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INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, četvrti kvartal 2020

ELECTRONIC COMMUNICATIONS, fourth quarter 2020.

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u četvrtom kvartalu 2020. godine iznosio je 559.986, što predstavlja pad od 3,9% u odnosu na četvrti kvartal 2019. godine.

Total number of fixed telephone lines of dominant operators in the fourth quarter 2020 was 559.986 which represents a decrease of 3,9% compared to the fourth quarter 2019th.

Ukupni odlazni saobraćaj fiksne telefonske mreže u četvrtom kvartalu 2020. godine iznosio je 386.778.510 minuta, što pokazuje rast od 2,3% u odnosu na četvrti kvartal 2019. godine.

The total traffic of fixed telephone network in fourth quarter 2020 was je 386.778.510 minutes which shows a increase of 2,3% compared to fourth quarter 2019th .

Broj korisnika mobilne mreže u četvrtom kvartalu 2020. godine iznosio 3.509.674 i bilježi pad od 6,6% u odnosu na četvrti kvartal 2019. godine. Ukupni odlazni saobraćaj mobilne mreže u četvrtom kvartalu 2020. godine iznosio je 660.948.314 minuta, što pokazuje rast od 16,9% u odnosu na četvrti kvartal 2019. godine.

Number of mobile phone users in the fourth quarter 2020 was 3.509.674 which shows an decrease of 6,6% compared to the fourth quarter 2019th year. The total traffic of mobile telephone network in the fourth quarter 2020 was 660.948.314minutes which shows an increase of 16,9% compared to the fourth quarter 2019th year.

Broj poslanih SMS poruka u četvrtom kvartalu 2020. godine manji je za 15,2%, dok je broj poslanih MMS poruka veći za 9,5% u odnosu na četvrti kvartal 2019. godine.

Number of SMS messages sent in the fourth quarter 2020 decreased by 15,2%, while the number of MMS messages sent increase by 9,5% compared to the fourth quarter 2019th

Ukupan broj internet priključaka putem fiksne mreže u četvrtom kvartalu 2020. godine iznosio 770.424 i bilježi rast od 2,6% u odnosu na četvrti kvartal 2019. godine

The total number of Internet connections via the fixed network in the fourth quarter of 2020. was 770.424 an increase of 2,6% compared to the fourth quarter of 2019.

1.FIKSNA TELEFONSKA MREŽA

Tabela 1.1 Fiksna telefonska mreža

Table 1. 1. Fixed telephone network

	III Kvartal <i>quarter</i>	IV Kvartal <i>quarter</i>	III Kvartal <i>quarter</i>	IV Kvartal <i>quarter</i>	IV 2020 III2020	IV 2020 IV2019	
	2019		2020.		Indeksi/Indices		
Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora	590.409	582.868	566.421	559.986	98,9	96,1	<i>Total number of fixed telephone lines of dominant operators</i>
Broj novih operatera fiksne telefonije	11	11	13	13	-	118,2	<i>The number of new fixed telephony operator</i>
Ukupan broj vlastitih pretplatnika novih operatera	145.267	144.593	144.132	146.149	101,4	101,1	<i>The total number of own subscribers to new operators</i>
Ukupan broj pretplatnika novih operatera sa indirektnim pristupom	195	190	986	507	51,42	266,8	<i>Alternative operators - Number of Indirect Access Subscribers</i>
Ukupan broj prenesenih brojeva	86.444	88.321	91.851	93.499	101,8	105,9	<i>The total number of transferred fixed numbers</i>

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 operatora

Graph 1.1 Fixed telephone network- Total number of fixed telephone lines of incumbent operator

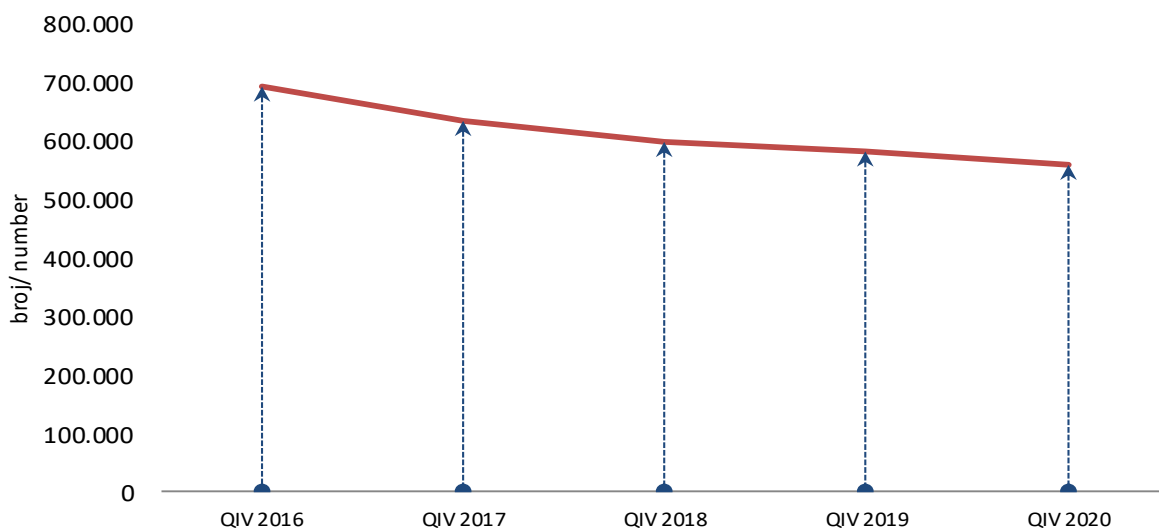


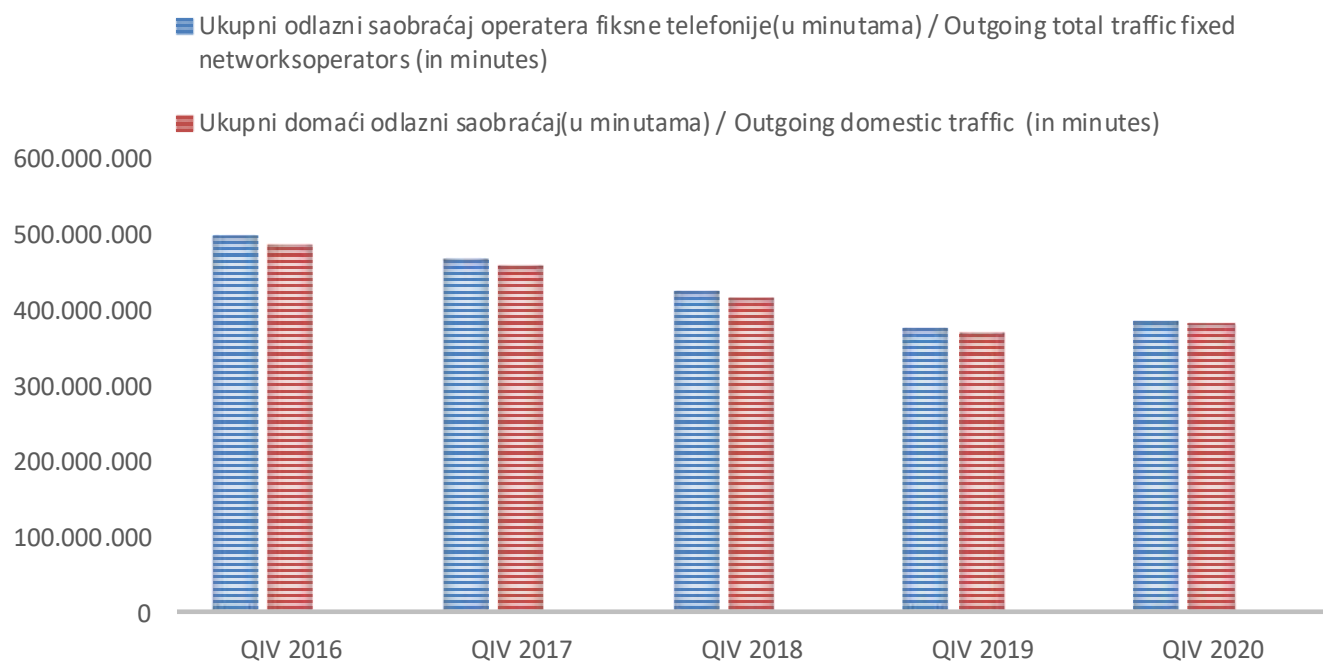
Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije, u milionama minuta*Table 1.2 Outgoing traffic fixed - line operator, in millions of minutes*

Odlazni saobraćaj operatera u milionama minuta	III kvartal/ quarter	IV kvartal/ quarter	I-IV kvartal/ quarter	III kvartal/ quarter	IV kvartal/ quarter	I-IV kvartal/ quarter	Outgoing traffic operators in millions of minutes
	2019.			2020.			
Ukupno odlazni saobraćaj operatera fiksne telefonije	374	378	1561	371	387	1566	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	368	372	1534	366	382	1544	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	6	6	28	6	5	23	Interantional outgoing fixed telephone traffic

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

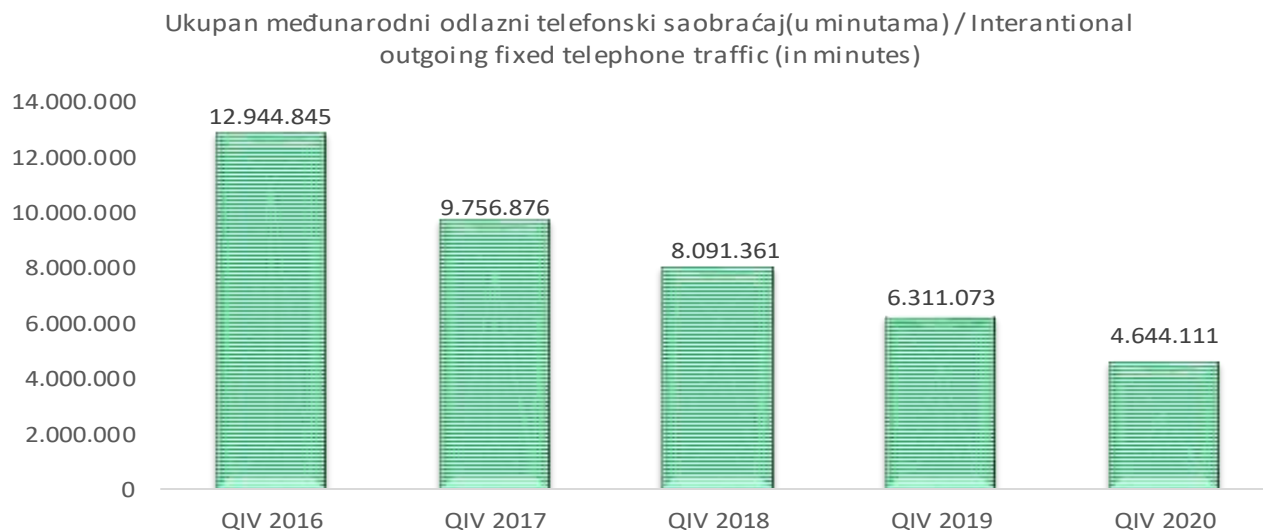
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	$\frac{IV\ 2020}{III\ 2020}$	$\frac{IV\ 2020}{IV\ 2019}$	$\frac{I - IV\ 2020}{I - IV\ 2019}$	Indicies by indicators outgoing traffic fixed-line operator
Ukupno odlazni saobraćaj operatera fiksne telefonije	104,2	102,3	100,3	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	104,5	102,8	100,7	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	82,81	73,6	82,1	Interantional outgoing fixed telephone traffic

Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže*Graph 1.2 Traffic accomplished via fixed telephone network*

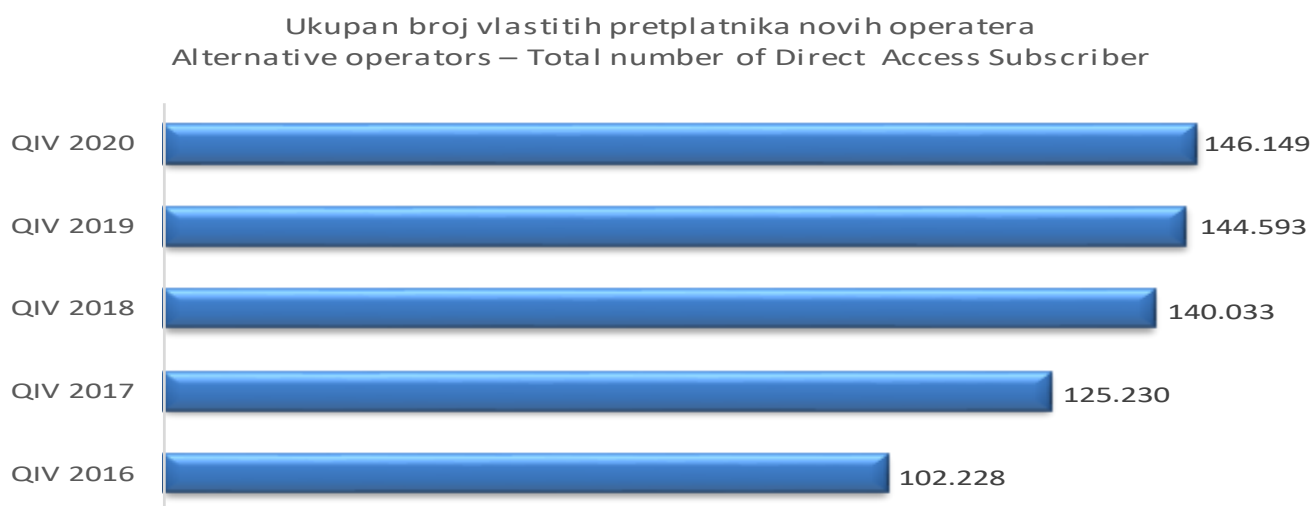
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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



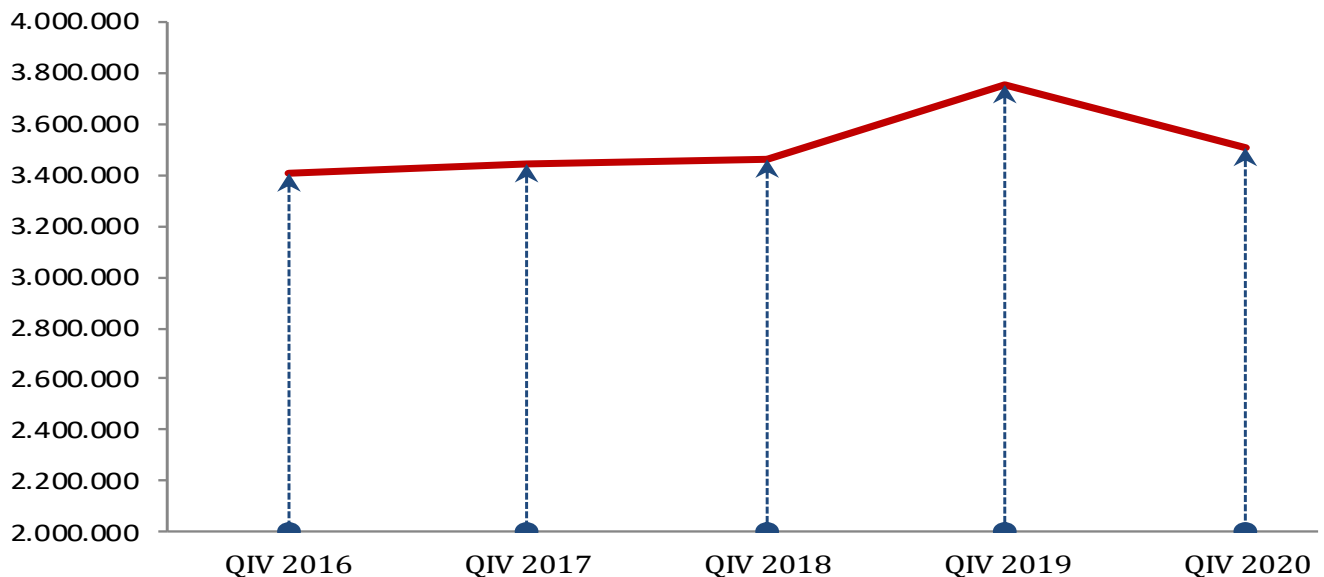
2. MOBILNA TELEFONSKA MREŽA

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

	III Kvartal quarter	IV Kvartal quarter	III Kvartal quarter	IV Kvartal quarter	IV 2020 III 2020	IV 2020 IV 2019	
	2019.		2020.		Indeksi/Indices		
Ukupan broj korisnika mobilne mreže	3.804.197	3.755.521	3.472.994	3.509.674	101,1	93,4	Total number of mobile network users
Penetracija mobilne telefonije	107,73%	106,35%	98,35%	99,39%	101,1%	93,4%	Penetration of mobile telephony
Ukupan broj prenesenih brojeva	73.498	77.640	87.855	90.744	103,3	116,9	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	584.334.964	565.539.438	629.436.262	660.948.314	105,0	116,9	Total outgoing traffic of mobile operators (in minutes)
Broj poslatih SMS poruka	115.056.189	107.878.666	94.891.886	91.495.834	96,4	84,8	SMS sent
Broj poslatih MMS poruka	307.239	280.981	360.991	307.781	85,3	109,5	MMS sent

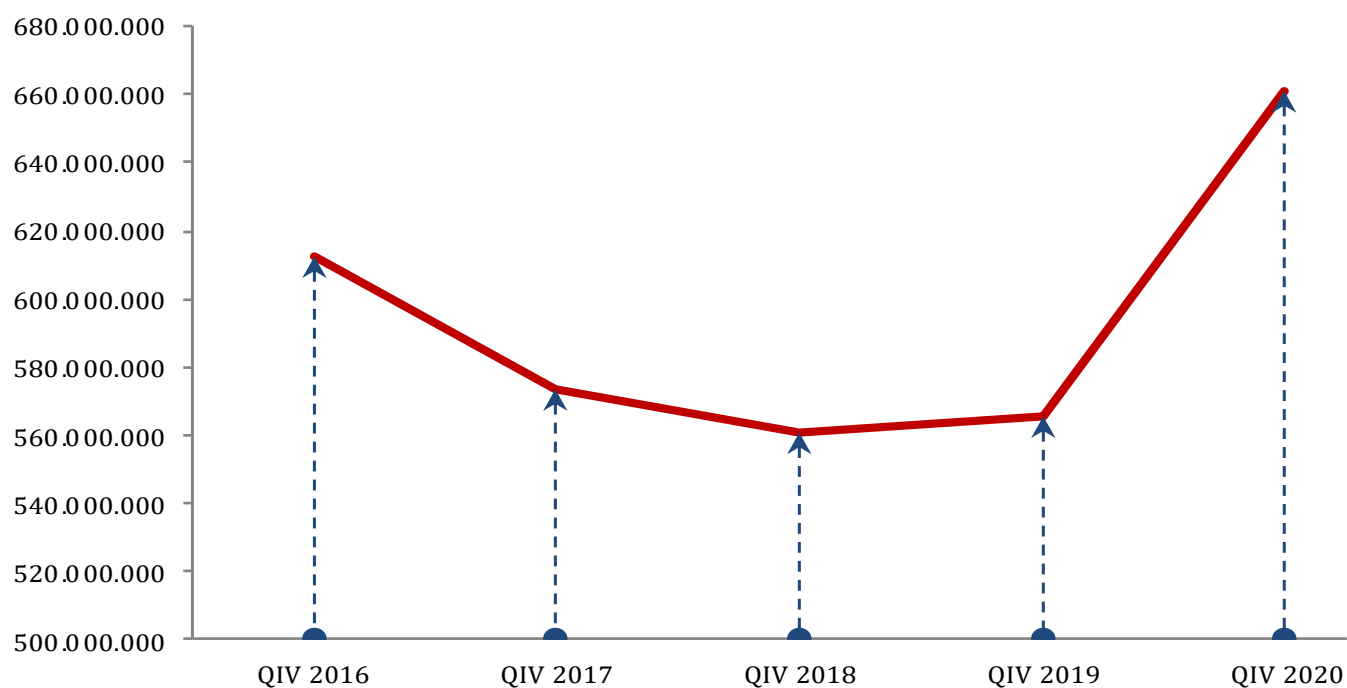
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)
 Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

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



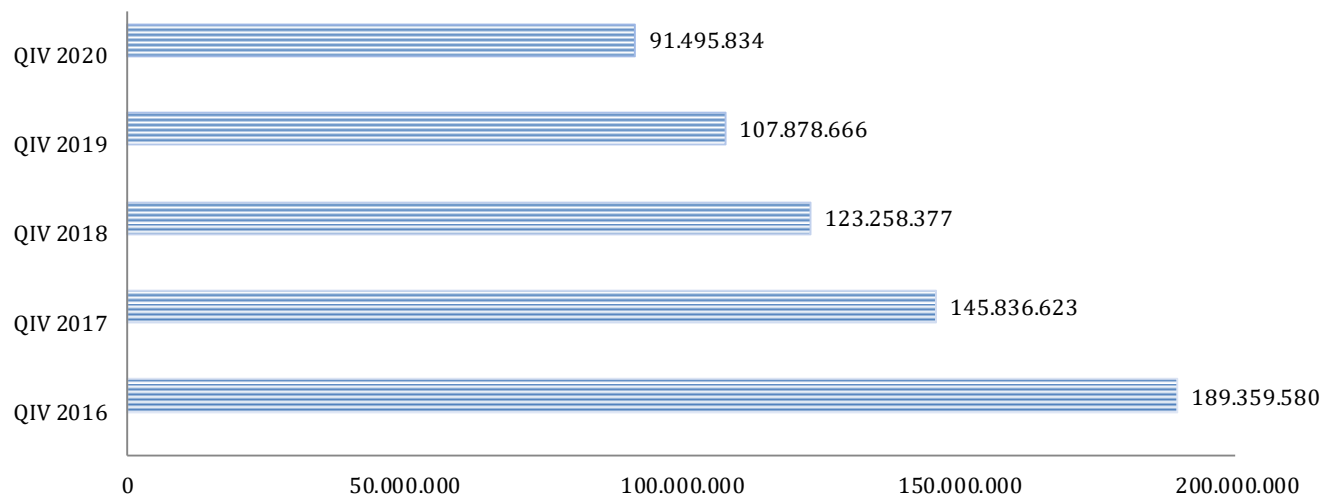
Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama)

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



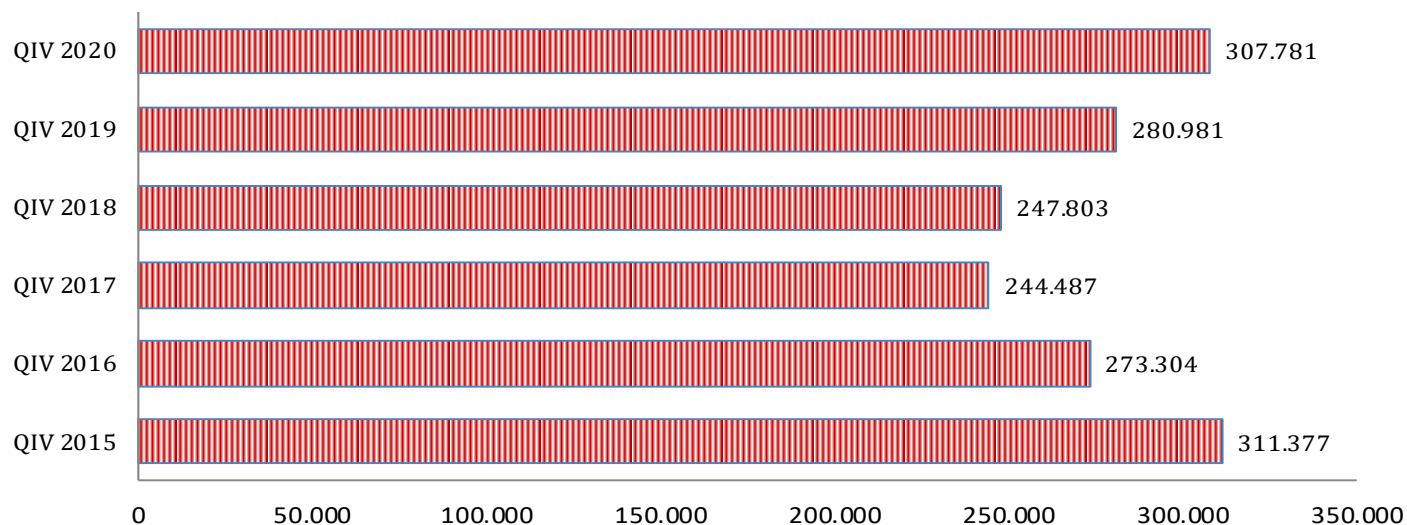
Grafikon 2.3. Broj poslatih SMS poruka

Graph.2.3. SMS sent



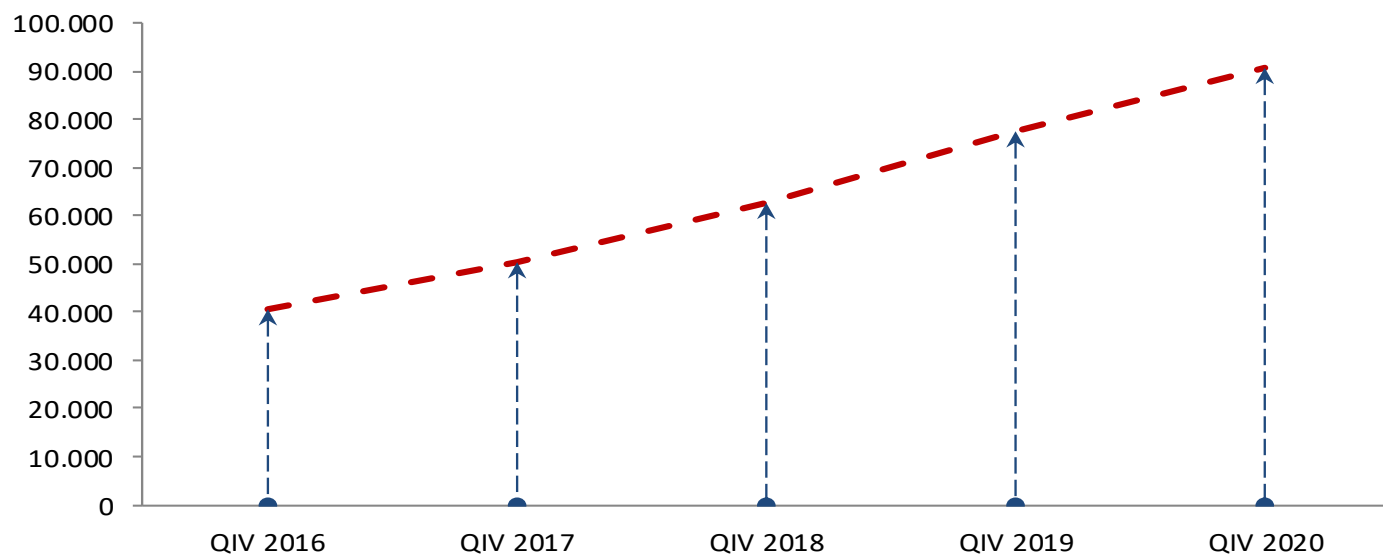
Grafikon 2.4. Broj poslatih MMS poruka

Graph.2.4. MMS sent



Grafikon 2.5. Ukupan broj prenesenih brojeva

Graph.2.4. The total number of transferred numbers



3. PRISTUP INTERNETU

Tabela 3. Pristup internetu

Table 3. Internet access

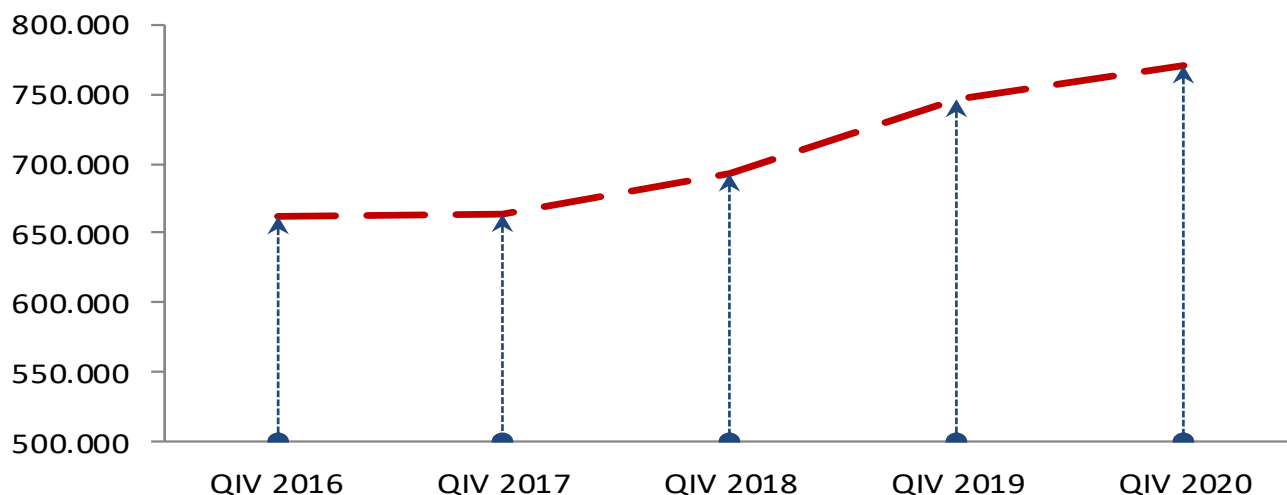
	III Kvartal quarter	IV Kvartal quarter	III Kvartal quarter	IV Kvartal quarter	IV 2020 III 2020	IV 2020 IV 2019	
	2019.		2020.		Indeksi/Indices		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	707.782	745.887	751.250	770.424	102,6	103,3	Total number of broadband subscribers
Broj xDSL priključaka	411.627	413.902	411.913	411.850	100,0	99,5	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	226.879	239.551	246.473	258.020	104,7	107,7	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	42.300	60.936	50.382	53.567	106,3	87,9	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	973	980	1.696	1.689	99,6	172,3	Number of subscribers via leased lines
Broj priključaka FTTx	25.866	30.231	40.487	45.046	111,3	149,0	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	137	287	299	252	84,3	87,8	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	87,30%	94,32%	92,35%	93,49%	101,2	99,1	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)

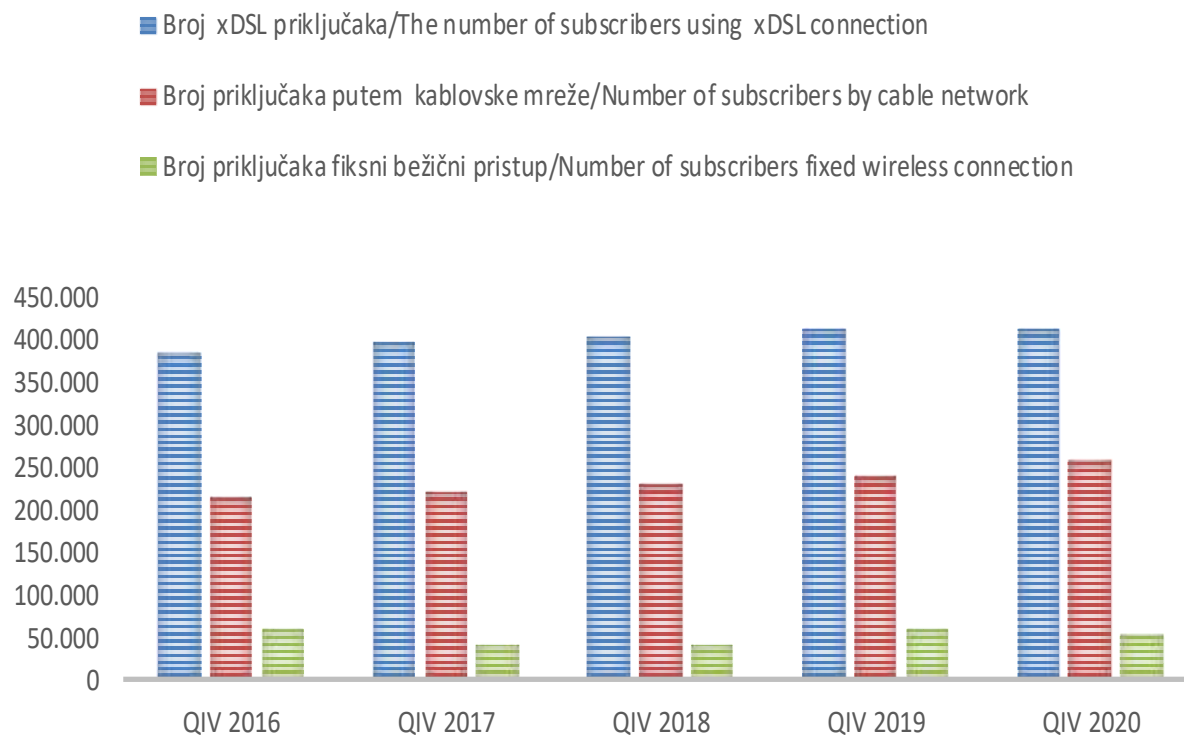
Grafikon 3.1 Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže

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 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.

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.

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).

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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