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SARAJEVO, 30.09. 2024.

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## INFORMACIONO DRUŠTVO

### INFORMATION SOCIETY

#### ELEKTRONSKE KOMUNIKACIJE, drugi kvartal 2024.

##### ELECTRONIC COMMUNICATIONS, second quarter 2024

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera u drugom kvartalu 2024. godine iznosio je 451 669 što predstavlja pad od 8,0% u odnosu na drugi kvartal 2023. godine.

*Total number of fixed telephone lines of dominant operators in the second quarter 2024 was 451 669 which represents a decrease of 8.0% compared to the second quarter 2023.*

Ukupni odlazni saobraćaj fiksne telefonske mreže u drugom kvartalu 2024. godine iznosio je 204 067 740 minuta, što pokazuje pad od 17,5% u odnosu na drugi kvartal 2023. godine.

*The total traffic of fixed telephone network in the second quarter 2024 was 204 067 740 minutes which shows a decrease of 17.5% compared to the second quarter 2023.*

Broj korisnika mobilne mreže u drugom kvartalu 2024. godine iznosio je 3 625 294 i bilježi pad od 2,3% u odnosu na drugi kvartal 2023. godine. Ukupni odlazni saobraćaj mobilne mreže u drugom kvartalu 2024. godine iznosio je 640 526 034 minuta, što pokazuje pad od 4,3% u odnosu na drugi kvartal 2023. godine.

*Number of mobile phone users in the second quarter 2024 was 3 625 294 which shows a decrease of 2.3% compared to the second quarter 2023. The total traffic of mobile telephone network in the second quarter of 2024 was 640 526 034 minutes, which shows a decrease of 4.3% compared to the second quarter of 2023.*

Broj poslanih SMS poruka u drugom kvartalu 2024. godine manji je za 15,4%, broj poslanih MMS poruka manji je za 10,9% u odnosu na drugi kvartal 2023. godine.

*Number of SMS messages sent in the second quarter 2024 decreased by 15.4%, while the number of MMS messages sent decreased by 10.9%, compared to the second quarter 2023.*

Ukupan broj internet priključaka putem fiksne mreže u drugom kvartalu 2024. godine iznosio 919 886 i bilježi rast od 5,1% u odnosu na drugi kvartal 2023. godine.

*The total number of Internet connections via the fixed network in the second quarter of 2024 was 919 886 which shows an increase of 5.1% compared to the second quarter 2023.*

# 1. FIKSNA TELEFONSKA MREŽA

**Tabela 1.1 Fiksna telefonska mreža**

Table. 1. 1. Fixed telephone network

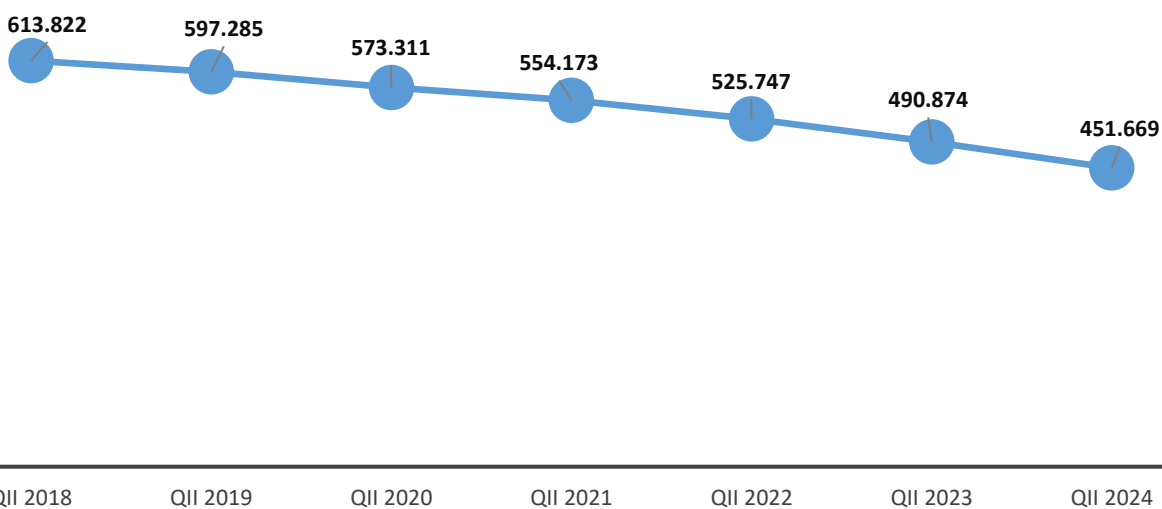
	II	II	I	II	II 2024	II 2024	
	Kvartal	Kvartal	Kvartal	Kvartal	I 2024	II 2023	
	2022.	2023.	2024.	2024.	Indeksi/Indices		
<b>Ukupan broj</b> aktivnih fiksnih telefonskih linija dominantnih operatora	525 747	490 874	470 721	451 669	96,0	92,0	Total <b>number</b> of fixed telephone lines of dominant operators
<b>Broj</b> novih operatera fiksne telefonije	14	12	10	10	100,0	83,3	The <b>number</b> of new fixed telephony operator
Ukupan <b>broj</b> vlastitih pretplatnika novih operatera	146 195	143 270	138 299	139 530	100,9	97,4	The total number of own subscribers to new operators
Ukupan <b>broj</b> pretplatnika novih operatora sa indirektnim pristupom	195	157	0	0	0	0	Alternative operators - <b>Number</b> of Indirect Access Subscribers
Ukupan <b>broj</b> prenesenih brojeva	104 052	107 266	109 200	111 637	102,2	104,1	The total <b>number</b> 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 operatora

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

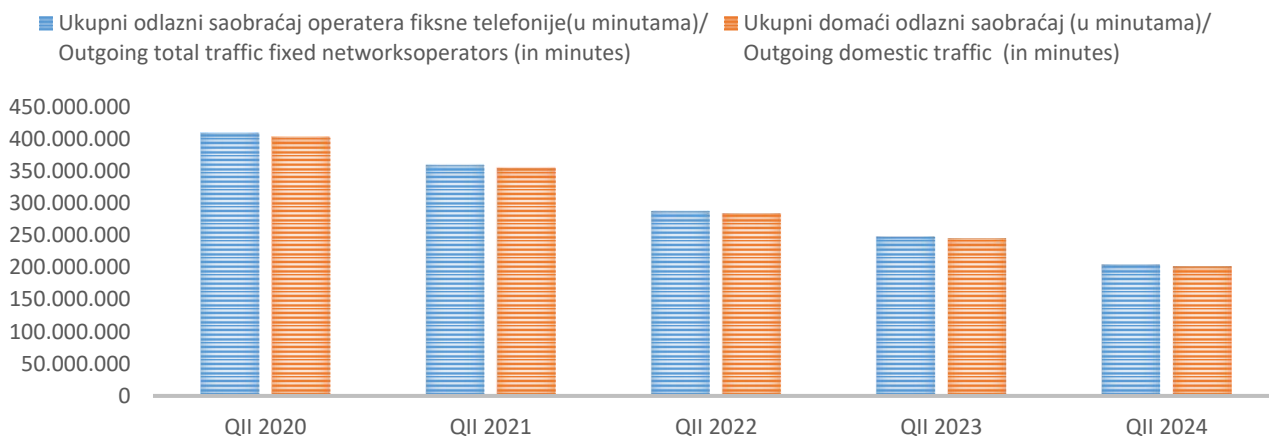
Odlazni saobraćaj operatera u minutama	II Kvartal/ quarter	II Kvartal/ quarter	II Kvartal/ quarter	I Kvartal/ quarter	II Kvartal/ quarter	Outgoing traffic operators in minutes
	2021.	2022.	2023.	2024.	2024.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	358 941 629	287 232 596	247 473 162	211 924 241	204 067 740	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	354 151 709	283 626 329	244 624 636	209 420 905	201 747 751	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	4 789 920	3 606 267	2 848 526	2 503 336	2 319 988	International 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 2024 II 2022	II 2024 II 2023	II 2024 I 2024	Indicies by indicators outgoing traffic fixed-line operator
	Ukupno odlazni saobraćaj operatera fiksne telefonije	71,0	82,5	
Ukupni domaći odlazni saobraćaj	71,1	82,5	96,3	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	64,3	81,4	92,7	International outgoing fixed telephone traffic

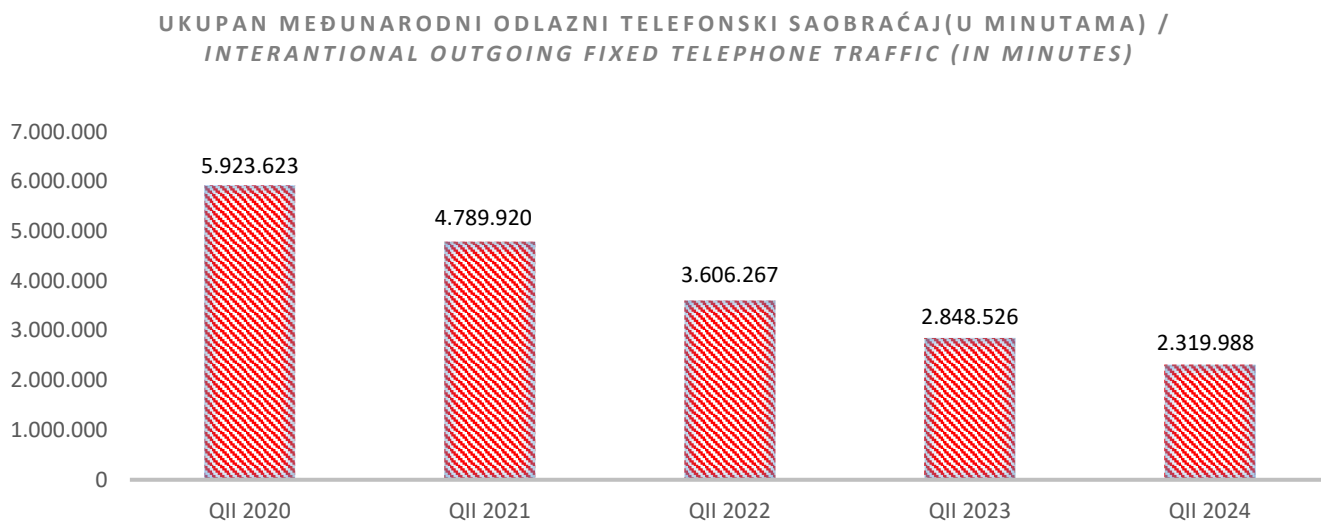
**Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže**

Graph 1.2 Traffic accomplished via fixed telephone network



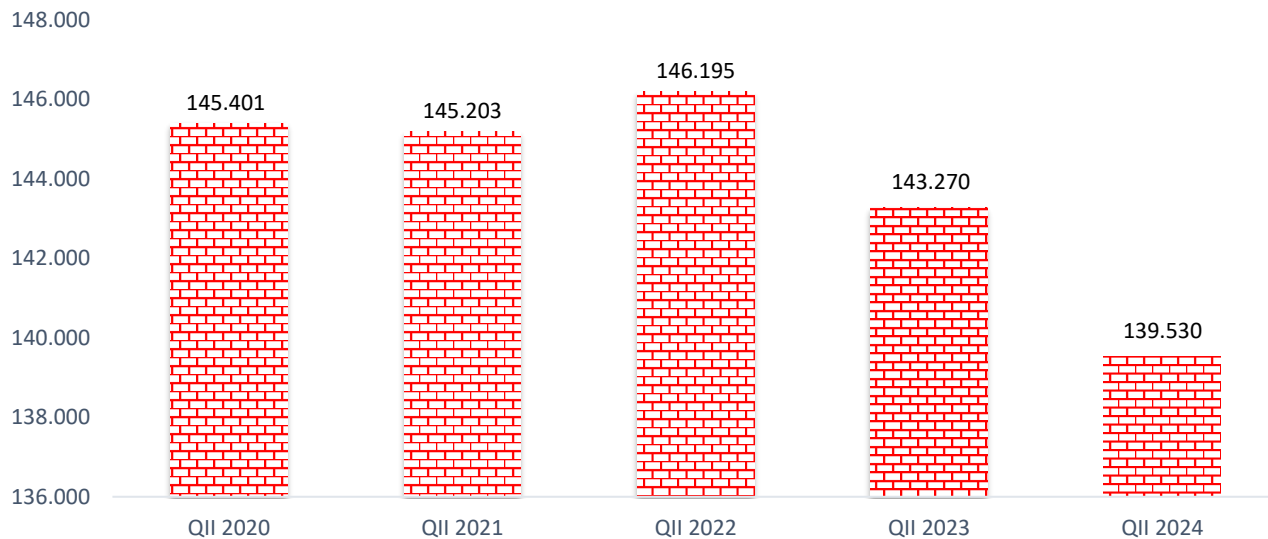
### Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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



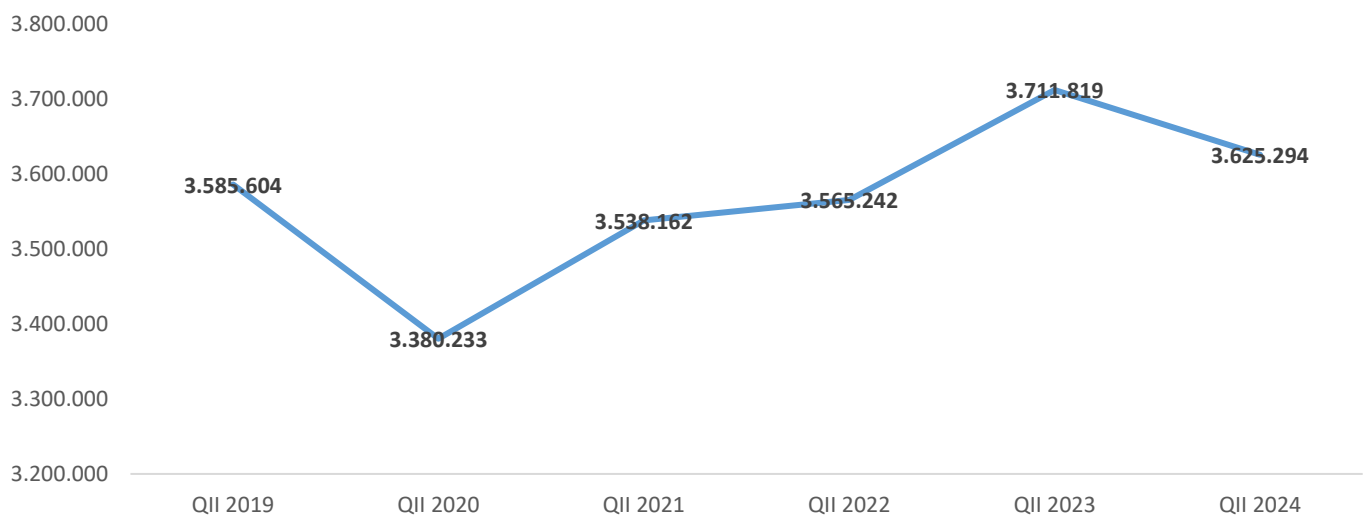
## 2. MOBILNA TELEFONSKA MREŽA

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

	II	II	I	II	II 2024	II 2024	
	Kvartal quarter 2022.	Kvartal quarter 2023.	Kvartal quarter 2024.	Kvartal quarter 2024.	I 2024	I 2023	
	Indeksi/Indicies						
Ukupan broj korisnika mobilne mreže	3 565 242	3 711 819	3 614 390	3 625 294	100,3	97,7	Total number of mobile network users
<b>Penetracija</b> mobilne telefonije	102,60%	107,50%	105,25%	105,57%	100,3	98,2	<b>Penetration of mobile telephony</b>
Ukupan broj prenesenih brojeva	112 829	129 415	152 628	158 580	103,9	122,5	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije ( <b>minutama</b> )	667 012 948	669 536 239	609 312 203	640 526 034	105,1	95,7	Total outgoing traffic of mobile operators ( <b>in minutes</b> )
<b>Broj</b> poslatih SMS poruka	84 414 941	74 586 841	60 795 568	63 105 881	103,8	84,6	SMS sent
<b>Broj</b> poslatih MMS poruka	383 772	349 063	277 971	310 938	111,9	89,1	MMS sent

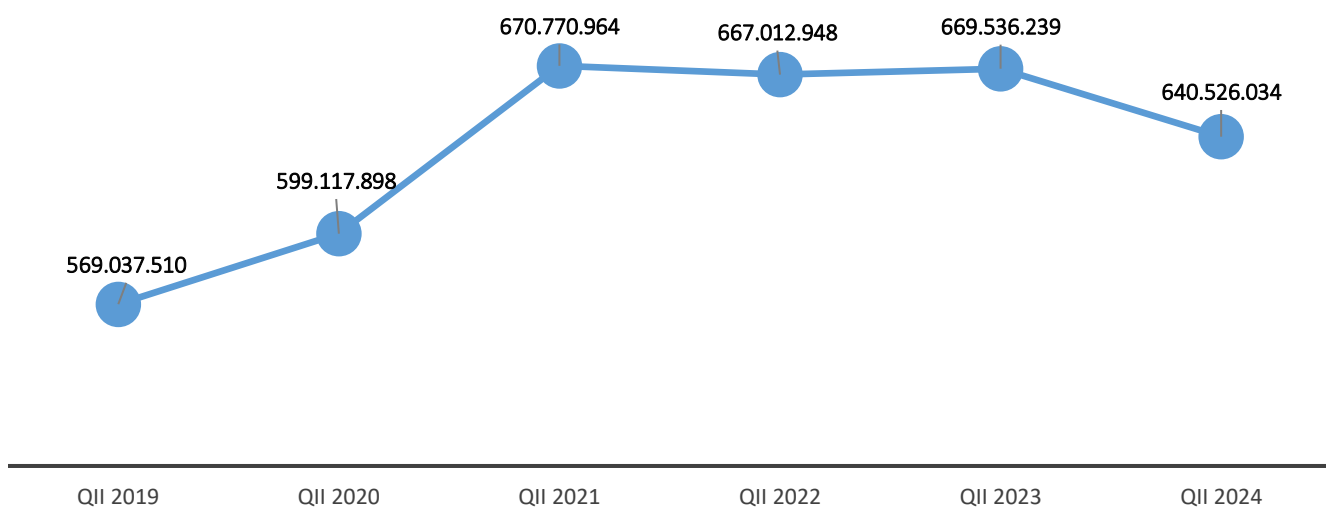
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)  
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

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



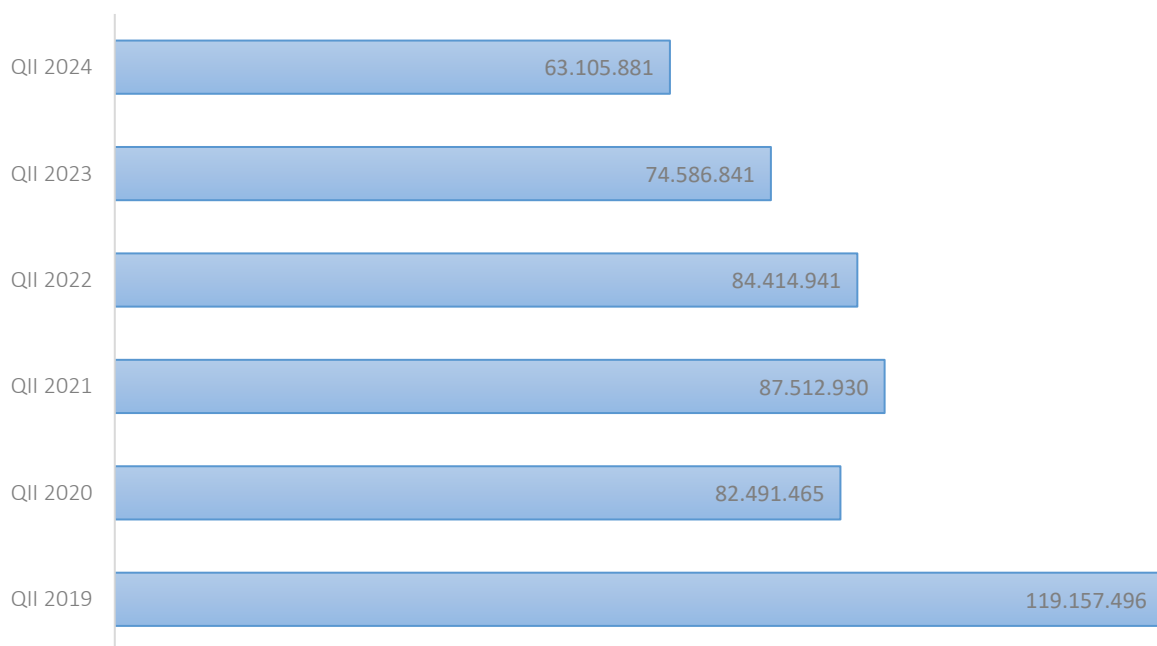
### Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama)

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



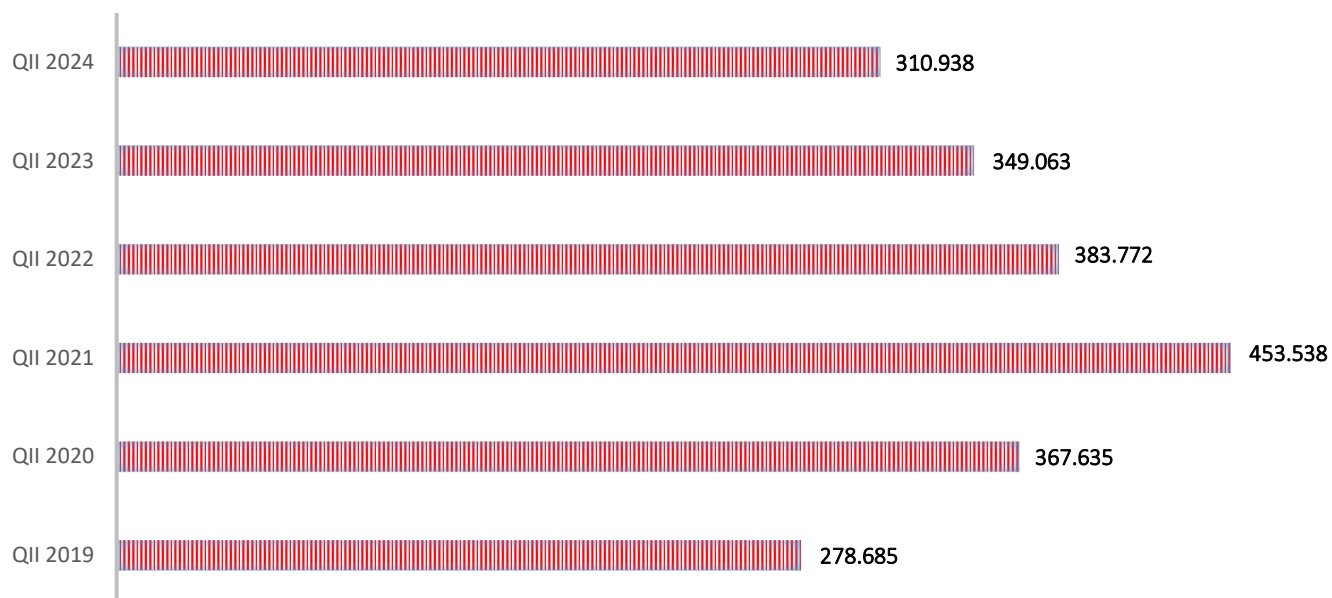
### Grafikon 2.3. Broj poslatih SMS poruka

Graph 2.3 SMS sent



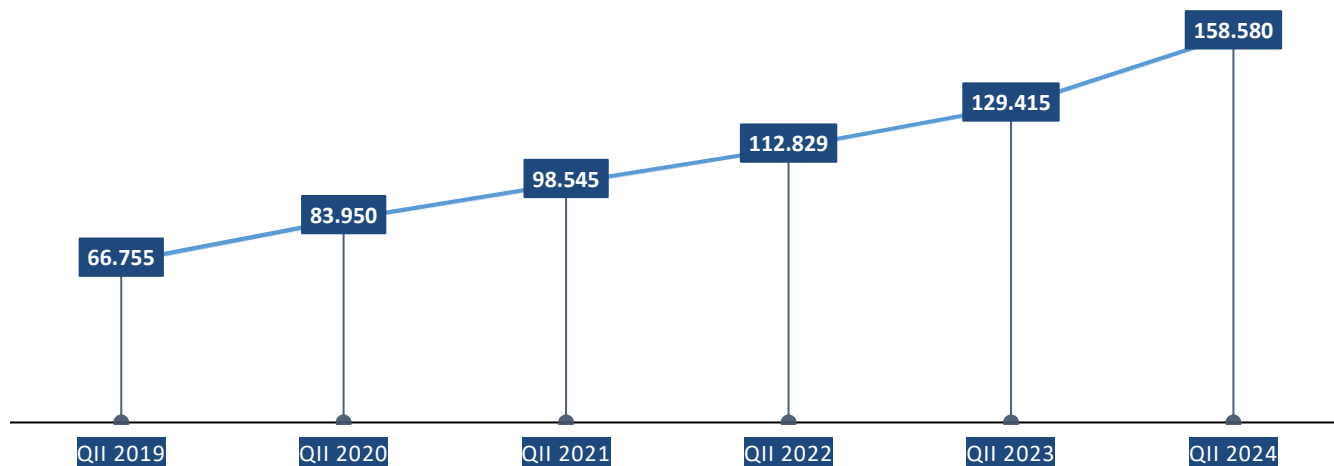
### Grafikon 2.4. Broj poslatih MMS poruka

Graph 2.4 MMS sent



### Grafikon 2.5. Ukupan broj prenesenih brojeva

Graph 2.5 The total number of transferred numbers



### 3. PRISTUP INTERNETU

**Tabela 3. Pristup internetu**

Table 3 Internet access

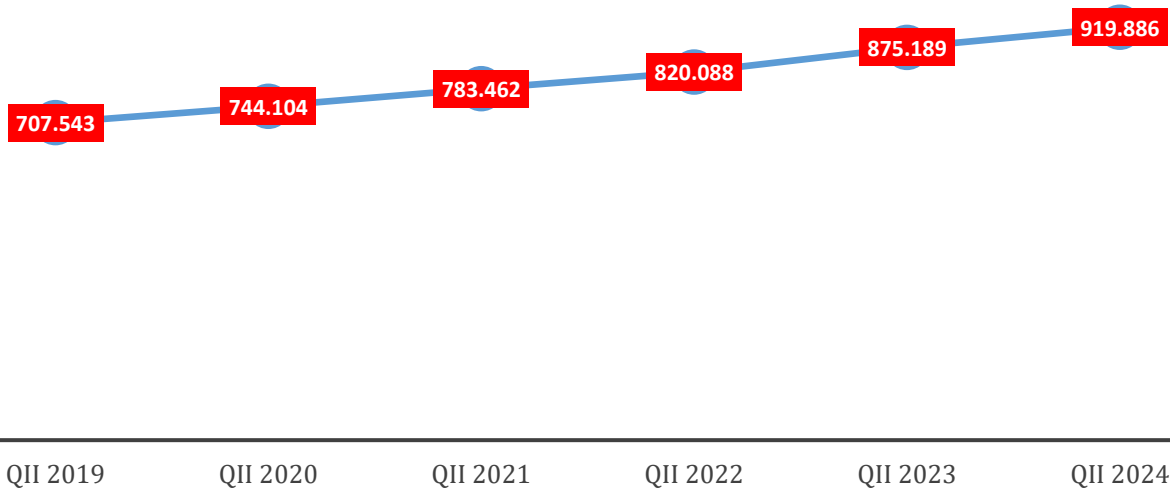
	II Kvartal quarter	II Kvartal quarter	I Kvartal quarter	II Kvartal quarter	II 2024 I 2024	II 2024 II 2023	
	2022.	2023.	2024.	2024.	Indeksi/Indices		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	820 088	876 845	912 750	919 886	100,8	105,1	Total number of broadband subscribers
Broj xDSL priključaka	421 021	449 070	453 597	453 862	100,1	101,4	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	268 740	269 010	271 093	272 891	100,7	101,3	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	62 389	62 349	67 177	67 805	100,9	107,6	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	2 228	2 278	2 105	2 115	100,5	101,9	Number of subscribers via leased lines
Broj priključaka FTTx	64 980	94 116	118 755	123 190	103,7	119,2	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	16	15	16	16	100,0	100,0	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	100,57%	116,11%	116,06%	118,34%	102,0	105,5	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)

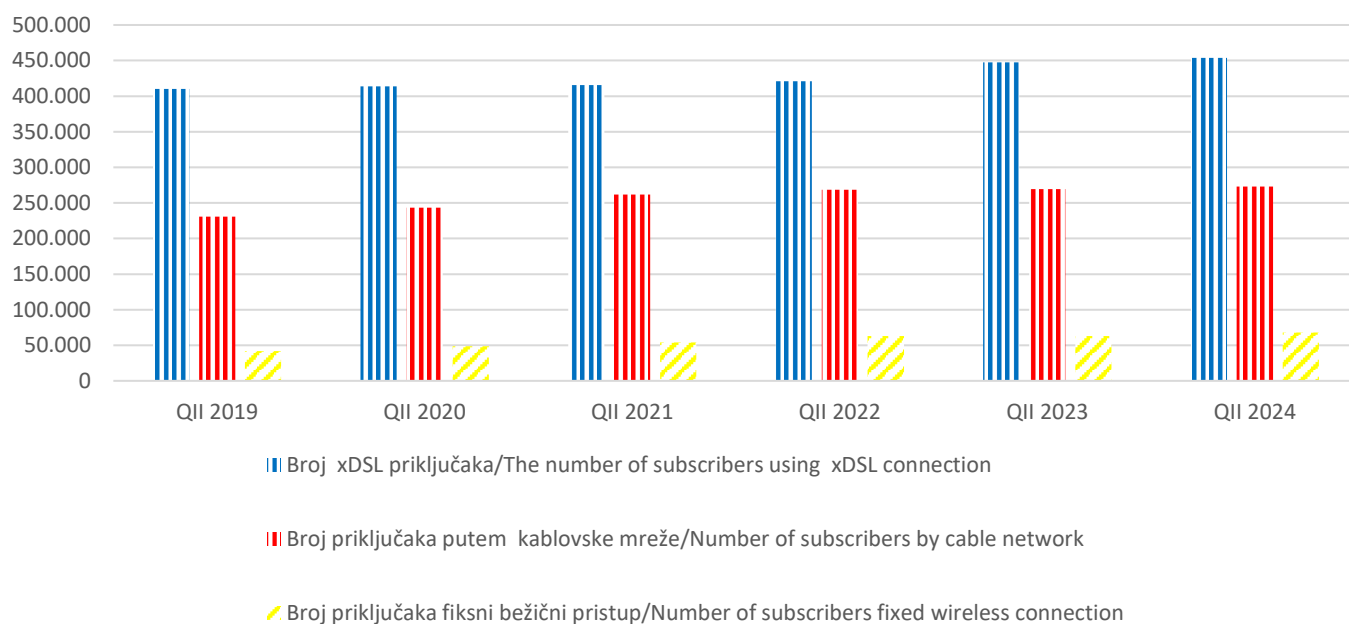
**Grafikon 3.1 Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže**

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 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.

## 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.

**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 poruke** (Multimedia Messaging Service) su poruke koje uključuju i multimedijalne sadržaje (npr. slike, muzika).

**MMS messages** (Multimedia Messaging Service) are messages which include multimedia services (pictures, music).

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