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GODINA/YEAR VII

SARAJEVO, 14.07.2021.

BROJ/NUMBER 1

INFORMACIONO DRUŠTVO INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, prvi kvartal 2021. ELECTRONIC COMMUNICATIONS, first quarter 2021.

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u prvom kvartalu 2021. godine iznosio je 557.537 što predstavlja pad od 3,1% u odnosu na prvi kvartal 2020. godine.

Total number of fixed telephone lines of dominant operators in the first quarter 2021 was 557.537 which represents a decrease of 3,1% compared to the first quarter 2020th.

Ukupni odlazni saobraćaj fiksne telefonske mreže u prvom kvartalu 2021. godine iznosio je 385.901.944 minuta, što pokazuje pad od 3,3% u odnosu na prvi kvartal 2020. godine.

The total traffic of fixed telephone network in the fourth quarter 2021 was 385.901.944 minutes which shows a decrease of 3,3% compared the first quarter 2020th.

Broj korisnika mobilne mreže u prvom kvartalu 2021-e godine iznosio je 3.518.254 bilježi blagi pad od 2,1% u odnosu na prvi kvartal 2019. godine. Ukupni odlazni saobraćaj mobilne mreže u prvom kvartalu 2021. godine iznosio je 630.758.243 minuta, što predstavlja rast od 12,6 % u odnosu na prvi kvartal 2020. godine.

Total mobile network users in the first quarter 2021 was 3.591.425 which shows a slight decrease of 2,1% compared to the first quarter of 2020th year The total traffic of mobile telephone network in the first quarter 2021 was 560.140.652 minutes which represents a increase of 12,6% compared to the first quarter 2020th year.

Broj poslanih SMS poruka u prvom kvartalu 2021. godine manji je za 12,2%, dok je broj poslanih MMS poruka veći za 5,0% u odnosu na prvi kvartal 2020. godine.

Number of SMS messages sent in the first quarter 2021 decreased by 12,2%, while the number of MMS messages sent increase by 5,0% compared to the first quarter 2020th.

Ukupan broj internet priključaka putem fiksne mreže u prvom kvartalu 2021. godine iznosio je 773.807 i bilježi rast od 4,4% u odnosu na prvi kvartal 2020. godine.

The total number of Internet connections via the fixed network in the first quarter of 2021 was 773.807 an increase of 4,4% compared the first quarter of 2020th.

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 2021 IV2020	I 2021 I 2020	
	2018.	2019.	2020.		2021.	Indeksi/Indices		
Ukupan broj aktivnih fiksnih telefonskih linija incumbent ¹ operatera	619.489	600.535	575.423	559.986	557.537	99,6	96,9	Total number of fixed telephone lines of incumben ^{m 1} operators
Broj novih operatera fiksne telefonije	11	11	11	13	14	107,7	127,3	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	132.170	142.236	146.008	146.149	145.507	99,6	99,7	The total number of own subscribers to new operators
Ukupan broj pretplatnika alternativnih operatera sa indirektnim pristupom	2.019	842	211	507	326	64,3	154,5	Alternative operators - Number of Indirect Access Subscribers
Ukupan broj prenesenih brojeva	69.628	80.599	89.771	93.499	95.166	101,8	106,0	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

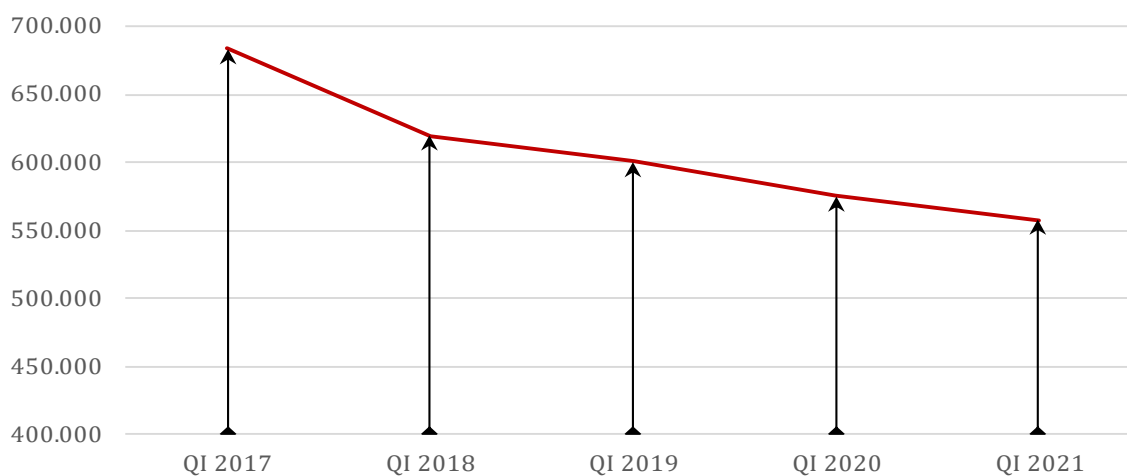
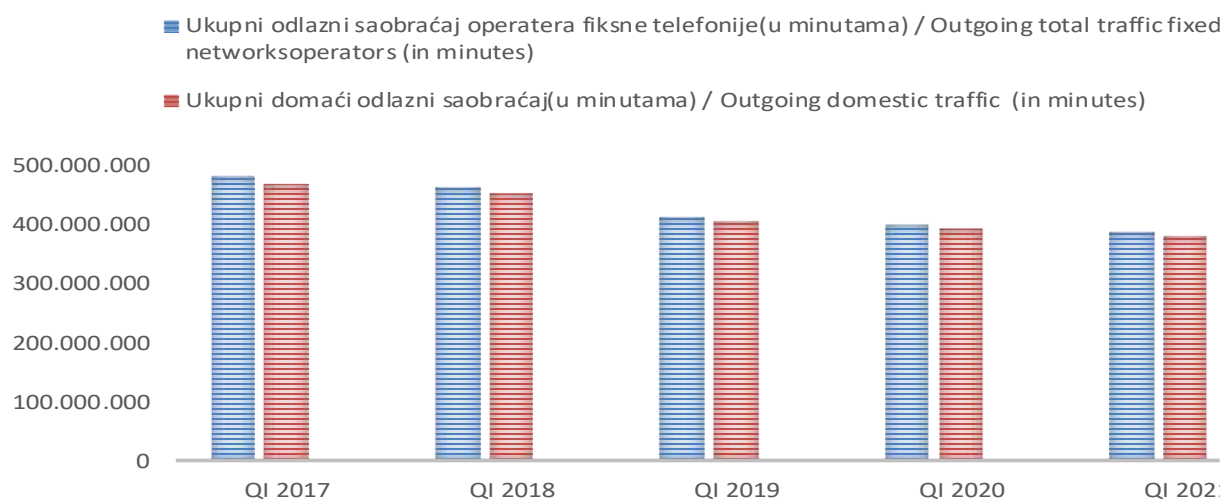


Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije*Table 1.2 Outgoing traffic fixed - line operator*

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
	2017	2018	2019	2020	2020	2021	
Ukupno odlazni saobraćaj operatera fiksne telefonije	482.453.309	462.491.302	412.618.178	399.237.791	386.778.510	385.901.944	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	469.951.257	453.490.600	405.445.866	392.780.912	382.134.399	380.922.550	Outgoing domestic traffic
Ukupni međunarodni i odlazni telefonski saobraćaj	12.502.052	9.000.702	7.172.312	6.456.879	4.644.111	4.979.394	Interantional outgoing fixed telephone traffic

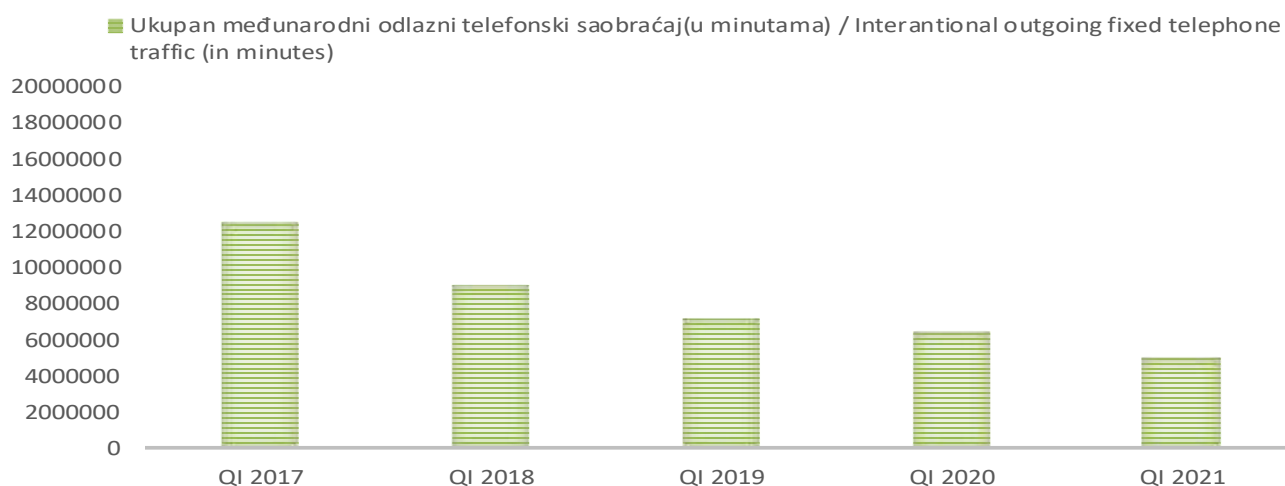
*Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)**Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)*

Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	I 2021 I 2019	I 2021 I 2020	I 2021 IV 2020	Indicies by indicators outgoing traffic fixed-line operator
Ukupno odlazni saobraćaj operatera fiksne telefonije	93,5	96,7	99,8	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	94,0	97,0	99,7	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	69,4	77,1	107,2	Interantional outgoing fixed telephone traffic

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

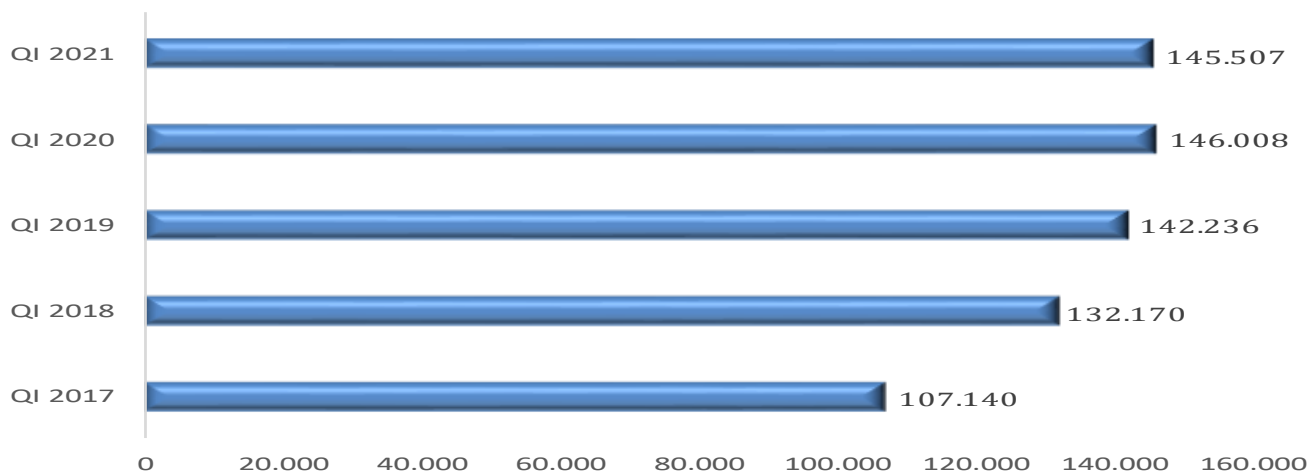
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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

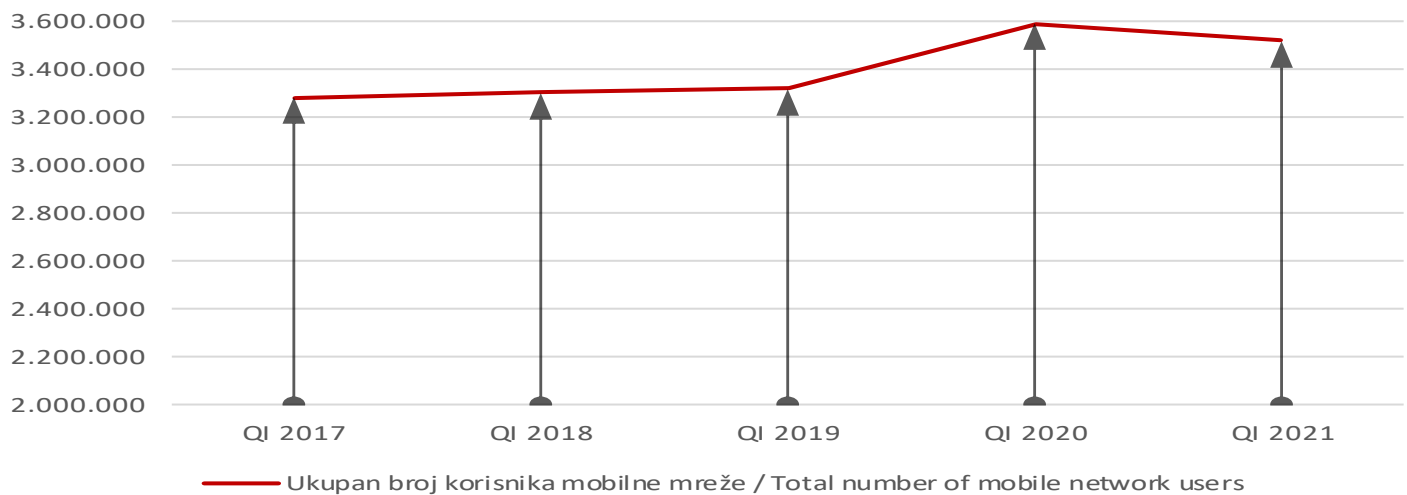
	I Kvartal <i>quarter</i>	I Kvartal <i>quarter</i>	IV Kvartal <i>quarter</i>	I Kvartal <i>quarter</i>	I 2021 IV 2020	I 2021 I 2020	
	2018.	2020.		2021.	Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3.319.416	3.591.425	3.509.674	3.518.254	100,2	97,9	Total number of mobile network users
Penetracija mobilne telefonije	94,00%	101,71%	99,39%	99,63%	100,2	98,0	Penetration of mobile telephony
Ukupan broj prenesenih brojeva	64.307	81.572	90.744	94.731	104,4	116,1	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	542.033.666	560.140.652	660.948.314	630.758.243	95,4	112,6	Total outgoing traffic of mobile operators (in minutes)
Broj poslatih SMS poruka	109.393.545	95.122.730	91.495.834	83.503.728	91,3	87,8	SMS sent
Broj poslatih MMS poruka	255.233	301.756	307.781	316.817	102,9	105,0	MMS sent

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

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

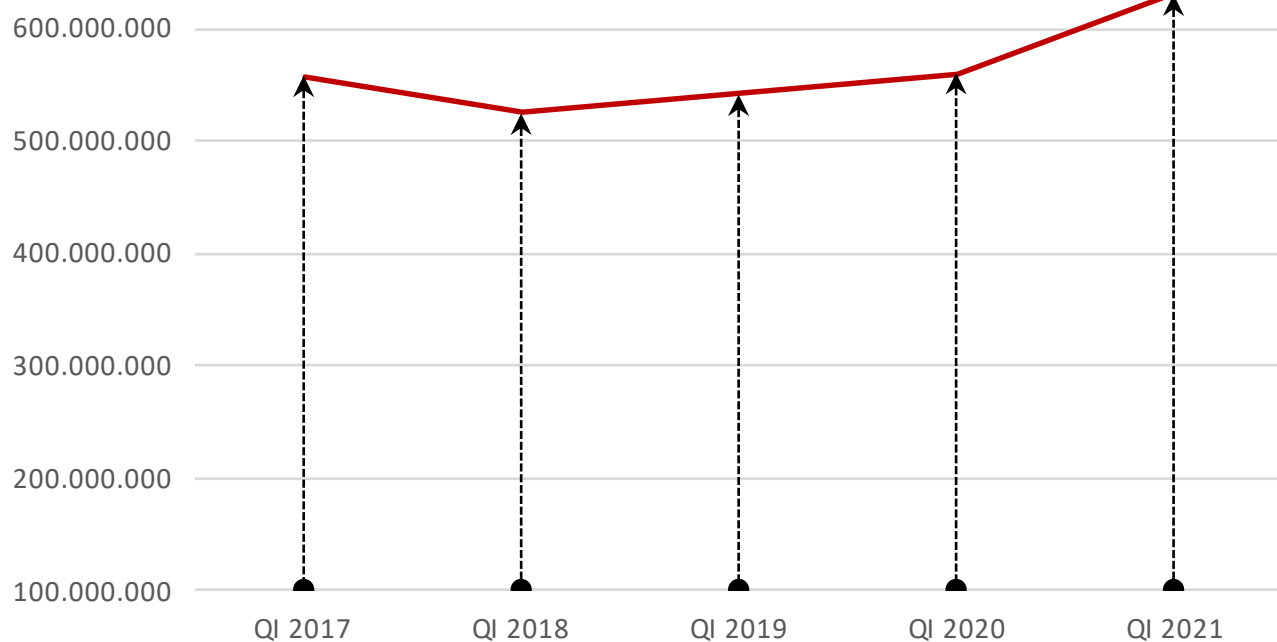
Grafikon 2.1. Broj korisnika telefonskih usluga u mobilnoj telefoniji

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



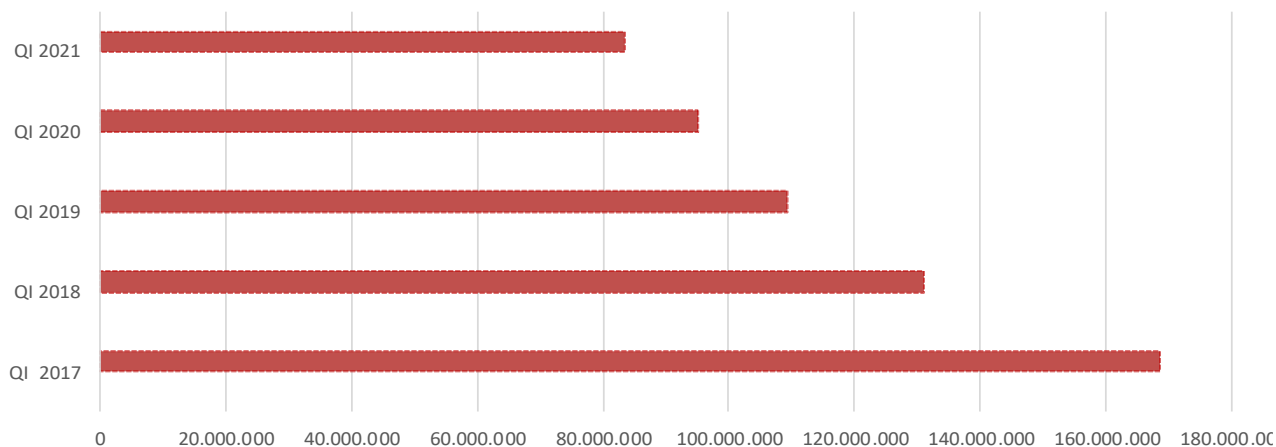
Grafikon 2.2. Odlazni saobraćaj mobilne telefonije, u minutama

Graph.2.2 Outgoing traffic of mobile operators, in minutes



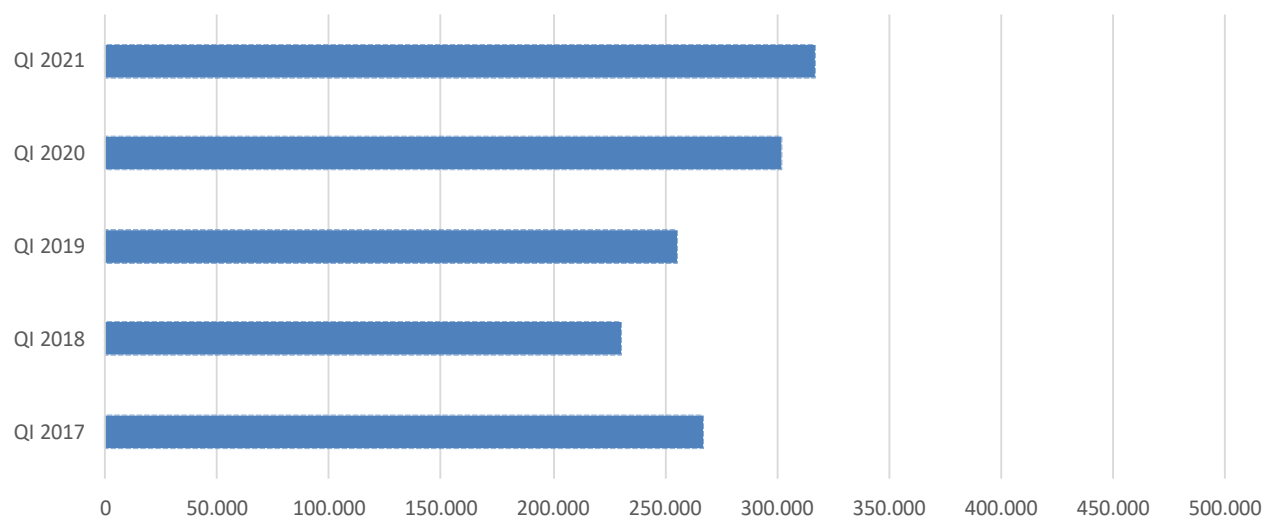
Grafikon 2.3. Broj poslatih SMS poruka

Graph.2.3. SMS sent



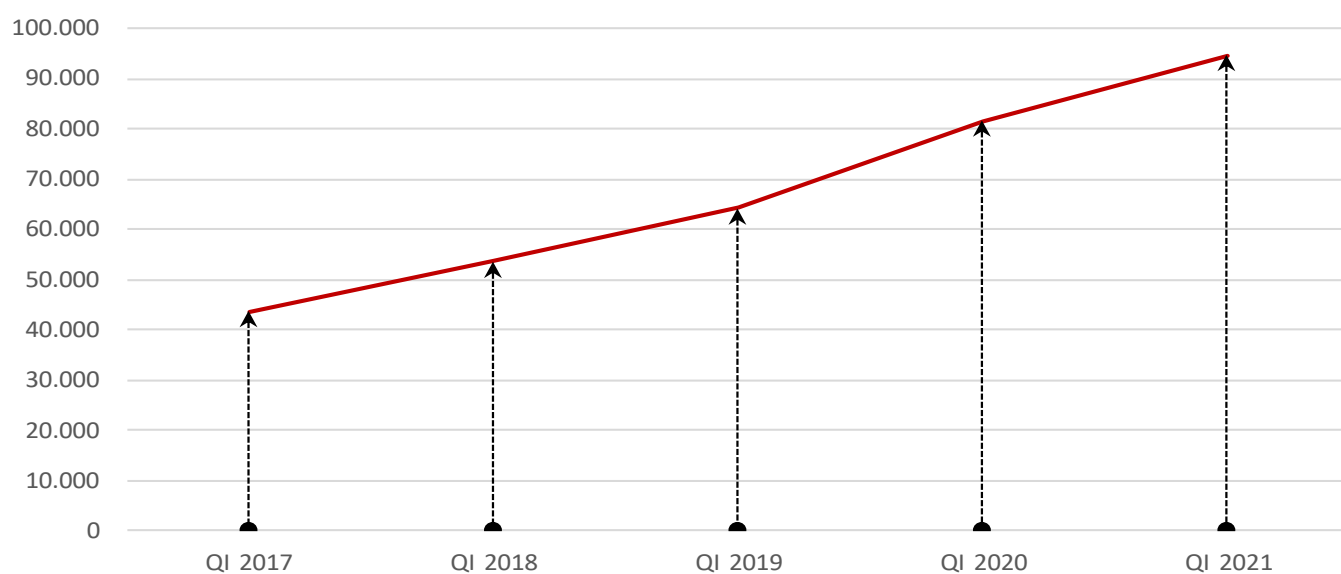
Grafikon 2.4. Broj poslatih MMS poruka

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

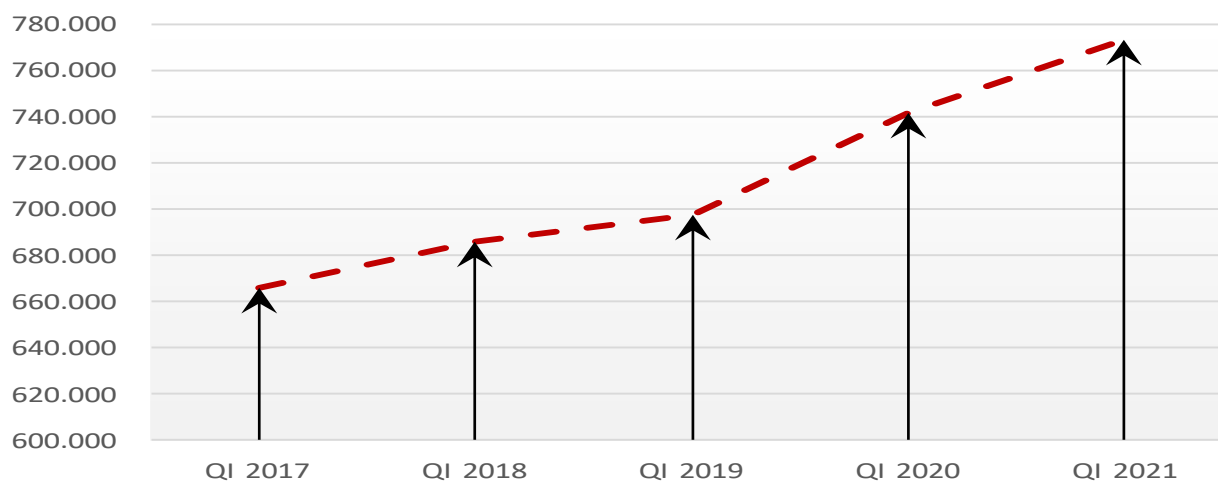
	I Kvartal quarter 2019	I Kvartal quarter 2020	IV Kvartal quarter 2020	I Kvartal quarter 2021	I 2021 I 2020	I 2021 IV 2020	
					Indeksi/Indices		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	697.642	741.486	770.424	773.807	104,4	100,4	Total number of broadband subscribers
Broj xDSL priključaka	407.091	413.580	411.850	413.166	99,9	100,3	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	230.767	241.184	258.020	257.183	106,6	99,7	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	38.835	52.369	53.567	53.393	102,0	99,7	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	1.005	1.711	1.689	1.671	97,7	98,9	Number of subscribers via leased lines
Broj priključaka FTTx	19.799	32.453	45.046	48.061	148,1	106,7	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	145	189	252	333	176,2	132,1	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	86,56%	91,88%	93,49%	93,80%	102,1	100,3	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)

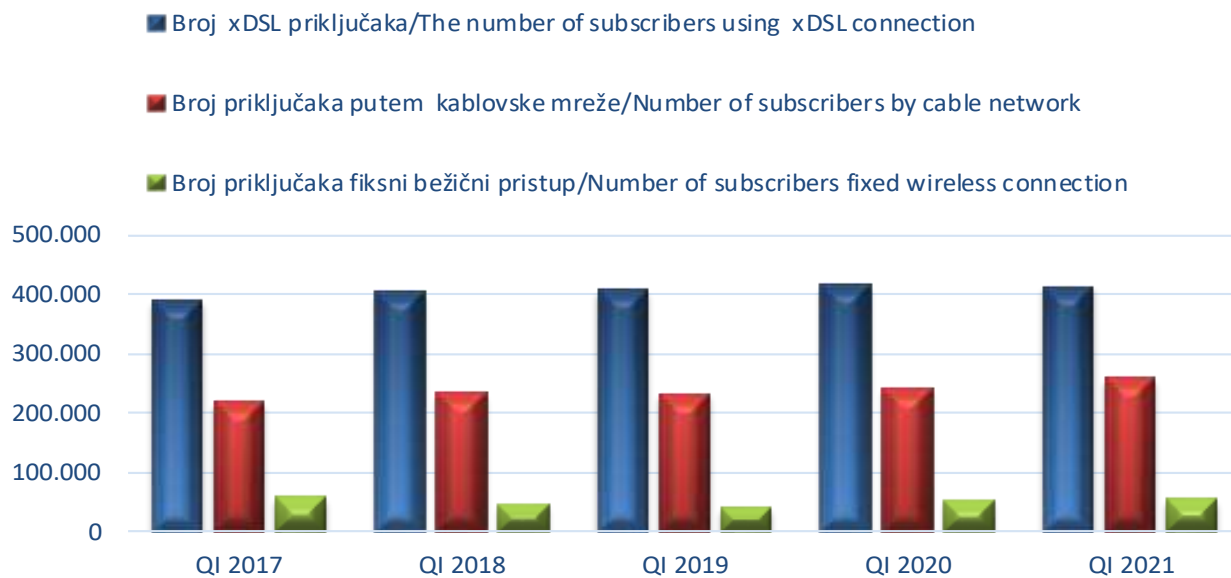
Grafikon 3.1 Ukupan broj priključaka pristupa internetu putem fiksne mreže

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 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 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).

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

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