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INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, drugi kvartal 2021. ELECTRONIC COMMUNICATIONS, *second* quarter 2021

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u drugom kvartalu 2021. godine iznosio je 554.173 što predstavlja pad od 3,3% u odnosu na drugi kvartal 2020. godine.

Total number of fixed telephone lines of dominant operators in the second quarter 2021 was 554.173 which represents a decrease of 3,3% compared to the second quarter 2020th.

Ukupni odlazni saobraćaj fiksne telefonske mreže u drugom kvartalu 2021. godine iznosio je 358.941.629 minuta, što pokazuje pad od 12,2% u odnosu na drugi kvartal 2020. godine.

The total traffic of fixed telephone network in the second quarter 2021 was 358.941.629 minutes which shows a decrease of 12,2% compared the second quarter 2020th.

Broj korisnika mobilne mreže u drugom kvartalu 2021. godine iznosio je 3.538.162 i bilježi rast od 4,8% u odnosu na drugi kvartal 2020. godine. Ukupni odlazni saobraćaj mobilne mreže u drugom kvartalu 2021. godine iznosio je 670.770.964 minuta, što predstavlja rast od 12,0 % u odnosu na drugi kvartal 2020. godine.

Total mobile network users in the first quarter 2021 was 3.538.162 which shows a increase of 4,8% compared to the second quarter 2020th year. The total traffic of mobile telephone network in the second quarter 2021 was 670.770.964 minutes which represents a increase of 12,0% compared to the second quarter 2020th year.

Broj poslanih SMS poruka u drugom kvartalu 2021. godine veći je za 6,1%, dok je broj poslanih MMS poruka veći za 23,4% u odnosu na drugi kvartal 2020. godine.

Number of SMS messages sent in the second quarter 2021 increase by 6,1%, while the number of MMS messages sent increase by 23,4% compared to the second quarter 2020th.

Ukupan broj internet priključaka putem fiksne mreže u drugom kvartalu 2021. godine iznosio je 783.462 i bilježi rast od 5,3% u odnosu na prvi kvartal 2020. godine

The total number of Internet connections via the fixed network in the second quarter of 2021 was 783.462 an increase of 5,3% compared the second quarter of 2020th

1.FIKSNA TELEFONSKA MREŽA

Tabela 1.1 Fiksna telefonska mreža

Table. 1. 1. Fixed telephone network

	II	II	I	II	II 2021	II 2021	
	Kvartal	Kvartal	Kvartal	Kvartal	II2020	I 2021	
	2019.	2020.	2021	2021	Indeksi/Indices		
Ukupan broj aktivnih fiksnih telefonskih linija incumbent ¹ operatera	597.285	573.311	557.537	554.173	96,3	96,7	Total number of fixed telephone lines of incumbenm ¹ operators
Broj novih operatera fiksne telefonije	11	13	14	14	107,7	100,0	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	144.196	145.401	145.507	145.203	99,9	99,8	The total number of own subscribers to new operators
Ukupan broj pretplatnika alternativnih operatera sa indirektnim pristupom	796	185	326	179	55,1	96,8	Alternative operators - Number of Indirect Access Subscribers
Ukupan broj prenesenih brojeva	82.053	90.605	95.166	96.450	106,5	101,4	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

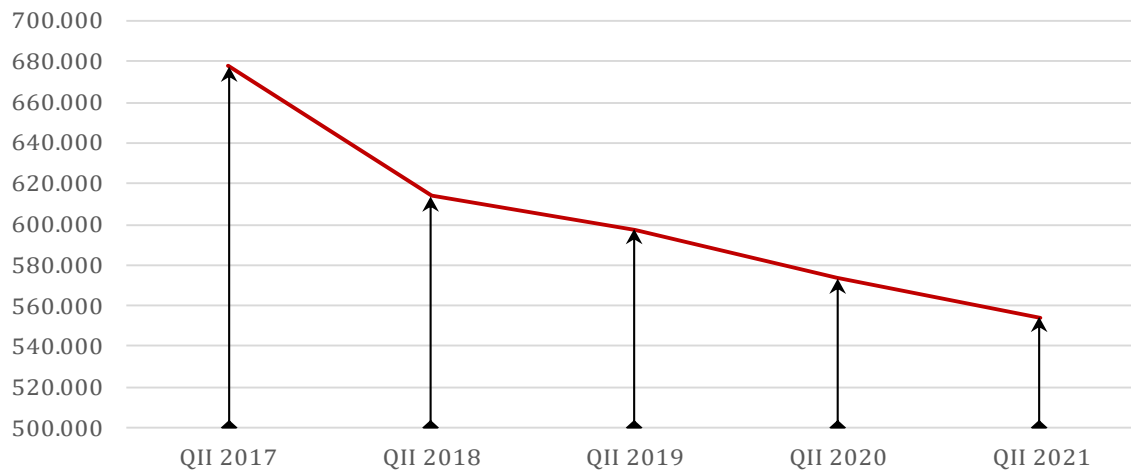
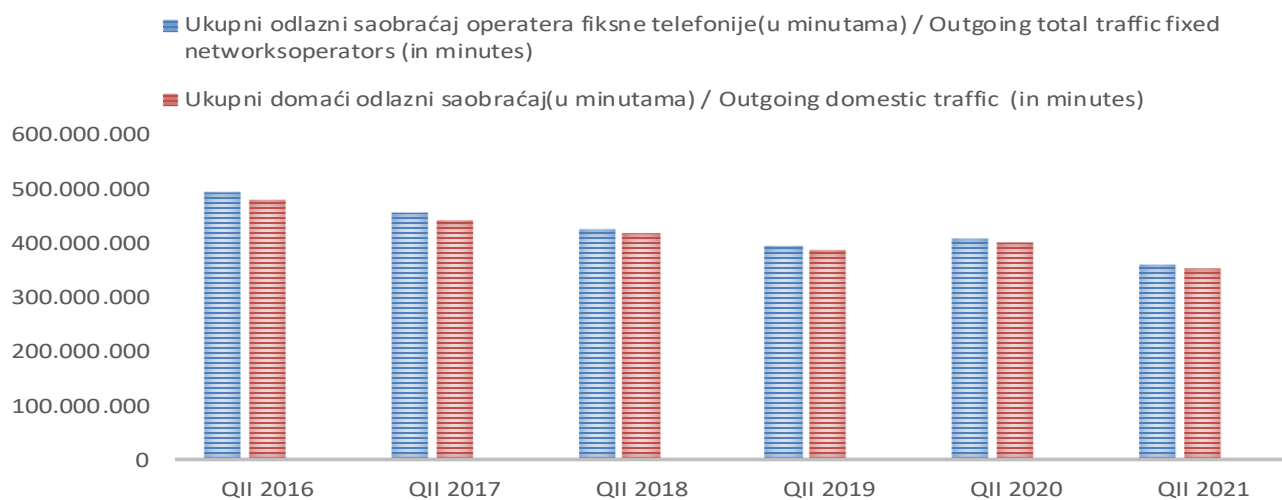


Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije*Table 1.2 Outgoing traffic fixed - line operator*

Odlazni saobraćaj operatera u minutama	II kvartal/ quarter	II kvartal/ quarter	II kvartal/ quarter	I kvartal/ quarter	II kvartal/ quarter	Outgoing traffic operators in minutes
	2018	2019	2020	2021	2021	
Ukupno odlazni saobraćaj operatera fiksne telefonije	427.000.629	396.021.252	408.637.516	385.901.944	358.941.629	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	418.272.133	389.070.890	402.713.893	380.922.550	354.151.709	Outgoing domestic traffic
Ukupni međunarodni i odlazni telefonski saobraćaj	8.728.499	6.950.362	5.923.623	4.979.394	4.789.920	Interantional outgoing fixed telephone traffic

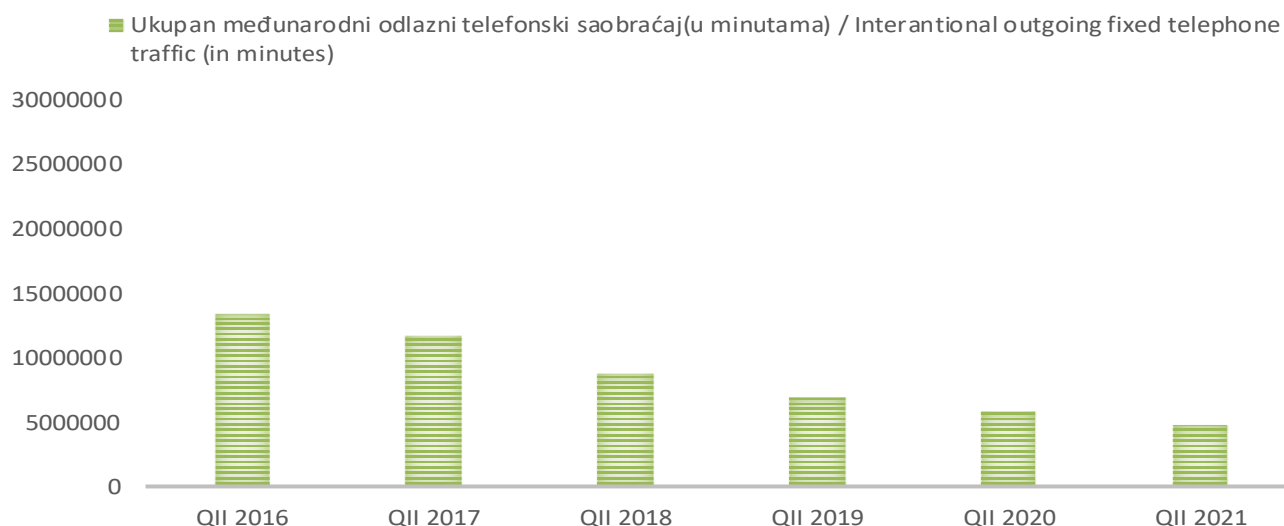
*Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)**Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)*

Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	II 2021 II 2019	II 2021 II 2020	II 2021 I 2021	Indicies by indicators outgoing traffic fixed-line operator
	Ukupno odlazni saobraćaj operatera fiksne telefonije	90,6	87,8	
Ukupni domaći odlazni saobraćaj	91,0	87,9	93,0	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	68,9	80,9	96,2	Interantional outgoing fixed telephone traffic

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

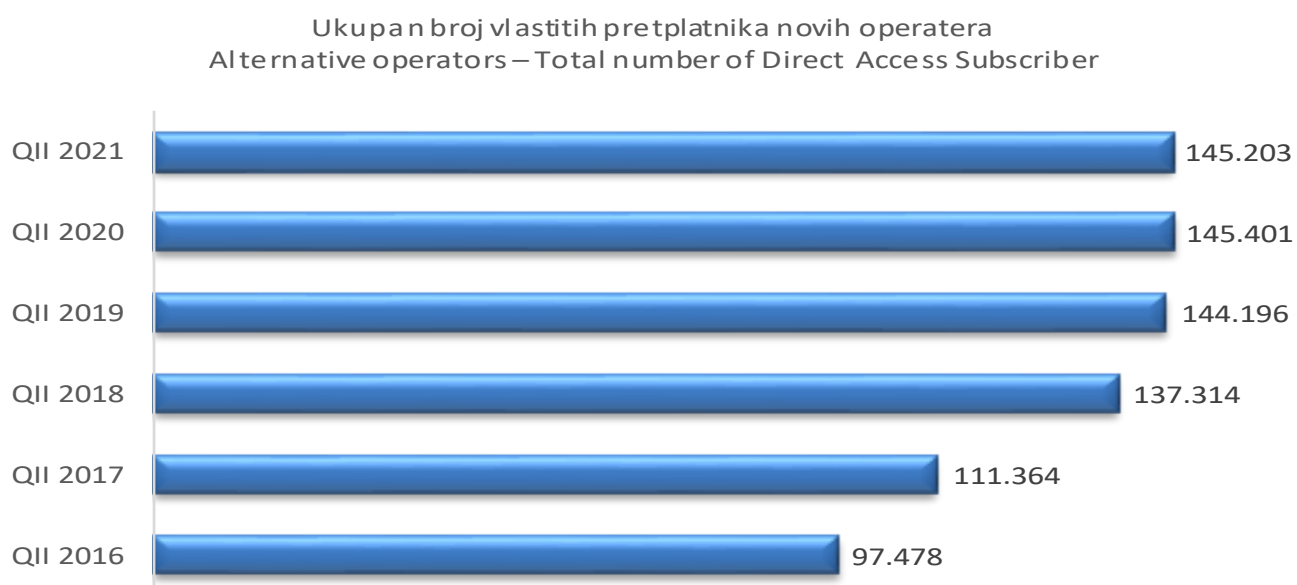
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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

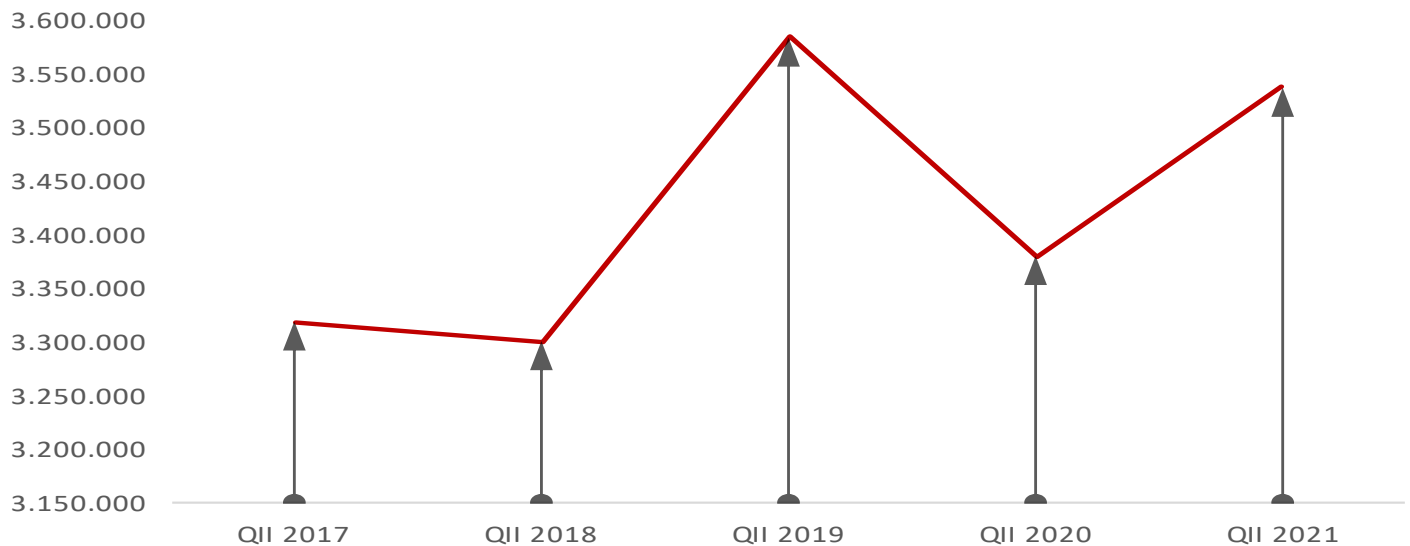
Table 2. Mobile telephone network

	II	II	I	II	II 2021	II 2021	
	Kvartal	Kvartal	Kvartal	Kvartal	II 2021	I 2021	
	2019.	2020.	2021.	2021.	Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3.585.604	3.380.233	3.518.254	3.538.162	104,8	100,6	Total number of mobile network users
Penetracija mobilne telefonije	101,54%	95,73%	99,63%	101,35%	105,9	101,7	Penetration of mobile telephony
Ukupan broj prenesenih brojeva	66.755	83.950	94.731	98.545	117,4	104,0	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	569.037.510	599.117.898	630.758.243	670.770.964	112,0	106,3	Total outgoing traffic of mobile operators (in minutes)
Broj poslatih SMS poruka	119.157.496	82.491.465	83.503.728	87.512.930	106,1	104,8	SMS sent
Broj poslatih MMS poruka	278.685	367.635	316.817	453.538	123,4	143,2	MMS sent

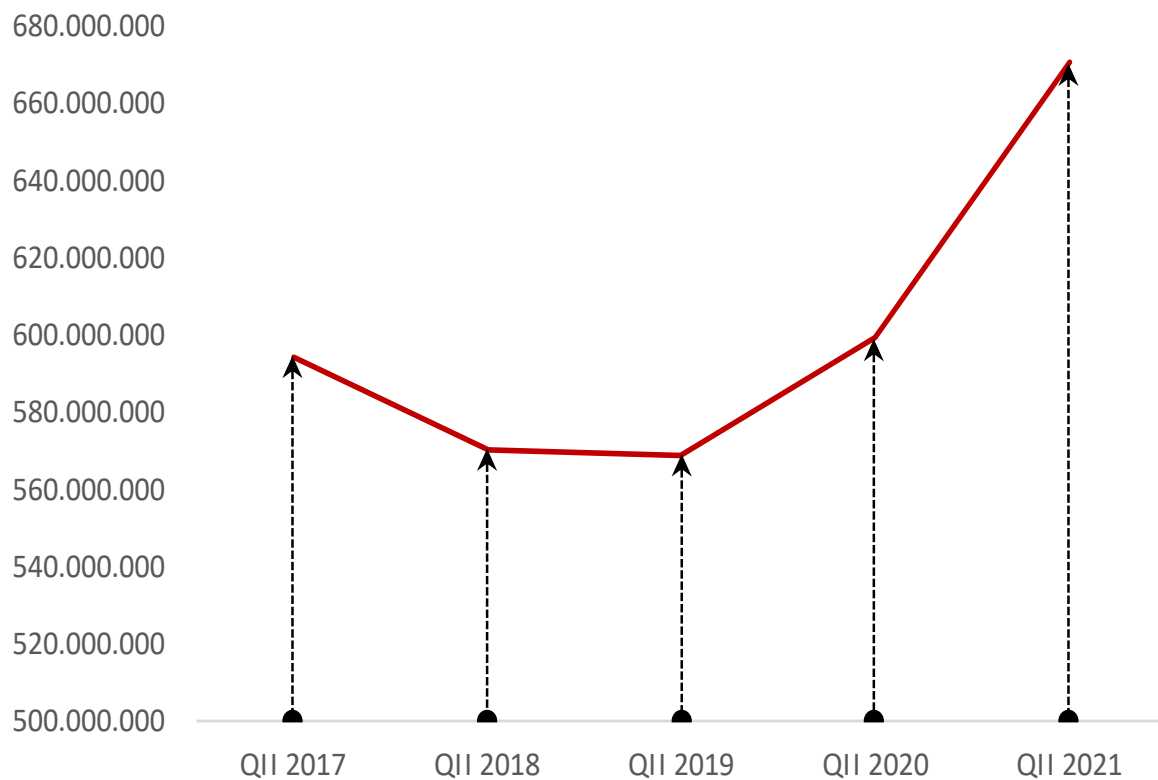
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

Grafikon 2.1. Broj korisnika telefonskih usluga u mobilnoj telefoniji

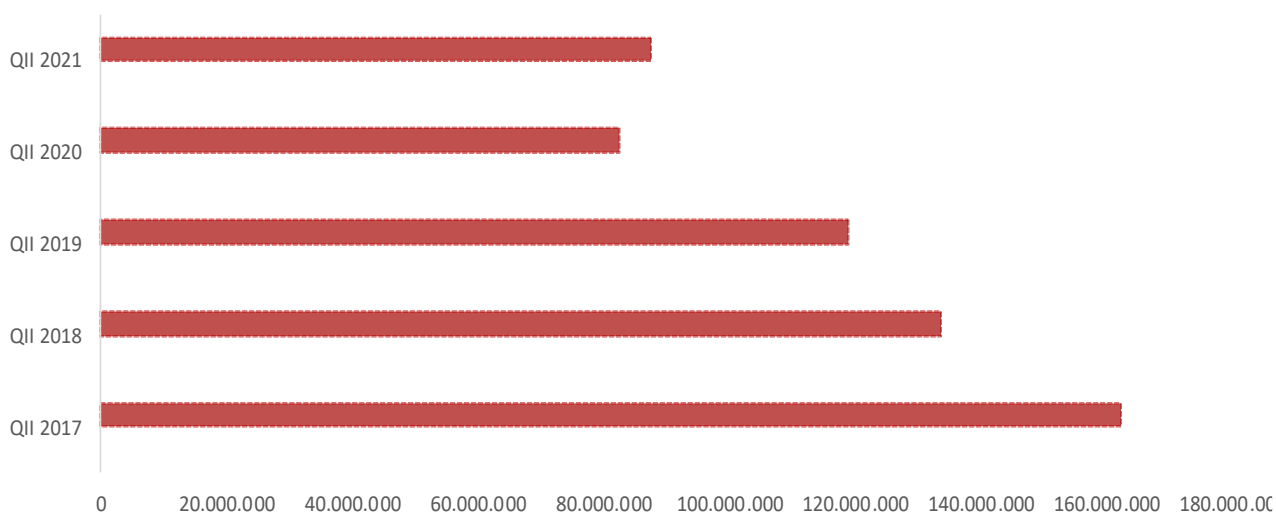
Graph.2.1 Number of users of telephone services in mobile telephony



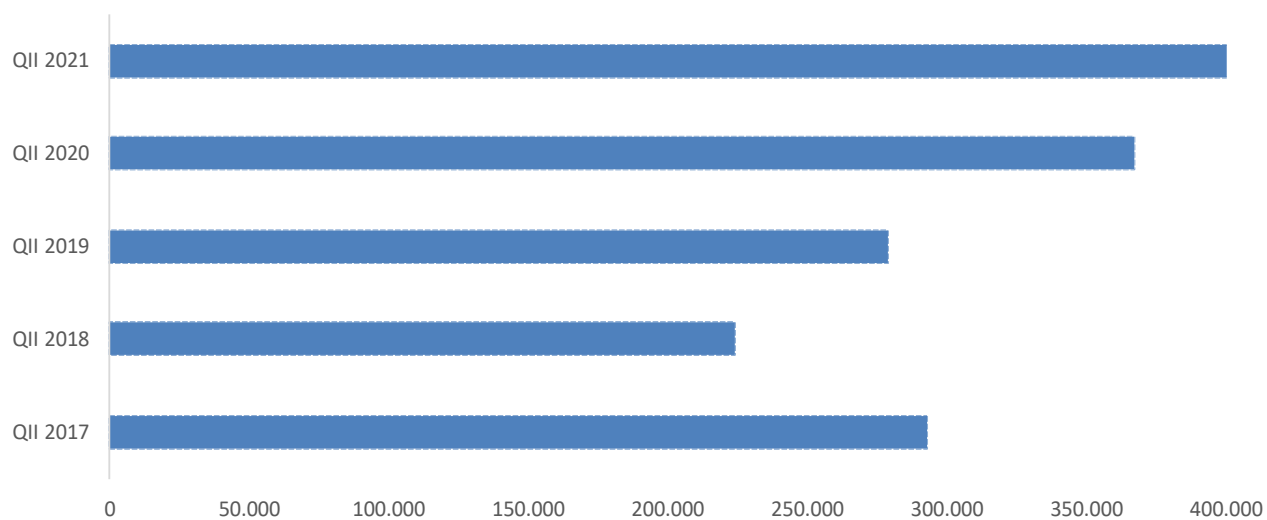
Grafikon 2.2. Odlazni saobraćaj mobilne telefonije, u minutama
Graph.2.2 Outgoing traffic of mobile operators, in minutes



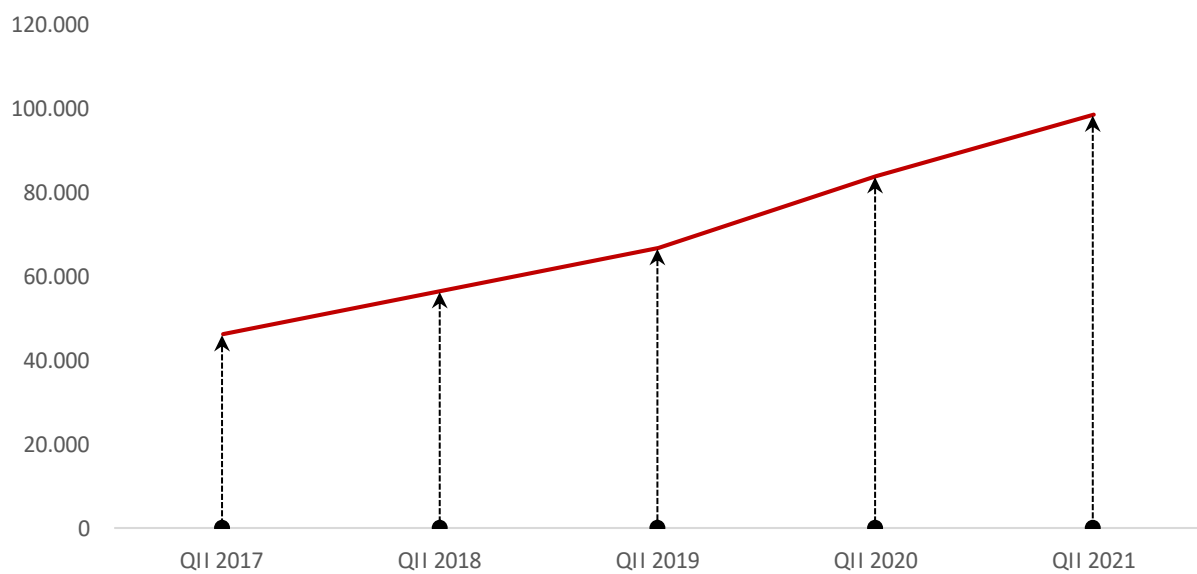
Grafikon 2.3. Broj poslatih SMS poruka
Graph.2.3. SMS sent



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

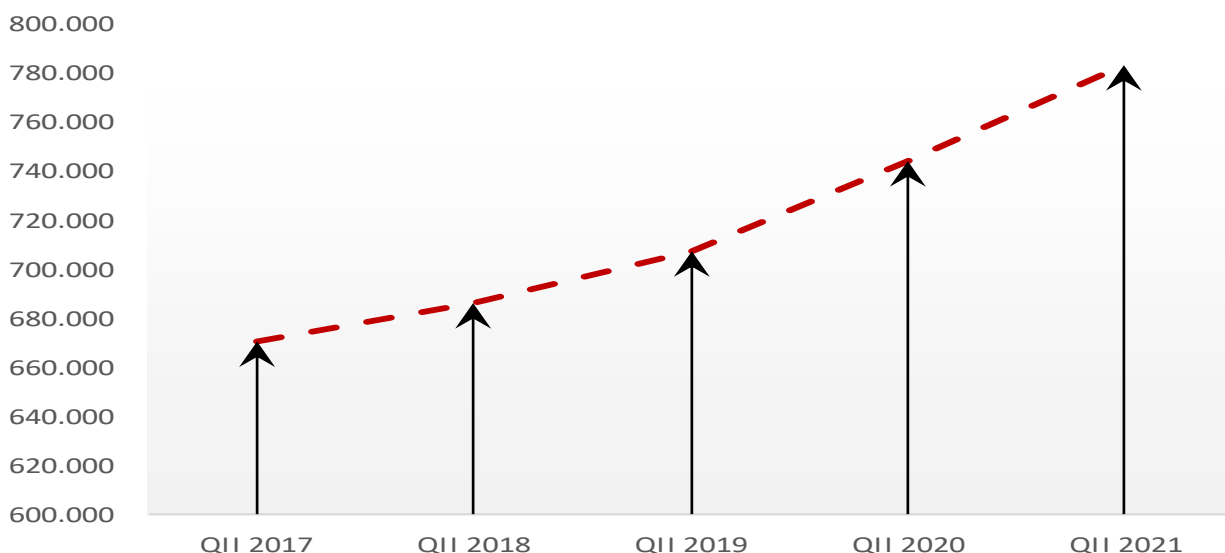
Table 3. Internet access

	II	II	I	II	II 2021	II 2021	
	Kvartal	Kvartal	Kvartal	Kvartal	II 2021	I 2021	
	2019	2020	2021	2021	Indeksi/Indices		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	707.543	744.104	773.807	783.462	105,3	101,3	Total number of broadband subscribers
Broj xDSL priključaka	410.263	413.977	413.166	415.726	100,4	100,6	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	230.550	243.368	257.183	261.596	107,5	101,7	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	41.912	48.527	53.393	54.153	111,6	101,4	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	911	1721	1.671	1.698	98,7	101,6	Number of subscribers via leased lines
Broj priključaka FTTx	23.769	36.337	48.061	49.985	137,6	104,0	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	138	174	333	304	174,7	91,3	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	87,50%	91,88%	93,80%	96,09%	-	-	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)

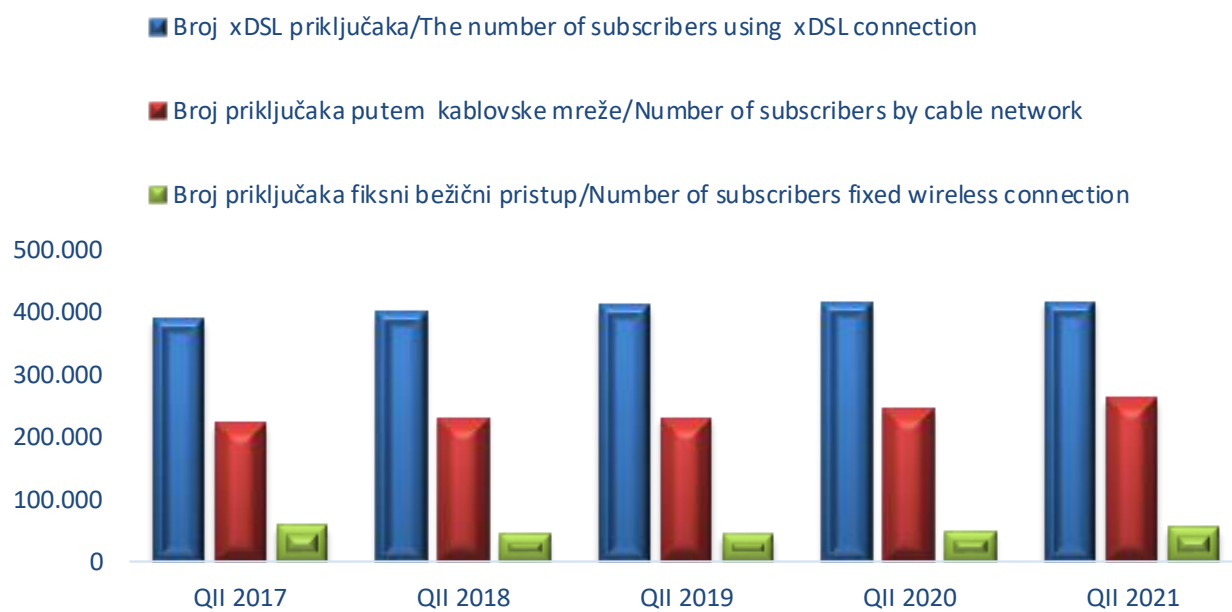
Grafikon 3.1 Ukupan broj priključaka pristupa internetu putem fiksne mreže

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 ili 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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