefonije u 2013. godini iznosio je 40.680 što pokazuje pad od 23,2% u odnosu na prethodnu godinu.

*The total number of IP telephone subscribers in the year of 2013 was 40.680 which shows a decrease of 23,2% compared to previous year.*

Ukupni transport fiksne telefonske mreže u 2013. godini iznosio je 2,2 milijuna što pokazuje pad od 5,7% u odnosu na 2012.

*The total traffic of fixed telephone network in the year of 2013 was 2,2 billion minutes which shows a decrease of 5,7% compared to 2012.*

Broj pretplatnika mobilne mreže u 2013. godini iznosio je 3,48 milijuna i bilježi blagi porast od 4,1%.

*The number of mobile telephone subscribers in the year of 2013. was 3,48 million which shows an increase of 4,1%.*

Ukupni promet mobilne mreže u 2013. godini iznosio je 2,8 milijardi minuta što pokazuje rast od 6,3% u odnosu na prethodnu godinu.

*The total traffic of mobile telephone network in the year of 2013. was 2,8 billion minutes which shows an increase of 6,3% compared to the previous year.*

Broj poslanih SMS poruka u 2013. godini manji je za 19,7%, dok je broj poslanih MMS poruka manji za 28,8% u odnosu na 2012. godinu.

*Number of SMS messages sent in the 2013 year decreased by 19,7%, and the number of MMS messages sent lower by 28,8% compared to the 2012 year*

Procenat pokrivenosti stanovništva Bosne i Hercegovine mobilnom mrežom u 2013. godini je 99 % i ostao je nepromijenjen u odnosu na prethodnu godinu.

*The percentage of coverage of the population of Bosnia and Herzegovina with mobile network in the year of 2013 is 99 % compared to previous year.*

**TELEKOMUNIKACIJSKI POKAZATELJI ZA BOSNU I HERCEGOVINU<sup>1)</sup>**  
**TELECOMMUNICATION INDICATORS FOR BOSNIA AND HERZEGOVINA<sup>1)</sup>**

**T. 1. FIKSNA TELEFONSKA MREŽA**

**T.1. FIXED TELEPHONE NETWORK**

|   | <b>2013</b>    |  |
|---|----------------|--|
| <b>Ukupan broj aktivnih fiksnih telefonskih linija incumbent<sup>2)</sup> operatora</b> | <b>846.484</b> | <b>Total number of fixed telephone lines of incumbent<sup>2)</sup> operators</b> |
| Broj aktivnih analognih linija- PSTN linije   | 718.248        | Number of active analog lines- PSTN lines  |
| Broj ISDN linija izraženo u B kanalima  | 59.578         | Number of ISDN lines (expressed in B channels)                                   |
| Broj pretplata putem fiksne bežične petlje (CLL ili WLL)                                | 26.164         | CLL subscriptions  |
| Broj pretplata IP telefonije <sup>3)</sup>  | 40.680         | Number of IP telephone subscribers <sup>2)</sup>                                 |
| Ukupan broj javnih telefonskih govornica  | 1.814          | Number of public payphones   |
| Broj linija pretplatnika fizičkih osoba   | 720.358        | Number of main lines which are residential (analog and B channels)               |
| Broj linija pretplatnika pravnih osoba  | 126.126        | Number of main lines which are business (analog and B channels)                  |
| Broj novih operatora fiksne telefonije  | 13             | Total number of alternative operators  |
| Ukupan broj vlastitih pretplatnika novih operatora                                      | 44.819         | Alternative operators -Number of Direct Access Subscribers                       |
| Ukupan broj pretplatnika novih operatora sa neizravnim pristupom (CS- izbor operatora)  | 46.027         | Alternative operators -Number of Indirect Access Subscribers (CPS, CS, etc.)     |
| Ukupan broj prenesenih fiksnih brojeva u 2013. godini                                   | 7.732          | The total number of transferred fixed numbers in the 2013 <sup>th</sup> year     |

<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 operatori se odnosi na operatore koji su prije liberalizacije tržišta imali državni (zakonski) monopol; u Bosni i Hercegovini to 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> Broj aktivnih pretplatnika IP fiksne telefonije (koji su ostvarili promet u posljednja tri mjeseca). Uključuje pretplatnike IP telefonije putem fiksnog bežičnog pristupa, DSL, kablovskog ili drugog fiksnog flat pristupa internetu koji pruža fiksnu telefoniju koristeći internet protokol, ali ne uključuje software bazirane na VoIP aplikacije, kao što su: Skype, Hotmail ili Yahoo.

Number of active subscribers of fixed telephony (those who have generated traffic in last three months). Includes subscribers of IP telephony via a fixed connection, DSL, cable or any other fix flat access to internet that provides a fix telephony by using internet protocol but that does not include software based on VoIP application as for exemple: Skype, Hotmail or Yahoo.

**T.1.1. Transport ostvaren putem fiksne telefonske mreže***T.1.1. Traffic accomplished via fixed telephone network*

|   | 2013                 |   |
|---|----------------------|---|
| <b>Ukupni promet (u minutama)</b>   | <b>2.235.039.394</b> | <b>Total traffic ( in minutes)</b>  |
| <b>Ukupni domaći odlazni saobraćaj incumbent operatora (u minutama)</b>       | <b>1.921.379.243</b> | <b>Outgoing domestic traffic incumbent operators (in minutes)</b>                         |
| Odlazni lokalni i međumjesni promet unutar vlastite fiksne mreže (u minutama) | 1.384.371.229        | Outgoing local and trunk telephone traffic-traffic inside same network group (in minutes) |
| Odlazni promet prema drugim fiksnim mrežama u BiH (u minutama)                | 112.861.586          | Outgoing traffic to other fixed networks in BiH (in minutes)                              |
| Odlazni promet prema mobilnim mrežama u BiH (u minutama)                      | 424.146.428          | Outgoing traffic to mobile networks in BiH (in minutes)                                   |
| <b>Međunarodni odlazni telefonski promet (u minutama)</b>                     | <b>76.437.994</b>    | <b>Interantional outgoing fixed telephone traffic (in minutes)</b>                        |
| <b>Međunarodni dolazni telefonski promet (u minutama)</b>                     | <b>231.607.696</b>   | <b>Interantional incoming fixed telephone traffic (in minutes)</b>                        |
| <b>Dial-up internet promet (u minutama)</b>                                   | <b>5.614.461</b>     | <b>Dial up internet traffic (in minutes)</b>  |

**T.1.2. Promet (koji su ostvarili novi operatori )***T.1.2. Traffic (realised by alternative operators)*

|  | 2013        |  |
|--|-------------|--|
| Ukupni domaći odlazni promet novih operatora (u minutama)  | 122.915.040 | Local telephone traffic (in minutes)   |
| Međunarodni odlazni promet (u minutama) <sup>4)</sup>  | 18.192.269  | International outgoing fixed telephone traffic (in minutes) <sup>3)</sup>  |
| Međunarodni dolazni promet (u minutama) <sup>5)</sup>  | 10.147.766  | International incoming fixed telephone traffic (in minutes) <sup>4)</sup>  |
| Međunarodni dolazni promet koji je došao preko novih operatora i završio u fiksnim mrežama incumbent operatora (u minutama)  | 136.510.987 | International incoming traffic that came through the alternative operators and ended in the fixed networks of incumbent operators (in minutes) |
| Međunarodni dolazni promet koji je došao preko novih operatora i završio u mobilnim mrežama incumbent operatora (u minutama) | 67.368.758  | International incoming traffic that came through the alternative operator and ended in the mobile networks of incumbent operators (in minutes) |

<sup>4)</sup> Promet vlastitih pretplatnika i pretplatnika koji koriste neizravni 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*

**T. 2. MOBILNA TELEFONSKA MREŽA***T.2. MOBILE TELEPHONE NETWORK*

|   | <b>2013.</b>     |   |
|---|------------------|---|
| <b>Ukupan broj pretplatnika mobilne mreže</b> | <b>3.488.319</b> | <b>Total mobile telephone subscribers</b> |
| Broj pre-paid pretplata                       | 2.815.027        | Cellular mobile subscribers:<br>pre-paid  |
| Broj post-paid pretplata                      | 673.292          | Cellular mobile subscribers:<br>post-paid |

**T.2.1. Promet ostvaren putem mobilne mreže***T.2.1. Traffic accomplished via mobile cellular network*

|  | <b>2013</b>          |  |
|--|----------------------|--|
| <b>Ukupni promet (u minutama)</b>  | <b>2.817.157.650</b> | <b>Total traffic ( in minutes)</b>   |
| <b>Odlazni promet mobilne mreže u minutama (domaći promet), od toga:</b>                       | <b>2.629.901.927</b> | <b>Outgoing traffic of mobile network in minute (domestic traffic), of which</b> |
| Broj minuta prometa koji su ostvarili mobilni pretplatnici u svojoj mreži                      | 2.282.571.526        | Outgoing/originating mobile minutes to same mobile network                       |
| Broj minuta prometa koji su ostvarili mobilni pretplatnici prema drugim mobilnim mrežama u BiH | 189.528.022          | Outgoing/originating mobile minutes to other mobile networks in BiH              |
| Broj minuta prometa mobilna – fiksna   | 157.802.379          | Outgoing mobile minutes to fixed networks  |
| <b>Međunarodni odlazni promet (u minutama)</b>   | <b>49.944.821</b>    | <b>International outgoing mobile traffic (in minutes)</b>                        |
| <b>Međunarodni dolazni promet (u minutama)</b>   | <b>137.310.902</b>   | <b>International incoming mobile traffic (in minutes)</b>                        |
| Broj poslanih SMS poruka   | 1.538.827.279        | SMS sent   |
| Broj poslanih MMS poruka   | 3.087.684            | MMS sent   |

**T.2.2. Procenat pokrivenosti mobilnom mrežom***T.2.2. Percent coverage of mobile network*

|  | <b>2013.</b> |  |
|--|--------------|--|
| Procenat pokrivanja stanovništva sa 3G/4G mobilnom mrežom ( %)                             | 90,0         | Percent coverage population of 3G/4G mobile cellular network (%) |
| Procenat pokrivanja mobilnom mrežom - pokrivenost stanovništva GSM mrežom (populacija) (%) | 99,0         | Percent coverage of mobile cellular network (population) (%)     |

### T.3. INTERNET

#### T.3. INTERNET

|   | 2013      |   |
|---|-----------|---|
| Procijenjeni broj korisnika Interneta                           | 2.305.000 | <i>The estimated number of Internet users</i>                   |
| Penetracija Internet korisnika                                  | 60%       | <i>Penetration of Internet Users</i>                            |
| Broj ISP-ova  | 69        | <i>Number of ISPs</i>   |
| Ukupan broj pretplatnika  | 519.323   | <i>Total number of subscribers</i>                              |
| Broj dial up pretplatnika                                       | 3.219     | <i>Number of dial-up subscribers</i>                            |
| Ukupan broj broadband pretplatnika                              | 516.104   | <i>Total number of broadband subscribers</i>                    |
| Broj pretplatnika putem xDSL priključka                         | 294.505   | <i>The number of subscribers using xDSL connection</i>          |
| Broj pretplatnika putem kablovskog modema                       | 153.544   | <i>Number of subscribers by cable modem</i>                     |
| Broj pretplatnika putem FWA (fiksni bežični pristup) priključka | 65.825    | <i>Number of subscribers by FWA (fixed wireless) connection</i> |
| Broj pretplatnika putem iznajmljenih linija                     | 1.435     | <i>The number of subscribers via leased lines</i>               |
| Broj pretplatnika putem FTTH priključka                         | 297       | <i>The number of subscribers via FTTH connection</i>            |
| Broj pretplatnika putem ostalih tehnologija                     | 498       | <i>The number of subscribers using other technologies</i>       |

## METODOLOŠKA OBJAŠNENJA

### Izvor prikupljanja podataka

Podaci o telekomunikacijskim uslugama za 2012. godinu preuzeti su od Regulatorne agencije za komunikacije Bosne i Hercegovine (RAK BiH).

### Obuhvat

Telekomunikacijske usluge obuhvaćaju telekomunikacijski 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.

**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 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 for the 2012 were picked up from Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH).

### Coverage

Telecommunication services include the telecommunication 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.

**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).

---

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

**Telefon/Phone: +387 (33) 220 626 · Telefaks/Telefax: +387 (33) 220 622**  
**Elektronička pošta/E-mail : bhas@bhas.ba · Internetska stranica/Web site: <http://www.bhas.ba>**

**Odgovara: Zdenko Milinović, ravnatelj**  
*Person responsible: Zdenko Milinović, Director General*

**Priopćenje priredile: Ševala Korajčević i Emina Mehanović**  
*Prepared by: Sevala Korajčević, Emina Mehanović*

**Periodika izlaženja: godišnje / Periodicity: yearly**  
**Naklada: 150 primjeraka / 150 copies printed**  
**Podaci iz ovog priopćenja objavljuju se i na internet.**  
*First Release data are also published on the Internet*

---