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INFORMACIONO DRUŠTVO

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ELEKTRONSKE KOMUNIKACIJE, prvi kvartal 2020. ELECTRONIC COMMUNICATIONS, *first* quarter 2020.

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u prvom kvartalu 2020. godine iznosio je 575.423 što predstavlja pad od 4,2% u odnosu na prvi kvartal 2019. godine.

Total number of fixed telephone lines of dominant operators in the first quarter 2020 was 575.423 which represents a decrease of 4,2% compared to the first quarter 2019th.

Ukupni odlazni saobraćaj fiksne telefonske mreže u prvom kvartalu 2020. godine iznosio je 399.237.791 minuta, što pokazuje pad od 3,2% u odnosu na prvi kvartal 2019. godine.

The total traffic of fixed telephone network in the fourth quarter 2020 was 399.237.791 minutes which shows a decrease of 3,2% compared the first quarter 2019th.

Broj korisnika mobilne mreže u prvom kvartalu 2020. godine iznosio je 3.591.425 i bilježi blagi rast od 8,2% u odnosu na prvi kvartal 2019. godine. Ukupni odlazni saobraćaj mobilne mreže u prvom kvartalu 2020. godine iznosio je 560.140.652 minuta, što predstavlja rast od 3,3 % u odnosu na prvi kvartal 2019. godine.

Total mobile network users in the first quarter 2020 was 3.591.425 which shows a slight increase of 8,2% compared to the first quarter 2019th year. The total traffic of mobile telephone network in the first quarter 2020 was 560.140.652 minutes which represents a increase of 3,3% compared to the first quarter 2019th year.

Broj poslanih SMS poruka u prvom kvartalu 2020. godine manji je za 13,1%, dok je broj poslanih MMS poruka veći za 18,2% u odnosu na prvi kvartal 2019. godine.

Number of SMS messages sent in the first quarter 2020 decreased by 13,1%, while the number of MMS messages sent increase by 18,2% compared to the first quarter 2019th.

Ukupan broj internet priključaka putem fiksne mreže u prvom kvartalu 2020. godine iznosio je 741.486 i bilježi rast od 6,3% u odnosu na prvi kvartal 2019. godine.

The total number of Internet connections via the fixed network in the first quarter of 2020 was 741.486 an increase of 6,3% compared the first quarter of 2019th.

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 2020 IV2019	I 2020 I 2019	
	2017.	2018.	2019.		2020.	Indeksi/Indices		
Ukupan broj aktivnih fiksnih telefonskih linija incumbent ¹ operatera	683.984	619.489	600.535	582.868	575.423	98,7	95,8	Total number of fixed telephone lines of incumbenm ¹ operators
Broj novih operatera fiksne telefonije	12	11	11	11	11	-	-	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	107.140	132.170	142.236	144.593	146.008	101,0	102,7	The total number of own subscribers to new operators
Ukupan broj pretplatnika alternativnih operatera sa indirektnim pristupom	38.672	2.019	842	190	211	111,1	25,1	Alternative operators - Number of Indirect Access Subscribers
Ukupan broj prenesenih brojeva	54.223	69.628	80.599	88.321	89.771	101,6	111,4	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

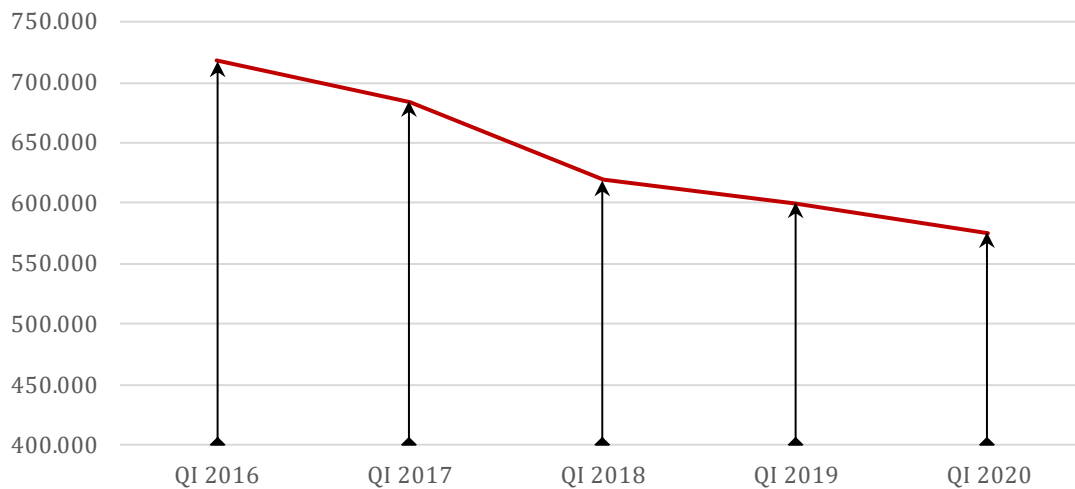


Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije

Table 1.2 Outgoing traffic fixed - line operator

Odlazni saobraćaj operatera u 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
	2016	2017	2018	2019	2019	2020	
Ukupno odlazni saobraćaj operatera fiksne telefonije	499.808.307	482.453.309	462.491.302	412.618.178	378.221.572	399.237.791	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	486.863.462	469.951.257	453.490.600	405.445.866	371.910.499	392.780.912	Outgoing domestic traffic
Ukupni međunarodni i odlazni telefonski saobraćaj	12.944.845	12.502.052	9.000.702	7.172.312	6.311.073	6.456.879	Interantional outgoing fixed telephone traffic

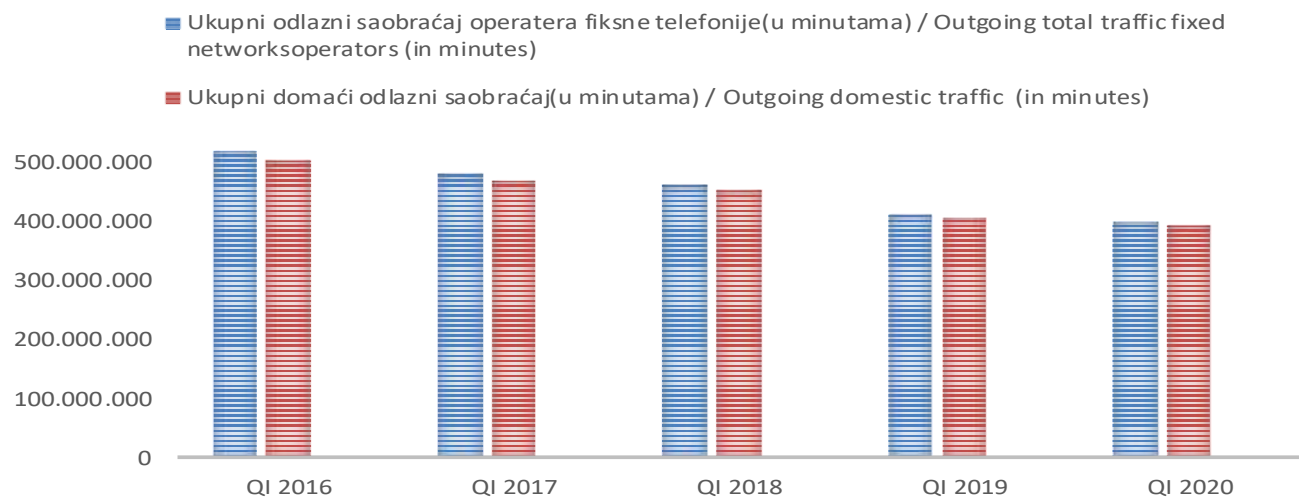
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)

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

Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	I 2020 I 2018	I 2020 I 2019	I 2020 IV 2019	Indicies by indicators outgoing traffic fixed-line operator
	Ukupno odlazni saobraćaj operatera fiksne telefonije	86,3	96,8	
Ukupni domaći odlazni saobraćaj	86,6	96,9	105,6	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	71,7	90,0	102,3	Interantional outgoing fixed telephone traffic

Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže

Graph 1.2 Traffic accomplished via fixed telephone network



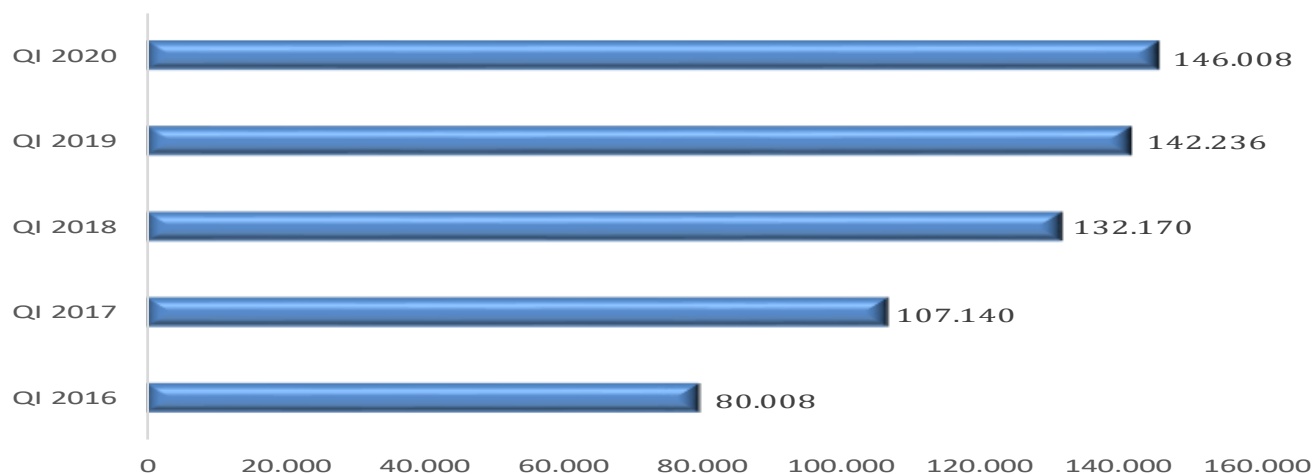
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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

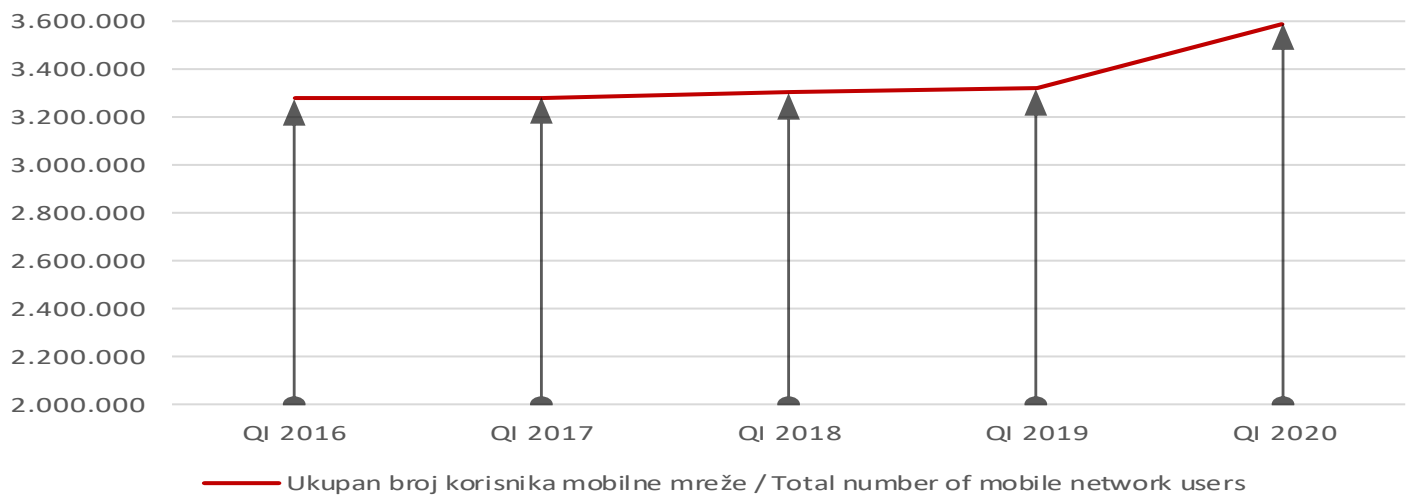
Table 2. Mobile telephone network

	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2020 IV 2019	I 2020 I 2019	
	2018.	2019.		2020.	Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3.301.808	3.319.416	3.755.521	3.591.425	95,6	108,2	Total number of mobile network users
Penetracija mobilne telefonije	93.50%	94,00%	106,35%	101,71%	95,6	108,2	Penetration of mobile telephony
Ukupan broj prenesenih brojeva	53.684	64.307	77.640	81.572	105,1	126,9	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	524.806.197	542.033.666	565.539.438	560.140.652	99,1	103,3	Total outgoing traffic of mobile operators (in minutes)
Broj poslatih SMS poruka	131.059.077	109.393.545	107.878.666	95.122.730	88,2	86,9	SMS sent
Broj poslatih MMS poruka	230.584	255.233	280.981	301.756	107,2	118,2	MMS sent

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

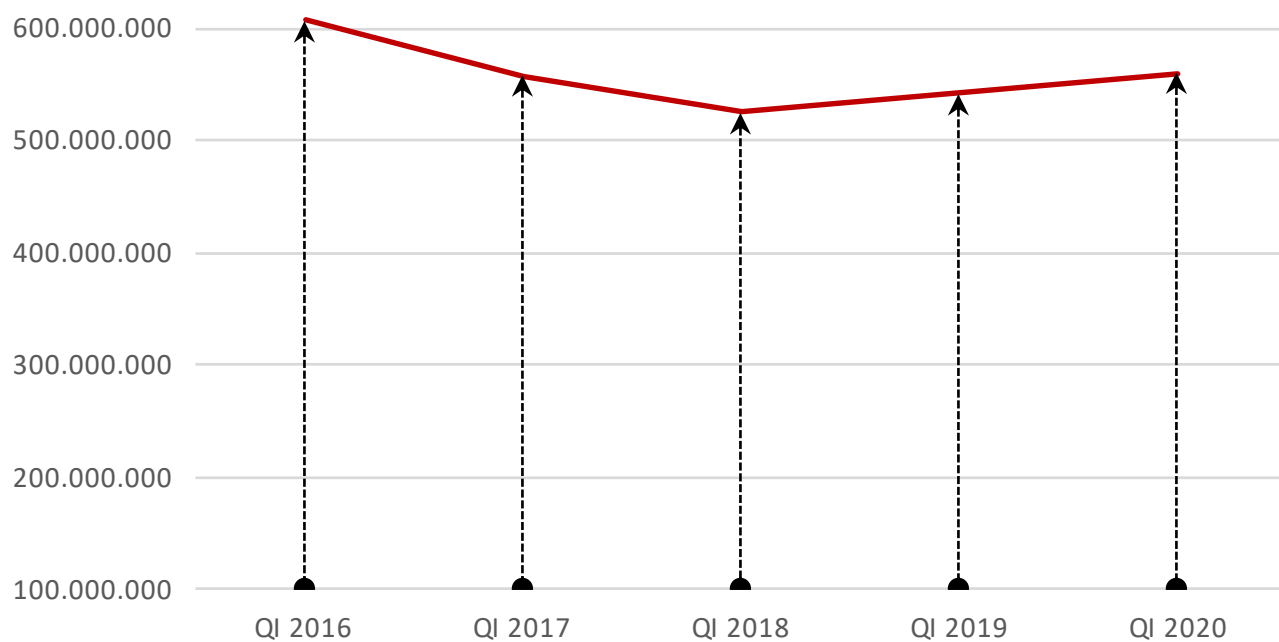
Grafikon 2.1. Broj korisnika telefonskih usluga u mobilnoj telefoniji

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



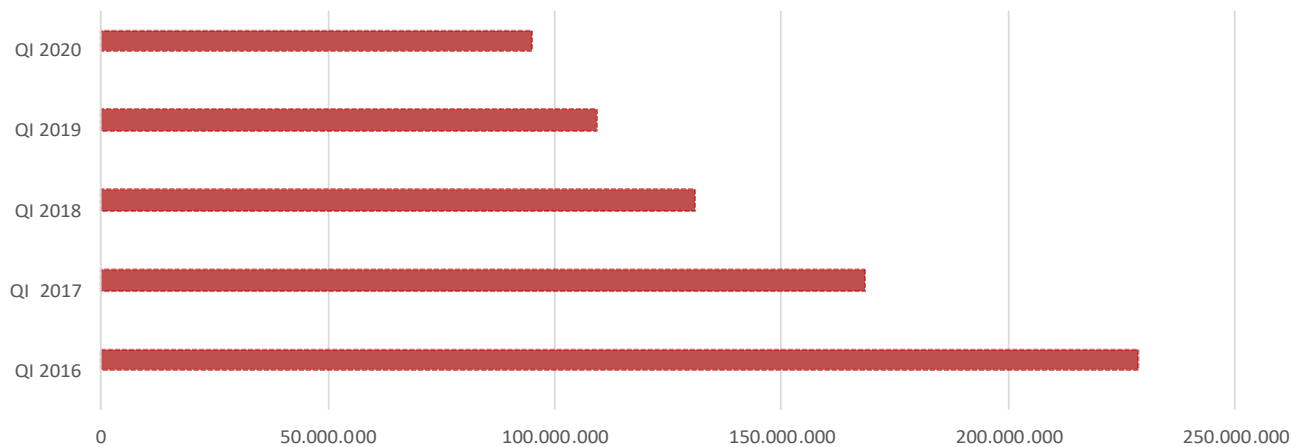
Grafikon 2.2. Odlazni saobraćaj mobilne telefonije, u minutama

Graph.2.2 Outgoing traffic of mobile operators, in minutes



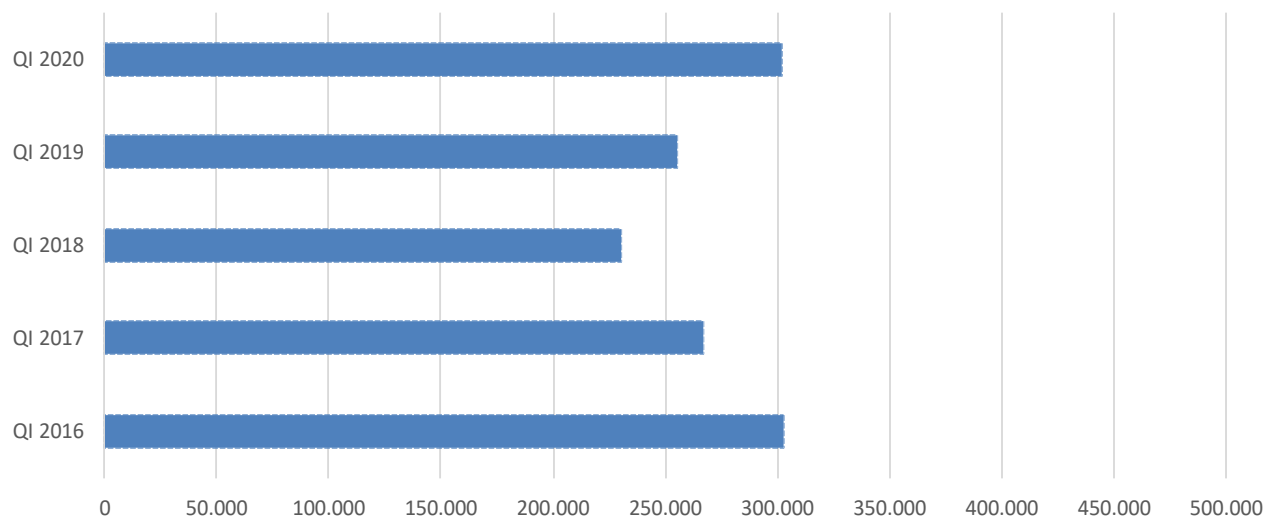
Grafikon 2.3. Broj poslatih SMS poruka

Graph.2.3. SMS sent



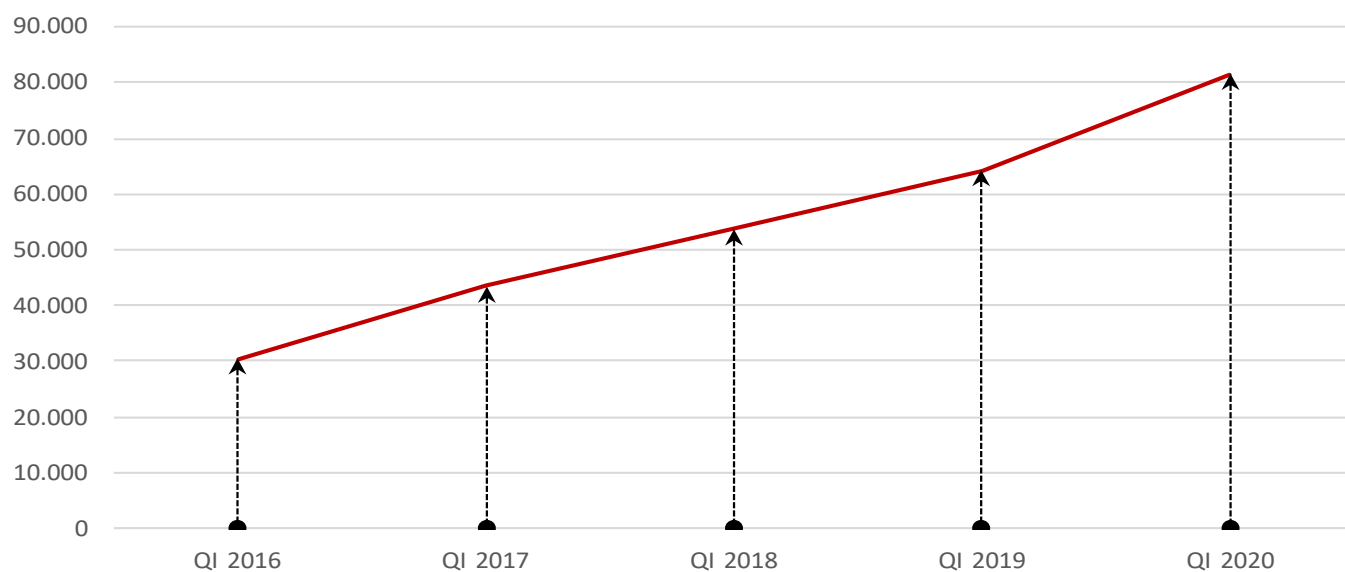
Grafikon 2.4. Broj poslatih MMS poruka

Graph.2.4. MMS sent



Grafikon 2.4. Ukupan broj prenesenih brojeva

Graph.2.4. The total number of transferred numbers



3. PRISTUP INTERNETU

Tabela 3. Pristup internetu

Table 3. Internet access

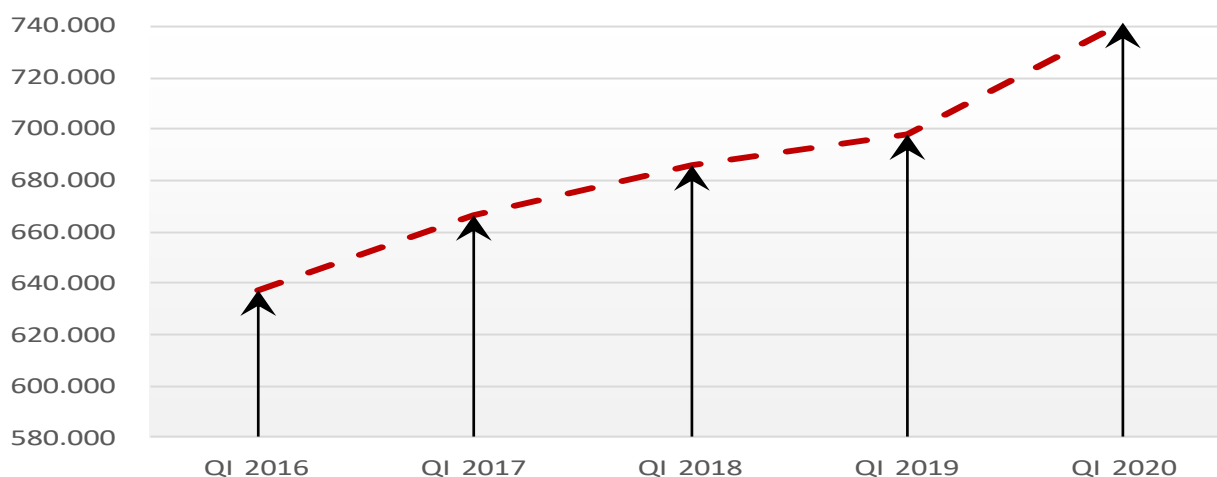
	I	I	IV	I	I 2020	I 2020	
	Kvartal	Kvartal	Kvartal	Kvartal	I 2019	IV 2019	
	2018	2019	2019	2020	Indeksi/Indicies		
Ukupan broj priključaka širokopoljnog pristupa internetu putem fiksne mreže	686.226	697.642	745.887	741.486	106,3	99,4	Total number of broadband subscribers
Broj xDSL priključaka	403.596	407.091	413.902	413.580	101,6	99,9	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	232.937	230.767	239.551	241.184	104,6	100,7	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	45.168	38.835	60.936	52.369	134,9	85,9	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	1.114	1.005	980	1.711	170,2	174,6	Number of subscribers via leased lines
Broj priključaka FTTx	3.103	19.799	30.231	32.453	163,9	107,4	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	308	145	287	189	130,3	65,9	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	85,50%	86,56%	94,32%	91,88%	-	-	Penetration rate of Internet users via the fixed network

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

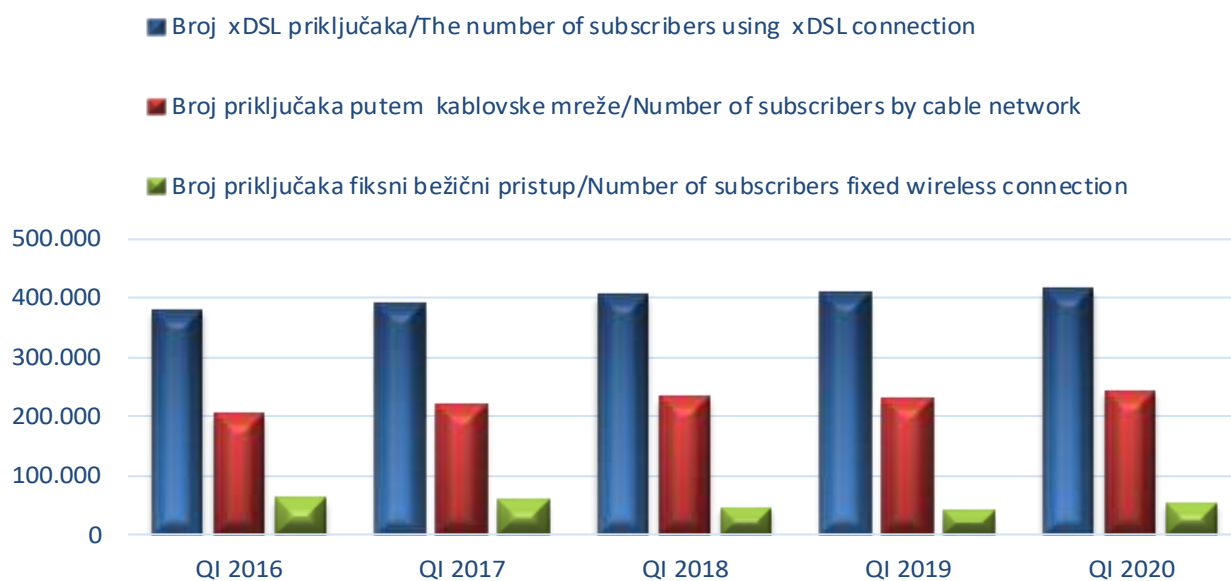
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

Grafikon 3.1 Ukupan broj priključaka pristupa internetu putem fiksne mreže

Graph 3.1 Number of broadband subscribers



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.

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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