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## INFORMACIONO DRUŠTVO

### INFORMATION SOCIETY

### ELEKTRONSKE KOMUNIKACIJE, treći kvartal 2024.

#### ELECTRONIC COMMUNICATIONS, third quarter 2024

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u trećem kvartalu 2024. godine iznosio je 448 143 što predstavlja pad od 7,1% u odnosu na treći kvartal 2023. godine.

*Total number of fixed telephone lines of dominant operators in the third quarter 2024 was 448 143 which represents a decrease of 7.1% compared to the third quarter 2023.*

Ukupni odlazni saobraćaj fiksne telefonske mreže u trećem kvartalu 2024. godine iznosio je 196 072 875 minuta, što pokazuje pad od 14,0% u odnosu na treći kvartal 2023. godine.

*The total traffic of fixed telephone network in the third quarter 2024 was 196 072 875 minutes which shows a decrease of 14.0% compared to the third quarter 2023.*

Broj korisnika mobilne mreže u trećem kvartalu 2024. godine iznosio je 3 918 412 i bilježi rast od 1,1% u odnosu na treći kvartal 2023. godine. Ukupni odlazni saobraćaj mobilne mreže u trećem kvartalu 2024. godine iznosio je 644 876 272 minuta, što pokazuje rast od 0,9% u odnosu na treći kvartal 2023. godine.

*Number of mobile phone users in the third quarter 2024 was 3 918 412 which shows an increase of 1.1% compared to the third quarter 2023. The total traffic of mobile telephone network in the third quarter of 2024 was 644 876 272 minutes which shows an increase of 0.9% compared to the third quarter of 2023.*

Broj poslanih SMS poruka u trećem kvartalu 2024. godine manji je za 16,3%, broj poslanih MMS poruka manji je za 20,3% u odnosu na treći kvartal 2023. godine.

*Number of SMS messages sent in the third quarter 2024 decreased by 16.3%, while the number of MMS messages sent decreased by 20.3%, compared to the third quarter 2023.*

Ukupan broj internet priključaka putem fiksne mreže u trećem kvartalu 2024. godine iznosio 925 538 i bilježi rast od 2,8% u odnosu na treći kvartal 2023. godine.

*The total number of Internet connections via the fixed network in the third quarter of 2024 was 925 538 which shows an increase of 2.8% compared to the third quarter 2023.*

## 1. FIKSNA TELEFONSKA MREŽA

**Tabela 1.1 Fiksna telefonska mreža**

Table. 1. 1. Fixed telephone network

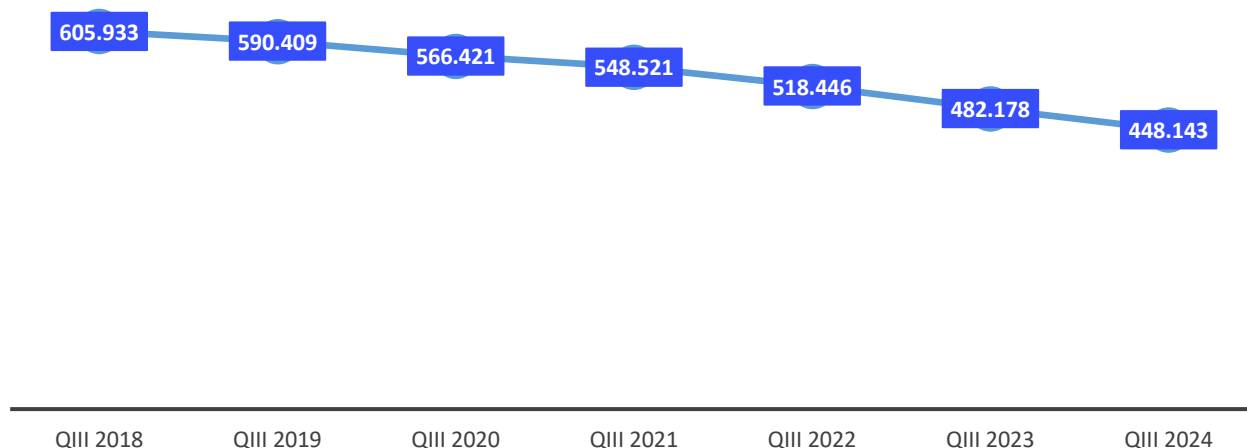
	III Kvartal quarter	III Kvartal quarter	II Kvartal quarter	III Kvartal quarter	III 2024 II 2024	III 2024 III 2023	
	2022.	2023.	2024.	2024.	Indeksi/Indicies		
Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera	518 446	482 178	451 669	448 143	99,2	92,9	Total <b>number</b> of fixed telephone lines of dominant operators
Broj novih operatera fiksne telefonije	14	10	10	10	100,0	100,0	The <b>number</b> of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	145 586	142 351	139 530	139 777	100,2	98,2	The total number of own subscribers to new operators
Ukupan broj pretplatnika novih operatera sa indirektnim pristupom	186	173	0	0	0,0	0,0	Alternative operators - <b>Number</b> of Indirect Access Subscribers
Ukupan broj prenesenih brojeva	104 912	107 990	111 637	112 947	101,2	104,6	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 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*

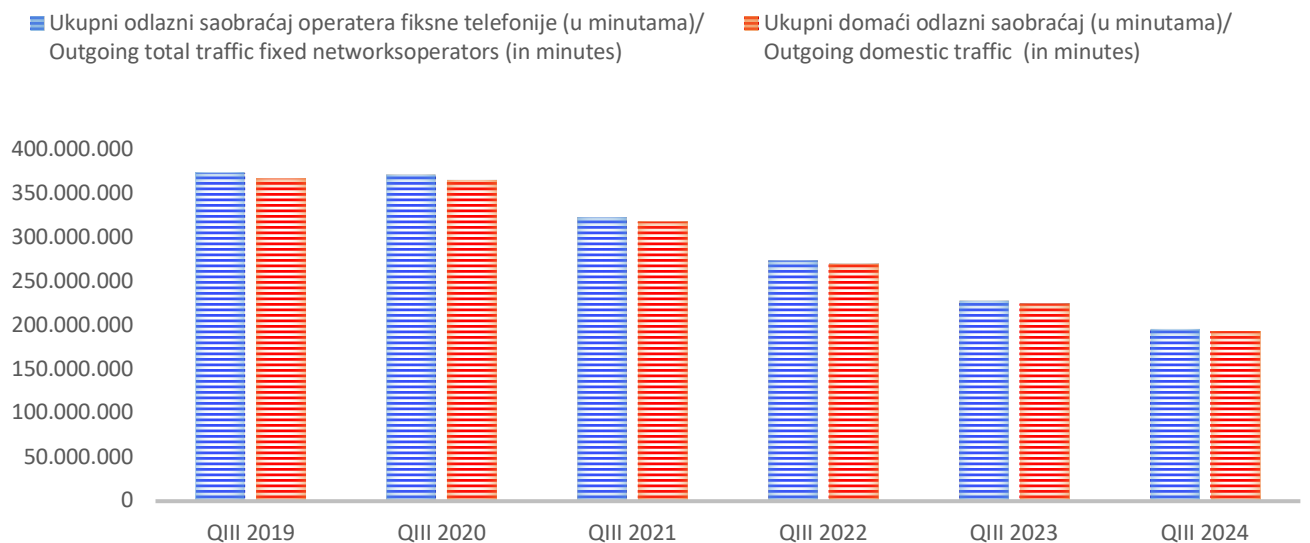
Odlazni saobraćaj operatera u minutama	III Kvartal/ quarter	III Kvartal/ quarter	III Kvartal/ quarter	II Kvartal/ quarter	III Kvartal/ quarter	Outgoing traffic operators in minutes
	2021.	2022.	2023.	2024.	2024.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	323 513 152	274 610 383	228 079 946	204 067 740	196 072 875	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	319 049 715	270 737 596	225 215 032	201 747 751	193 846 084	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	4 463 437	3 872 787	2 864 914	2 319 988	2 226 791	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	III 2024 III 2022	III 2024 III 2023	III 2024 II 2024	Indicies by indicators outgoing traffic fixed-line operator
	Ukupno odlazni saobraćaj operatera fiksne telefonije	71,4	86,0	
Ukupni domaći odlazni saobraćaj	71,6	86,1	96,1	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	57,5	77,7	96,0	International outgoing fixed telephone traffic

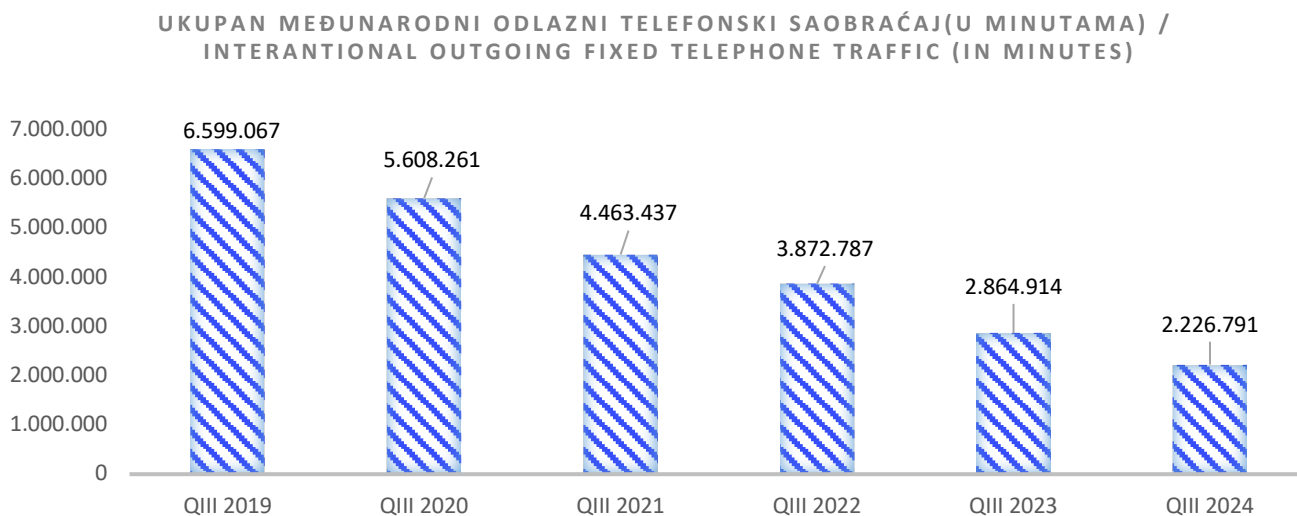
**Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže**

*Graph 1.2 Traffic accomplished via fixed telephone network*



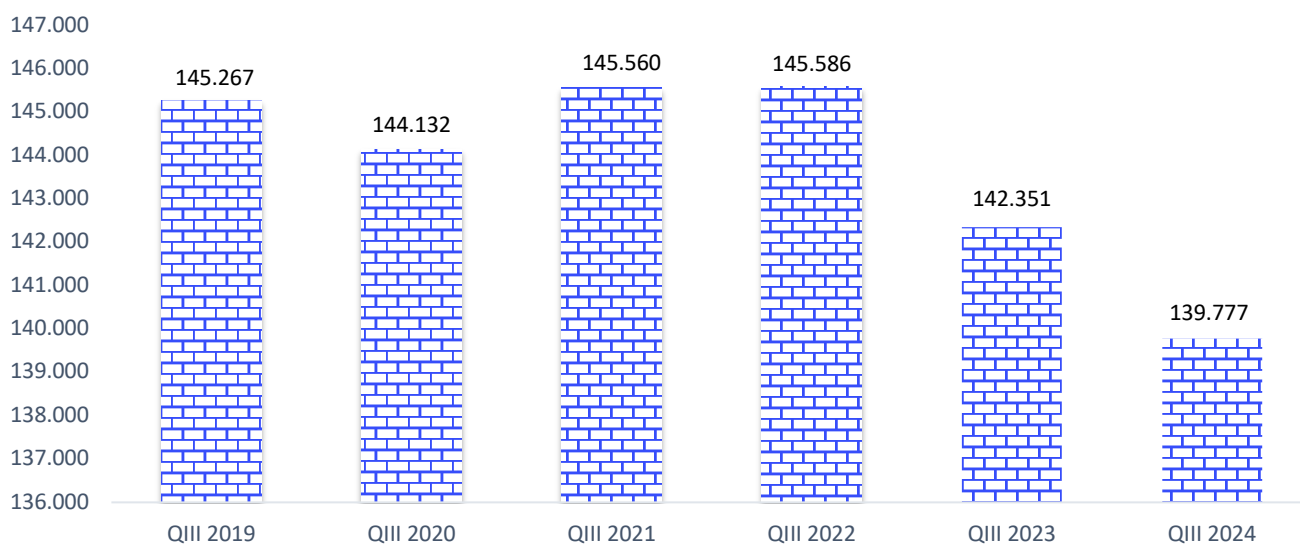
### Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

Graph 1.2.1 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



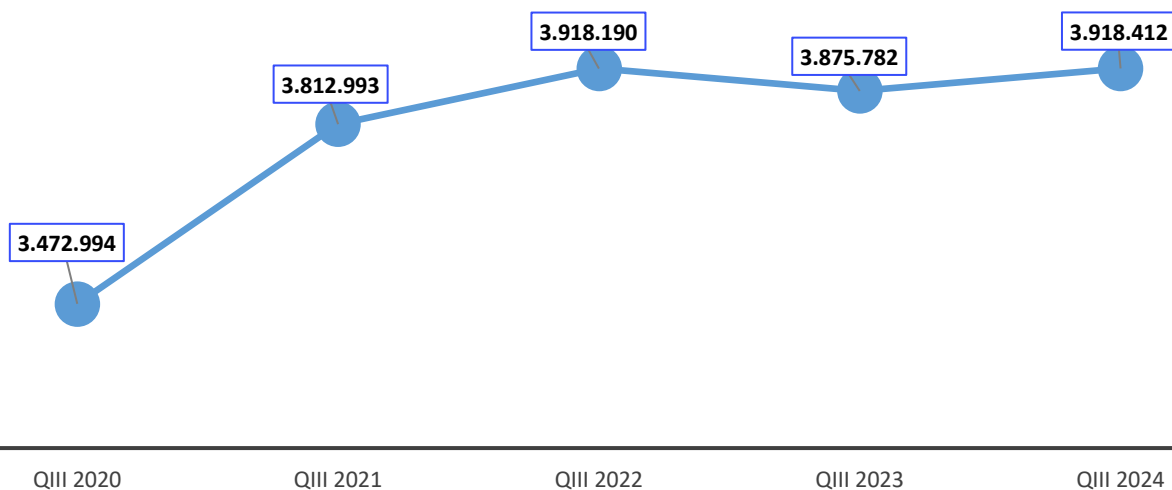
## 2. MOBILNA TELEFONSKA MREŽA

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

	III Kvartal <i>quarter</i> 2022.	III Kvartal <i>quarter</i> 2023.	II Kvartal <i>quarter</i> 2024.	III Kvartal <i>quarter</i> 2024.	III 2024	III 2024	
					II 2024	III 2023	
					Indeksi/ <i>Indicies</i>		
Ukupan broj korisnika mobilne mreže	3 918 190	3 875 782	3 625 294	3 918 412	108,1	101,1	<i>Total number of mobile network users</i>
<b>Penetracija</b> mobilne telefonije	113,47%	112,86%	105,57%	114,51%	108,5	101,5	<b><i>Penetration of mobile telephony</i></b>
Ukupan broj prenesenih brojeva	116 383	136 562	158 580	167 726	105,8	122,8	<i>The total number of transferred numbers</i>
Ukupan odlazni saobraćaj operatora mobilne telefonije ( <b>minutama</b> )	676 715 304	638 935 327	640 526 034	644 876 272	100,7	100,9	<i>Total outgoing traffic of mobile operators (in minutes)</i>
<b>Broj</b> poslatih SMS poruka	75 123 652	69 882 981	63 105 881	58 522 034	92,7	83,7	<i>SMS sent</i>
<b>Broj</b> poslatih MMS poruka	361 377	330 285	310 938	263 306	84,7	79,7	<i>MMS sent</i>

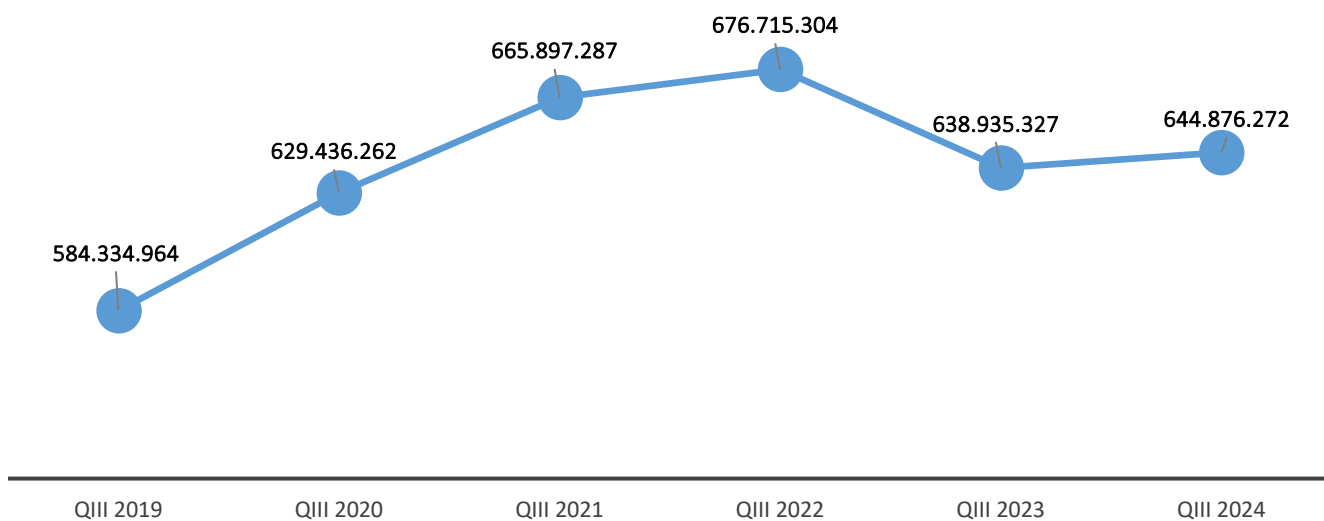
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)  
*Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)*

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



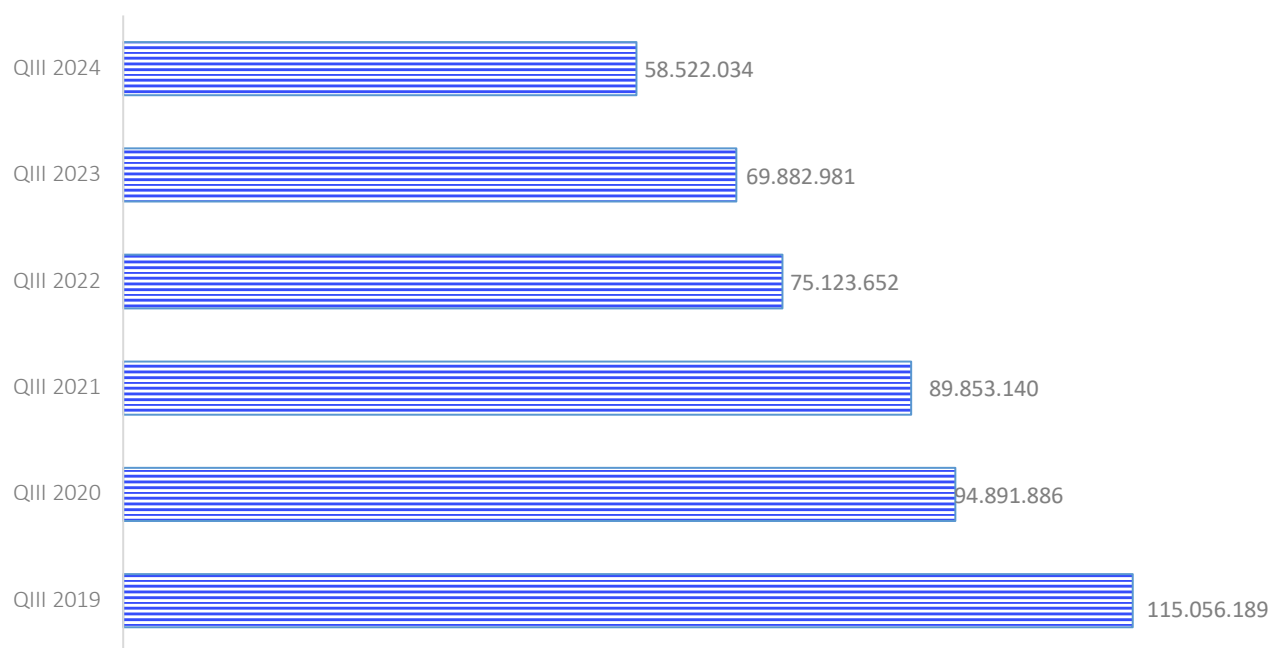
### Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama)

Graph 2.2 Outgoing traffic of mobile operators (in minutes)



### Grafikon 2.3. Broj poslatih SMS poruka

Graph 2.3 SMS sent



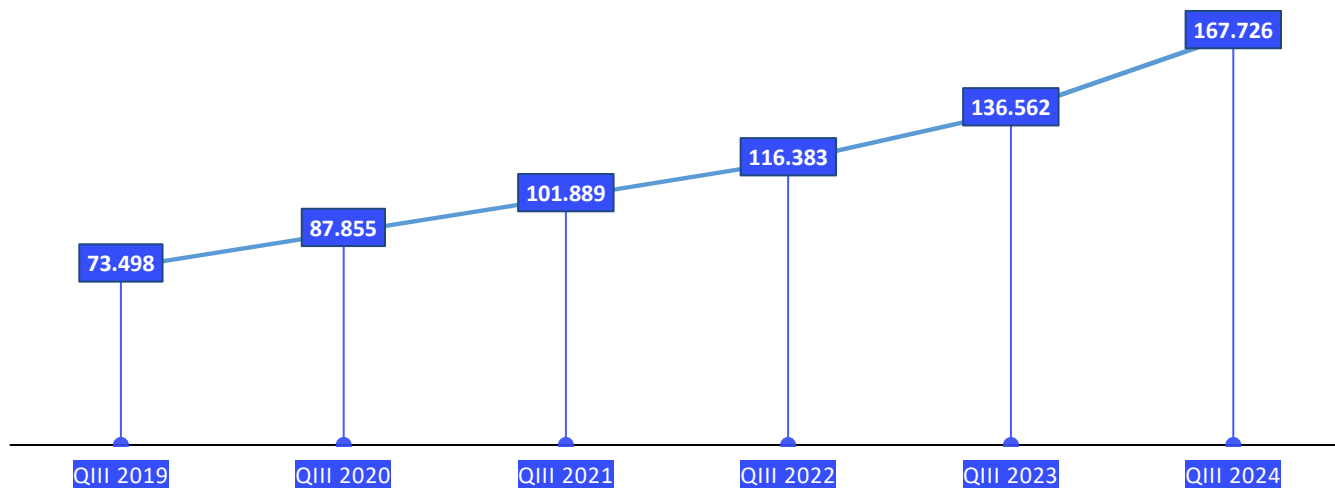
## Grafikon 2.4. Broj poslatih MMS poruka

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**

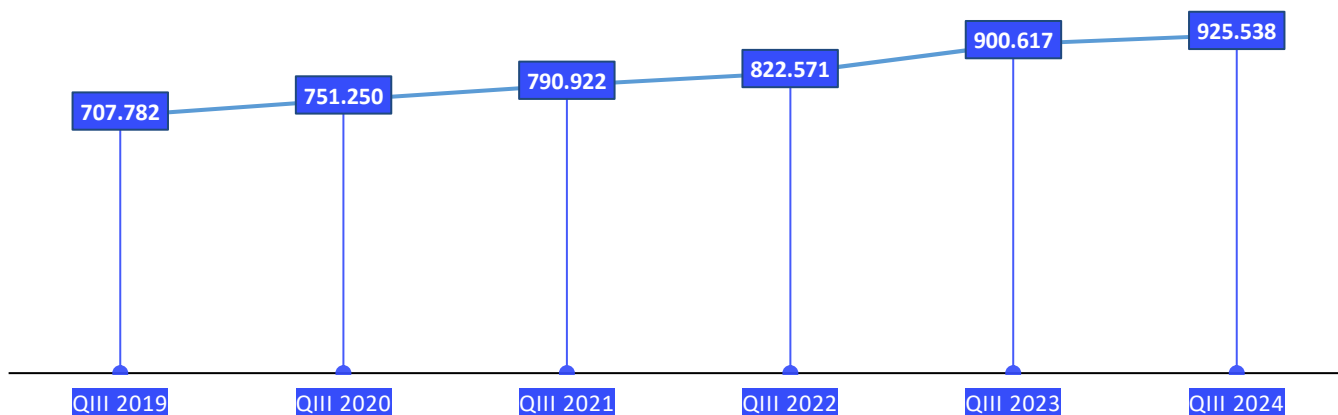
Table 3 Internet access

	III Kvartal quarter	III Kvartal quarter	II Kvartal quarter	III Kvartal quarter	III 2024 II 2024	III 2024 III 2023	
	2022.	2023.	2024.	2024.	Indeksi/Indicies		
<b>Ukupan broj</b> priključaka širokopojsnog pristupa internetu putem fiksne mreže	822 571	900 617	919 886	925 538	100,6	102,8	<i>Total number of broadband subscribers</i>
<b>Broj</b> xDSL priključaka	419 517	455 103	453 862	452 798	99,8	99,5	<i>Number of subscribers using xDSL connection</i>
<b>Broj</b> priključaka putem kablovske mreže	269 904	270 666	272 891	274 676	100,7	101,5	<i>Number of subscribers by cable network</i>
<b>Broj</b> priključaka fiksni bežični pristup	62 757	64 629	67 805	67 974	100,2	105,2	<i>Number of subscribers fixed wireless connection</i>
<b>Broj</b> priključaka putem iznajmljene linije	2 254	2 072	2 115	2 153	101,8	103,9	<i>Number of subscribers via leased lines</i>
<b>Broj</b> priključaka FTTx	68 116	108 124	123 190	127 914	103,8	118,3	<i>Number of subscribers via FTTx connection</i>
<b>Broj</b> priključaka putem ostalih tehnologija	16	16	16	16	100,0	100,0	<i>Number of subscribers using other technologies</i>
<b>Stopa</b> penetracije korisnika interneta putem fiksne mreže	101,56%	114,65%	118,34%	119,47%	101,0	104,2	<i>Penetration rate of Internet users via the fixed network</i>

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

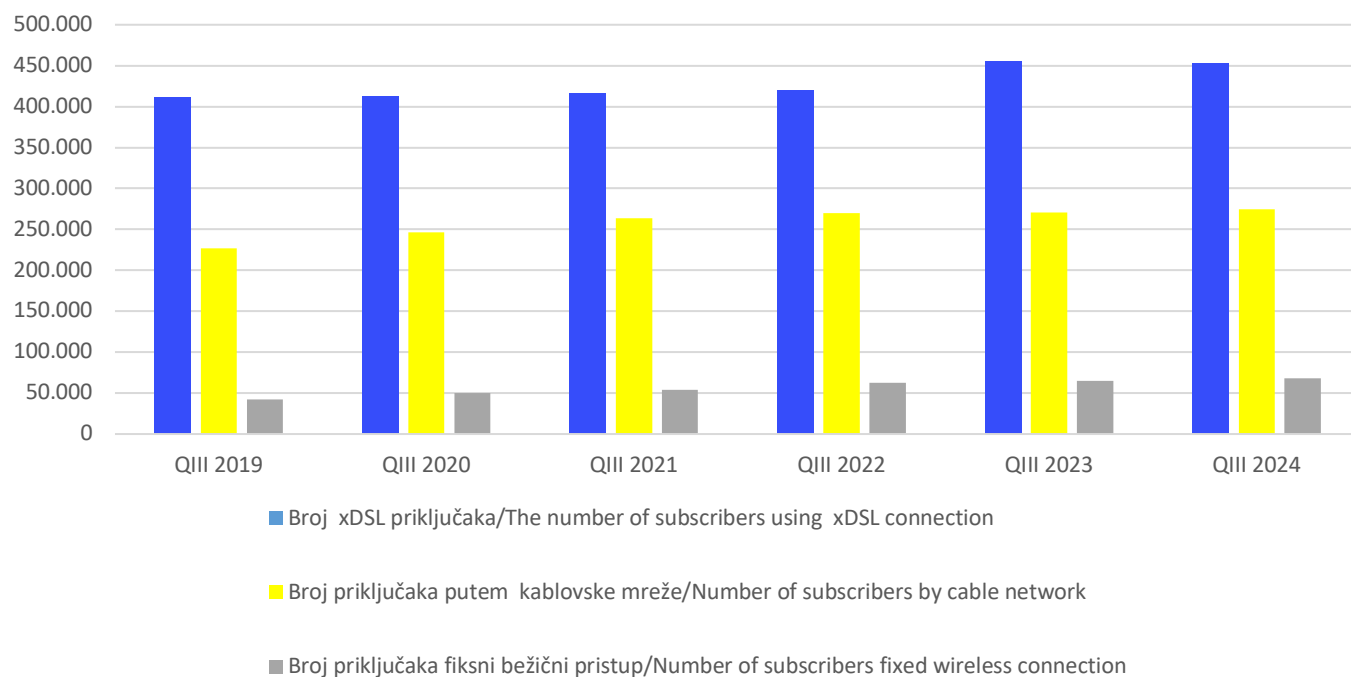
**Grafikon 3.1 Ukupan broj priključaka širokopojsnog pristupa internetu putem fiksne mreže**

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 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 fiksni i mobilni mrežama.

Međunarodni saobraćaj obuhvata ukupno ostvaren saobraćaj u fiksni i mobilni 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 širokopolasnim internet uslugama realizovan putem optičkog vlakna.

**xDSL** (Digitalna Pretplatnička Linija) je širokopolasni pristup internet uslugama realizovan putem upredene bakarne parice. Tu spadaju širokopolasne 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.

## 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 poruke** (Short Message Service) su kratke tekstualne poruke.

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

**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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**Telefon/Phone: +387 (33) 911 911 | Telefaks/Telefax: +387 (33) 220 622**  
**Elektronska pošta/E-mail: [bhas@bhas.gov.ba](mailto:bhas@bhas.gov.ba) | Internetska stranica/Web site: [www.bhas.gov.ba](http://www.bhas.gov.ba)**

**Odgovorne osobe/Responsible persons:**

**Velimir Jukić, pomoćnik direktorice za poslovne statistike**  
*Velimir Jukić, Assistant Director of Business Statistics*

**Fahir Kanlić, šef Odsjeka za statistiku industrije i građevinarstva**  
*Fahir Kanlić, Head of Department for Industry and Construction Statistics*

**Vesna Čužić, direktorica**  
*Vesna Čužić, Director*

**Saopćenje priredila: Dženita Babić**  
*Prepared by: Dženita Babić*



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