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GODINA/YEAR XIV

SARAJEVO, 31.07.2024.

BROJ/NUMBER 1

INFORMACIJSKO DRUŠTVO

INFORMATION SOCIETY

TELEKOMUNIKACIJSKA OPREMA, MREŽA I USLUGE, BIH, 2023.

TELECOMMUNICATIONS EQUIPMENT, NETWORK AND SERVICES, BIH, 2023.

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u 2023. godini iznosio 473 048 što predstavlja pad od 6,5% u odnosu na 2022. godinu.

Total number of fixed telephone lines of dominant operators in 2023 was 473 048 which represents a decreased of 6.5% compared to the 2022 year.

Ukupan broj vlastitih pretplatnika alternativnih operatora u 2023. godini iznosio je 140 926, što pokazuje pad od 0,3% u odnosu na prethodnu godinu.

The total number of own subscribers of alternative operators in the year of 2023 was 140 926 which shows an decreased of 3.0% compared to previous year.

Ukupni promet fiksne telefonske mreže u 2023. godini iznosio je 1 418 226 803 minuta, što pokazuje pad od 0,4% u odnosu na 2022.

The total traffic of fixed telephone network in the year of 2023 was 1 418 226 803 minutes which shows an decreased of 0.4% compared to 2022.

Ukupni domaći odlazni promet alternativnih operatora u 2023. godini iznosio je 209 588 196 minuta, što pokazuje pad od 15,7% u odnosu na prethodnu godinu.

The total outgoing domestic traffic alternative operators in the year of 2023 was 209 588 196 minutes which shows an decreased of 15.7% compared to previous year.

Broj pretplatnika mobilne mreže u 2023. godini iznosio je 3 749 904 što predstavlja pad od 1,6% u odnosu na prethodnu godinu.

The number of mobile telephone subscribers in the year of 2023 was 3 749 904 which represents a decreased of 1.6% compared to previous year.

Ukupni odlazni promet mobilne mreže u 2023. godini iznosio je 2 530 181 924, što pokazuje pad od 2,5% u odnosu na prethodnu godinu.

The total traffic of mobile telephone network in the year of 2023 was 2 530 181 924 which shows an decreased 2.5% compared to the previous year.

Broj poslanih SMS poruka u 2023. godini manji je za 6,3%, u odnosu na 2022. godinu.

Number of SMS messages sent in the 2023 year decreased by 6.3%, compared to the 2022 year.

Ukupan broj pretplatnika fiksnog interneta u 2023. godini iznosio je 907 951 što pokazuje rast od 3,7% u odnosu na prethodnu godinu.

Total number of fixed Internet subscribers in the year of 2023 was 907 951 which shows an increased of 3.7% compared to previous year.

Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopolasnog pristupa u 2023. godini iznosio je 2 208 915 što predstavlja rast od 6,0% u odnosu na 2022. godinu.

Number of subscribers of mobile Internet via a standard mobile broadband access in the year of 2023 was 2 208 915 which represents an increased of 6.0% compared to the 2022 year.

**TELEKOMUNIKACIJSKI
INDIKATORI¹ TELECOMUNICATION
INDICATORS**

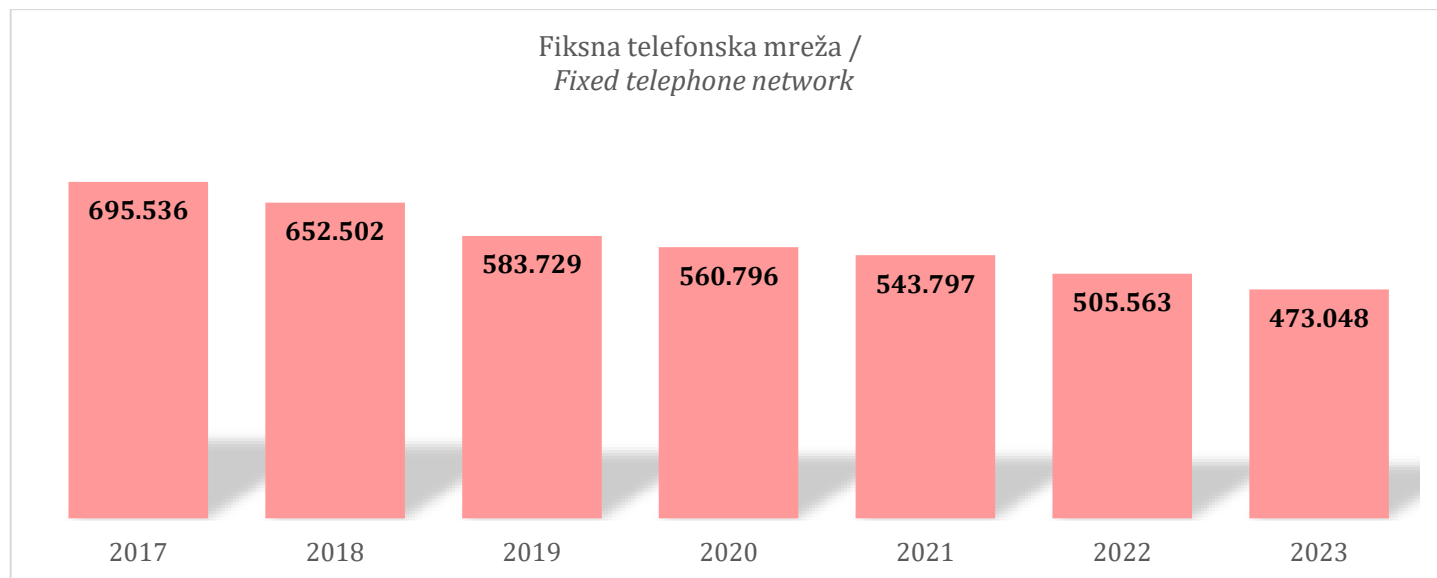
T.1. Fiksna telefonska mreža

T.1 Fixed telephone network

	2023.	
Ukupan broj aktivnih fiksnih telefonskih linija incumbent operatera¹	473 048	Total number of fixed telephone lines of Incumbent operators
Broj aktivnih analognih linija- PSTN linije	212 624	Number of active analog lines- PSTN lines
Broj ISDN linija izraženo u B kanalima	13 466	Number of ISDN lines (expressed in B channels)
Broj pretplata putem fiksne bežične petlje (CLL ili WLL)	9 372	CLL subscriptions
Broj pretplata IP telefonije	237 258	Number of IP telephone subscribers ³
Ukupan broj javnih telefonskih govornica	328	Number of public payphones
Broj linija pretplatnika fizičkih osoba	336 874	Number of main lines which are residential (analog and B channels)
Broj linija pretplatnika pravnih osoba	135 846	Number of main lines which are business (analog and B channels)
Broj alternativnih operatera fiksne telefonije ²	10	Total number of alternative operators
Ukupan broj vlastitih pretplatnika alternativnih operatera	140 926	Alternative operators -Number of Direct Access Subscribers
Ukupan broj pretplatnika alternativnih operatera sa indirektnim pristupom (CS- izbor operatera)	173	Alternative operators -Number of Indirect Access Subscribers (CPS, CS, etc.)
Ukupan broj prenesenih fiksnih brojeva sa 31.12. 2021. godine	108 665	The total number off transferred fixed numbers (with 31.12.2021 year)

G.1 Fiksna telefonska mreža-ukupan broj aktivnih fiksnih telefonskih linija inkumbent operatera

G.1 Fixed telephone network- Total number of fixed telephone lines of incumbent operators



¹ Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)

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

¹ Termin incumbent operateri se odnosi na operatore koji su prije liberalizacije tržišta imali državni (zakonski) monopol; u Bosni i Hercegovini su: BH Telecom, Telekom Srpske i HT Mostar.

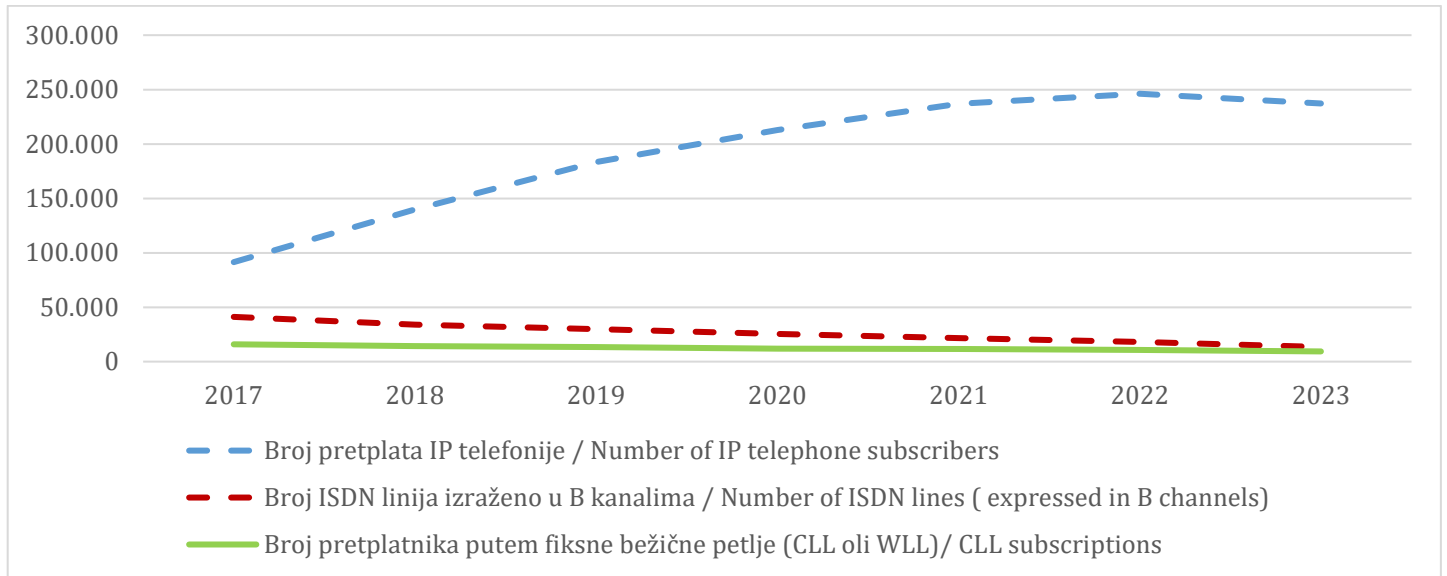
The term incumbent refers to operators who had public (legal) monopoly before liberalization markets; in Bosnia and Herzegovina these are: BH Telecom, Telekom Srpske and HT Mostar.

¹ Termin alternativni operateri se odnosi na operatore koji su se na tržištu pojavili nakon početka liberalizacije tržišta i korisnici su dozvole za obavljanje djelatnosti davatelja nepokretnih javnih telefonskih usluga.

The term alternative operators refers to operators that have appeared on the market after the start of the liberalization of the market and customers are licensees for providers of fixed public telephone services.

G.2 Fiksna telefonska mreža

G.2 Fixed telephone network



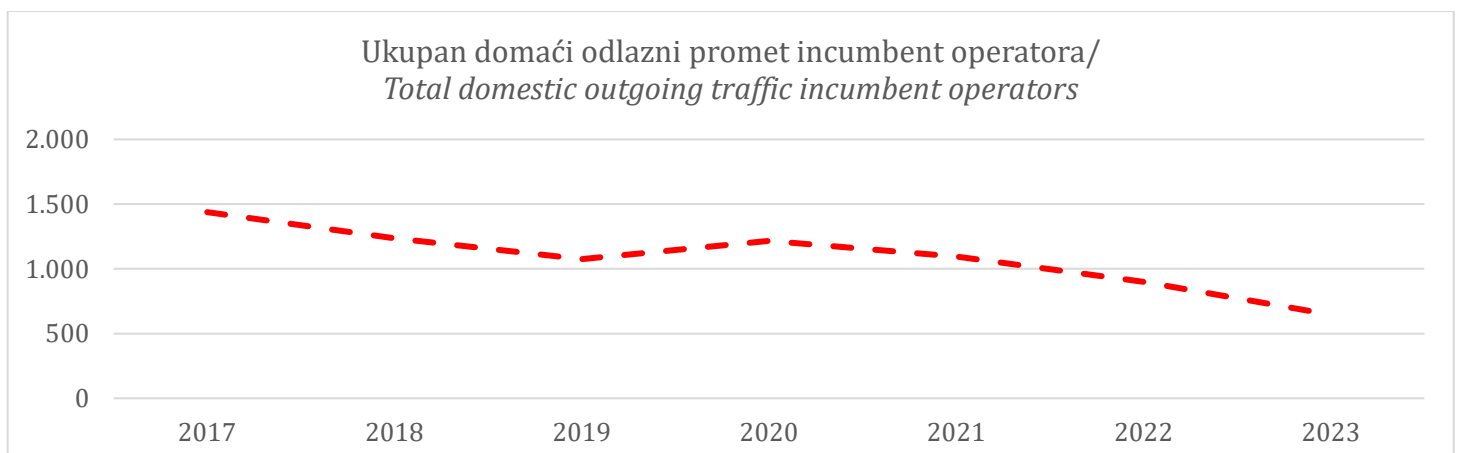
T.1.1. Promet ostvaren putem fiksne telefonske mreže, incumbent operateri

T.1.1 Traffic accomplished via fixed telephone network, Incumbent operators

	2023.	
Ukupan promet incumbent operatora (u minutama)	1 418 226 803	Total traffic incumbent operators (in minutes)
Ukupni domaći odlazni promet (u minutama)	757 116 153	Outgoing domestic traffic SMP operators (in minutes)
Odlazni lokalni i međumjesni promet unutar osobne fiksne mreže (u minutama)	525 056 318	Outgoing local and trunk telephone traffic- traffic inside same network group (in minutes)
Odlazni promet prema drugim fiksним mrežama u BiH (u minutama)	120 984 593	Outgoing traffic to other fixed networks in BiH (in minutes)
Odlazni promet prema mobilnim mrežama u BiH (u minutama)	111 075 242	Outgoing traffic to mobile networks in BiH (in minutes)
Međunarodni odlazni telefonski promet (u minutama)	14 725 014	Interantional outgoing fixed telephone traffic (in minutes)
Međunarodni dolazni telefonski promet (u minutama)	40 841 557	Interantional incoming fixed telephone traffic (in minutes)
Dial-up internet promet (u minutama)	605 544 079	Dial up internet traffic (in minutes)

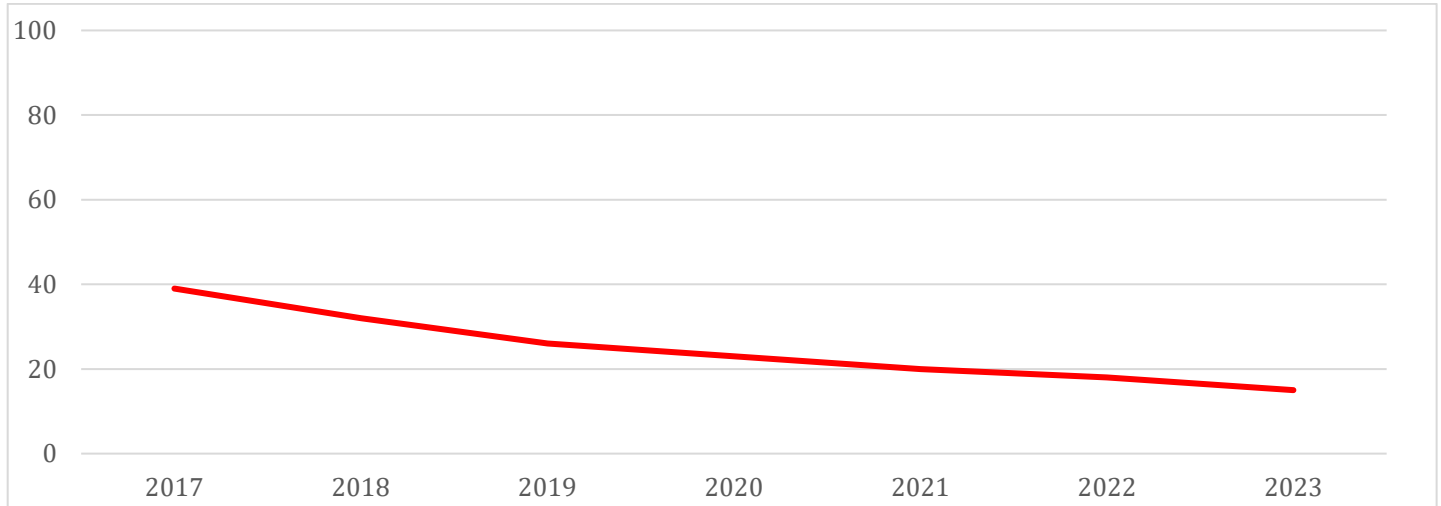
G.3. Ukupan domaći odlazni promet incumbent operatora (u milijunima minuta)

G.3 Total domestic outgoing traffic incumbent operators (in millions minutes)



G.4. Ukupan međunarodni odlazni promet incumbent operatora (u milijunima minuta)

G.4 Total Interantional outgoing traffic incumbent operators (in millions minutes)



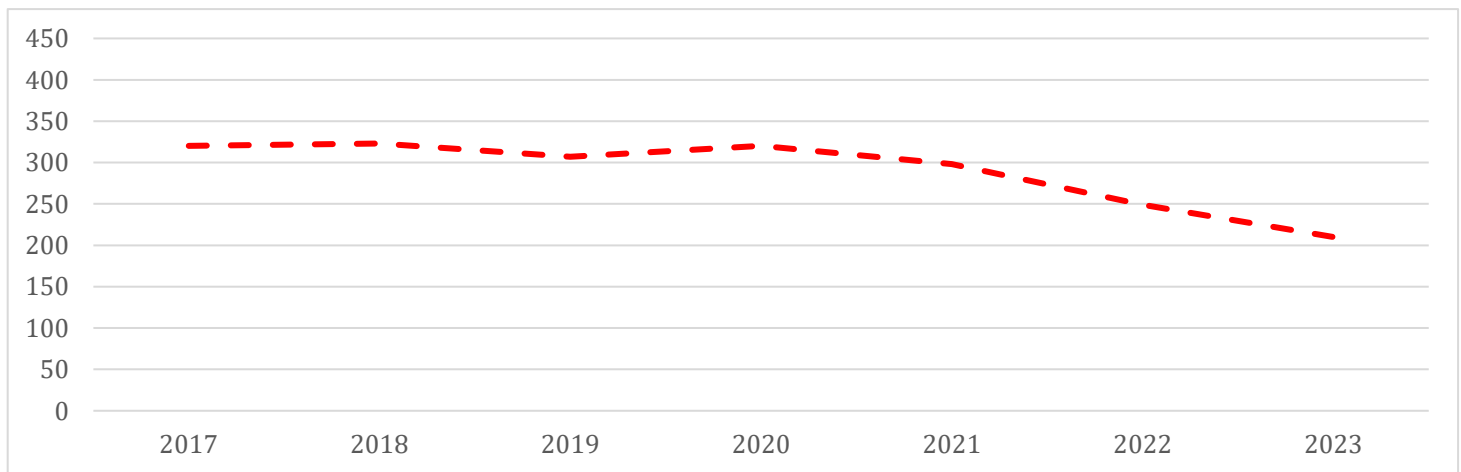
T.1.2. Promet (koji su ostvarili alternativni operatori)

T.1.2 Traffic (realised by alternative operators)

	2023.	
Ukupni domaći odlazni promet alternativnih operatora (u minutama)	209 588 196	Outgoing domestic traffic alternative operators (in minutes)
Međunarodni odlazni telefonski promet alternativnih operatora (u minutama) ⁴	2 612 655	International outgoing fixed telephone traffic alternative operators (in minutes) ⁵
Međunarodni dolazni telefonski promet alternativnih operatora (u minutama) ⁵	4 585 098	Interantional incoming fixed telephone traffic alternative operators (in minutes) ⁶
Međunarodni dolazni promet koji je došao preko alternativnih operatora i završio u fiksnim mrežama dominantnih operatora (u minutama)	6 612 995	International incoming traffic that came through the alternative operators and ended in the fixed networks of dominant operators (in minutes)
Međunarodni dolazni promet koji je došao preko alternativnih operatora i završio u mobilnim mrežama dominantnih operatora (u minutama)	11 527 260	International incoming traffic that came through the alternative operator and ended in the mobile networks of dominant operators (in minutes)

G.5. Ukupan domaći odlazni promet alternativnih operatora (u milijunima minuta)

G.5 Total domestic outgoing traffic alternative operators (in millions minutes)



⁴ Promet vlastitih pretplatnika i pretplatnika koji koriste indirektni pristup (CS, CPS, telefonska kartica) koji se upućuje ka fiksnim i mobilnim mrežama u inozemstvu.

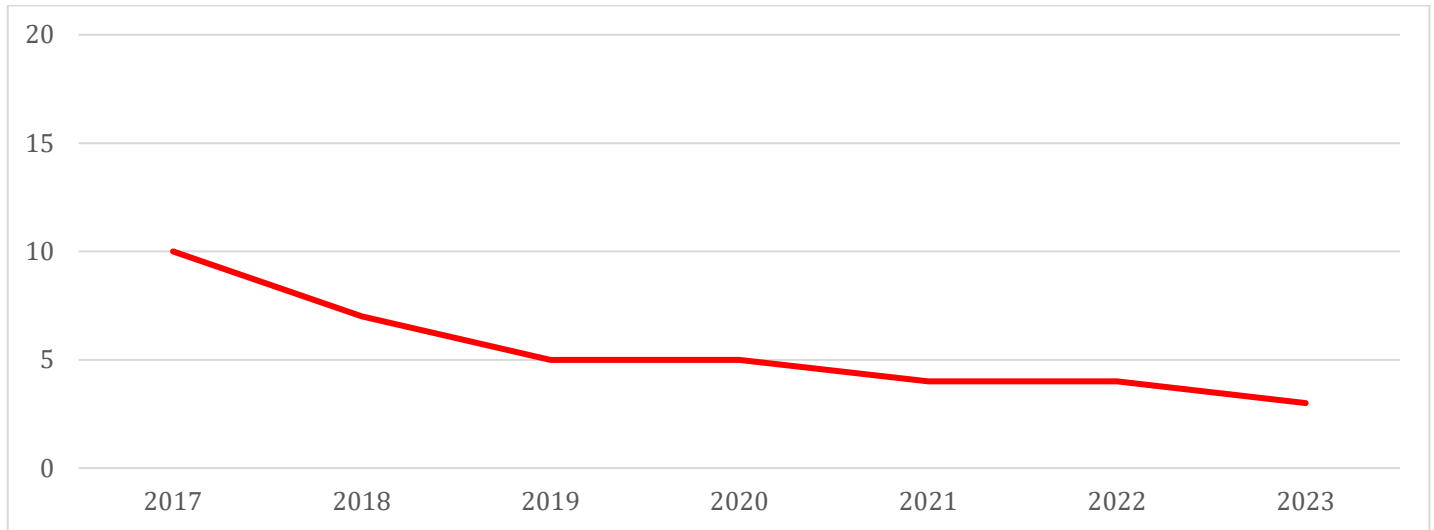
Traffic of own subscribers and subscribers who use intermediate access (CS, CPS, phone cards) that is being redirected toward fix and mobile networks abroad.

⁵ Međunarodni promet koji dolazi u vlastitu mrežu operatora.

International traffic that uses the own network of telephone provider

G.6. Ukupan međunarodni odlazni promet alternativnih operatora (u milijunima minuta)

G.6 Total Interantional outgoing traffic alternative operators (in millions minutes)



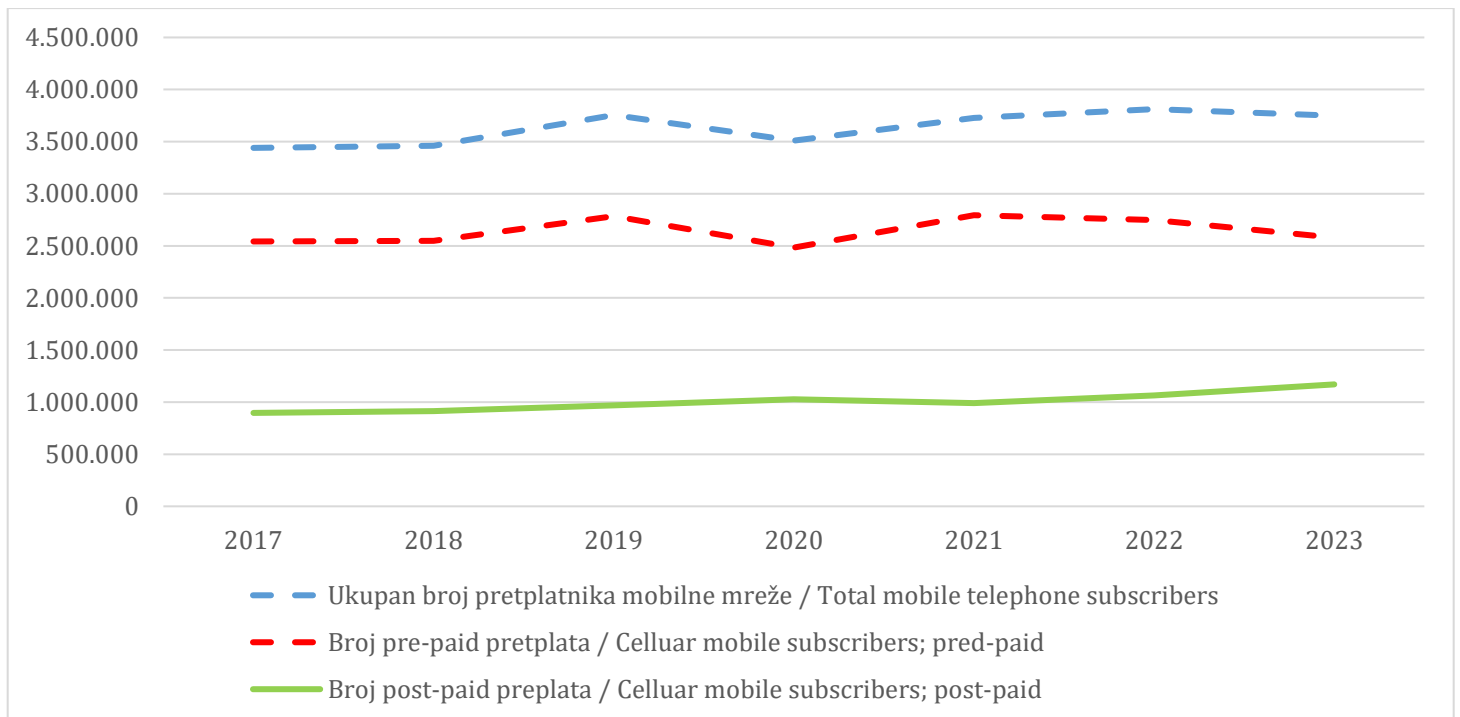
T.2. Mobilna telefonska mreža

T.2 Mobile Telephone Network

	31.12.2023.	
Ukupan broj pretplatnika mobilne mreže	3 749 904	Total mobile telephone subscribers
Broj pre-paid pretplata	2 579 694	Cellular mobile subscribers: pre-paid
Broj post-paid pretplata	1 170 210	Cellular mobile subscribers: post-paid

G.7. Ukupan broj pretplatnika mobilne mreže

G.7 Total mobile telephone subscribers



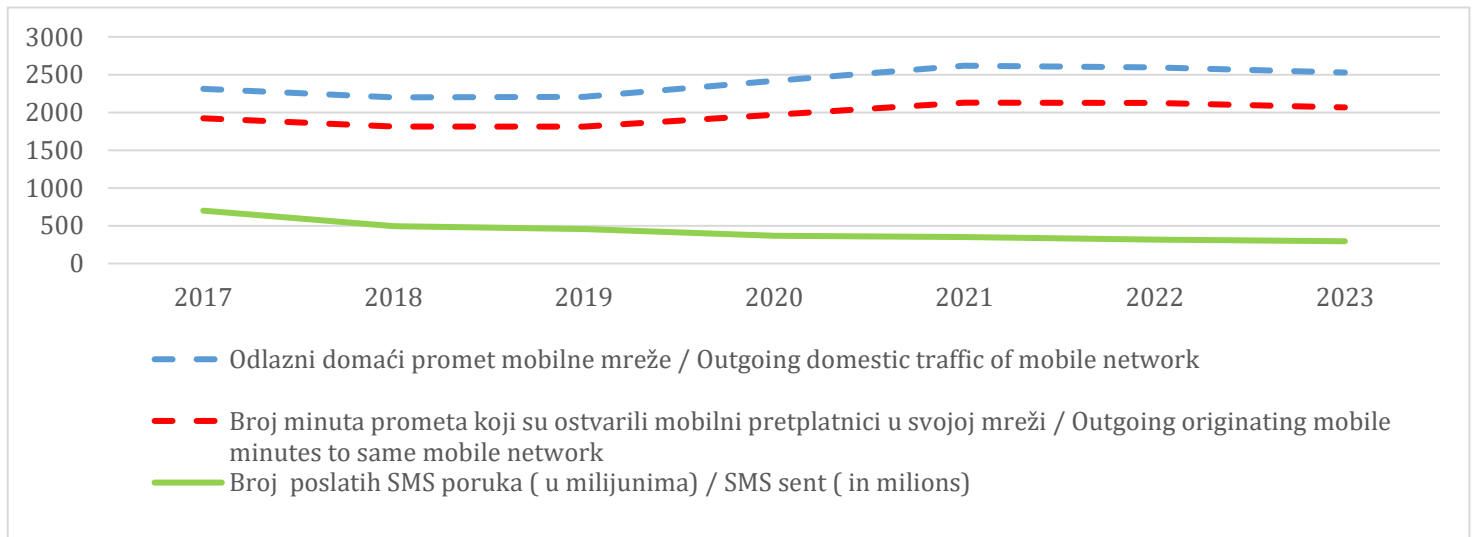
T.2.1. Promet ostvaren putem mobilne mreže

T.2.1 Traffic accomplished via mobile cellular network

	2023	
Ukupni odlazni promet mobilne mreže u minutama (domaći promet), od toga:	2 530 181 924	Total Outgoing traffic of mobile network in minute (domestic traffic), of which:
Broj minuta prometa koji su ostvarili mobilni pretplatnici u svojoj mreži	2 066 076 838	Outgoing/originating mobile minutes to samemobile network.
Broj minuta prometa koji su ostvarili mobilni pretplatnici prema drugim mobilnim mrežama u BiH	303 004 222	Outgoing/originating mobile minutes to other mobile networks in BiH.
Broj minuta prometa mobilna - fiksna	161 100 864	Outgoing mobile minutes to fixed networks
Međunarodni odlazni promet (u minutama)	24 959 042	International outgoing mobile traffic (in minutes)
Međunarodni dolazni promet (u minutama)	146 736 189	International incoming mobile traffic (in minutes)
Broj poslanih SMS poruka	295 509 256	SMS sent
Broj poslanih MMS poruka	1 313 890	MMS sent

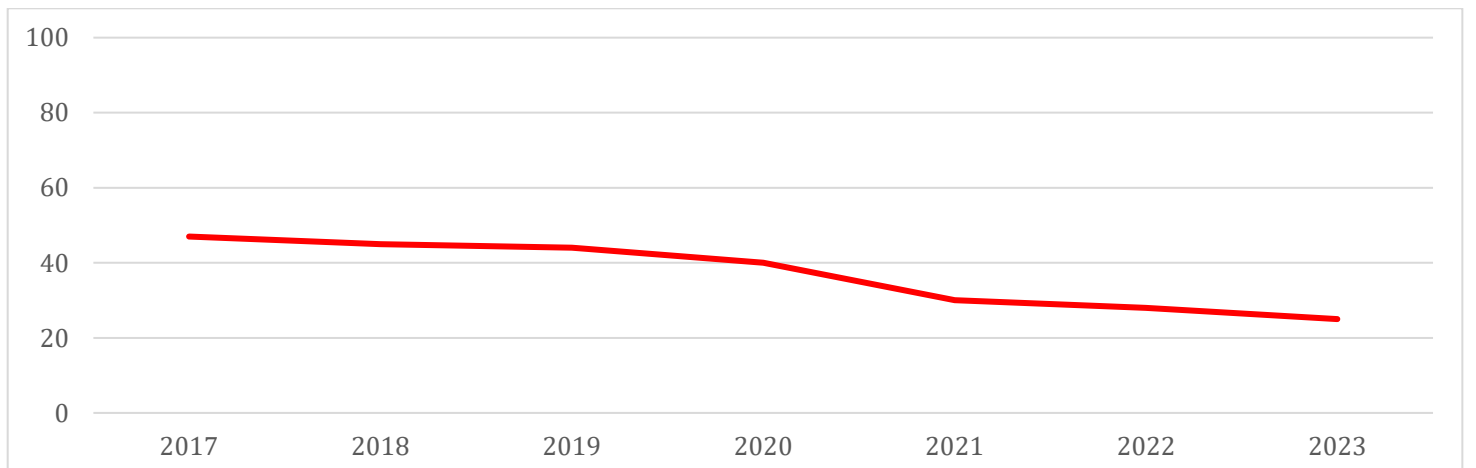
G.8. Promet ostvaren putem mobilne mreže (u milijunima minuta)

G.8 Traffic accomplished via mobile cellular network (in millions minutes)



G.9. Međunarodni odlazni promet (u milijunima minuta)

G.9 International outgoing mobile traffic (in millions minutes)



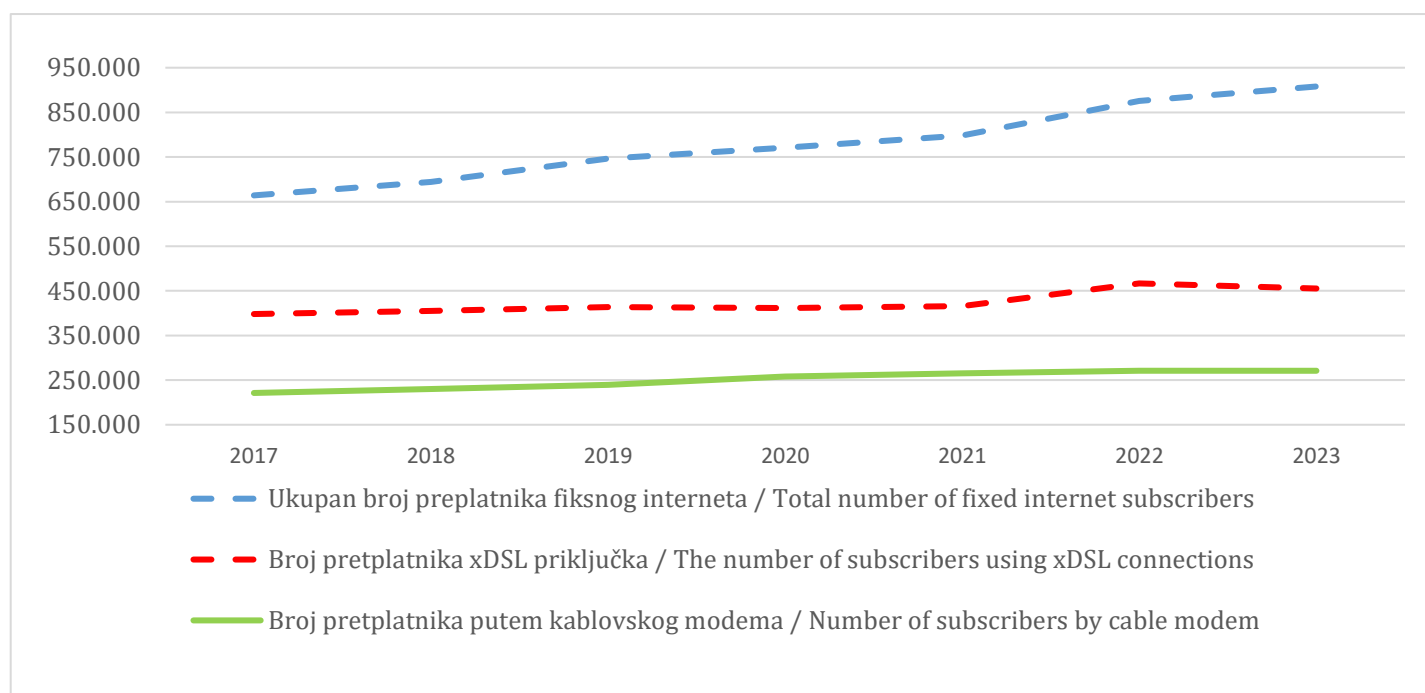
T.3. Fiksni internet

T.3 Fixed internet

	2023	
Broj ISP-ova	63	<i>Number of ISPs</i>
Ukupan broj pretplatnika fiksnog interneta	907 951	<i>Total number of fixed internet subscribers</i>
Broj pretplatnika putem xDSL priključaka	455 381	<i>The number of subscribers using xDSL connection</i>
Broj pretplatnika putem kablovskog modema	270 869	<i>Number of subscribers by cable modem</i>
Broj pretplatnika putem FWA (fiksni bežični pristup) priključaka	65 331	<i>Number of subscribers by FWA (fixed wireless) connection</i>
Broj pretplatnika putem iznajmljenih linija	2 096	<i>The number of subscribers via leased lines</i>
Broj pretplatnika putem FTTH priključaka	114 251	<i>The number of subscribers via FTTH connection</i>
Broj pretplatnika putem ostalih tehnologija	23	<i>The number of subscribers using other technologies</i>

G.10 Fiksni internet

G.10 Fixed internet



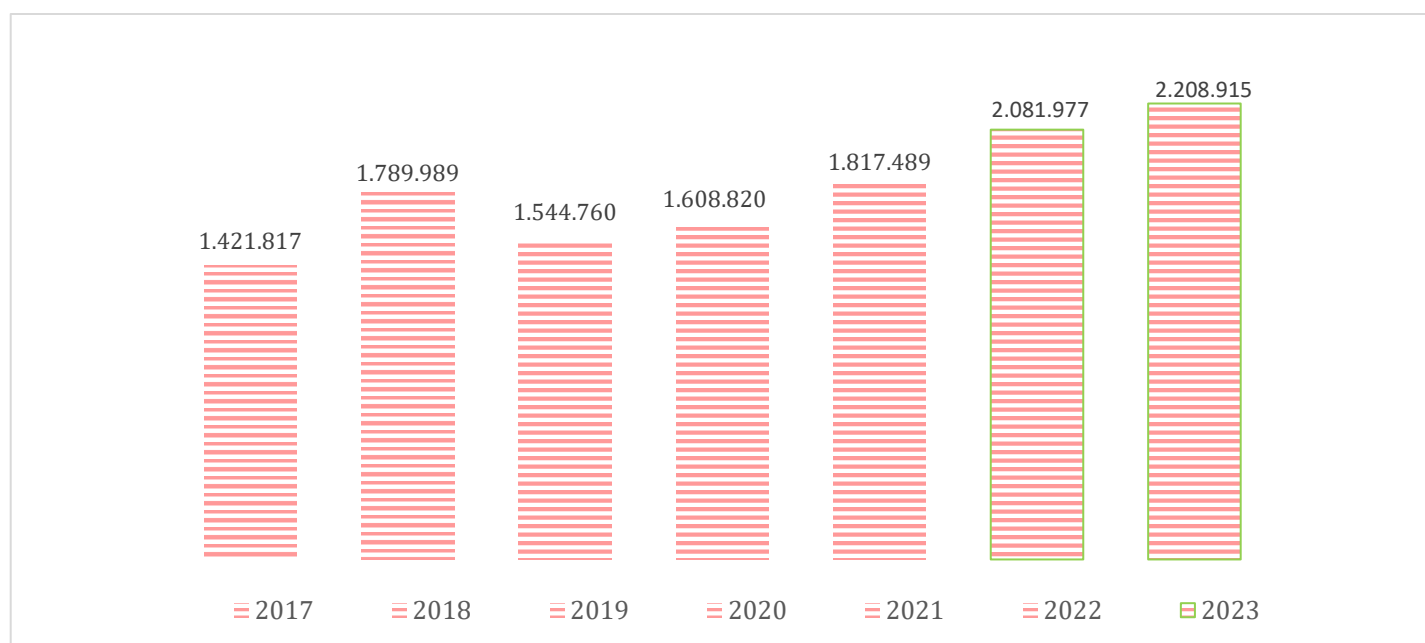
T.4. Mobilni internet

T.4 Mobile internet

	2023	
Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog (<i>broadband</i>) pristupa	2 208 915	<i>The number of subscribers of mobile Internet via a standard mobile broadband access</i>
Broj pretplatnika mobilnog interneta putem namjenskog širokopojasnih (<i>broadband</i>) pristupa	17 747	<i>The number of subscribers of mobile Internet via dedicated broadband access</i>

G.11. Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog (*broadband*) pristupa

G.11 The number of subscribers of mobile Internet via a standard mobile broadband access



METODOLOŠKA OBJAŠNENJA

Izvor prikupljanja podataka

Podaci o telekomunikacijskim uslugama preuzeti su od Regulatorne agencije za komunikacije Bosne i Hercegovine (RAK BiH).

Obuhvat

Telekomunikacijske usluge obuhvaćaju promet ostvaren u fiksnoj i mobilnoj mreži.

Unutarnji promet u fiksnoj ili mobilnoj mreži obuhvaća ukupno ostvaren promet unutar vlastite fiksne ili mobilne mreže prema drugim fiksnim i mobilnim mrežama.

Međunarodni promet obuhvaća ukupno ostvaren promet u fiksnim i mobilnim mrežama koji počinje unutar Bosne i Hercegovine i završava izvan Bosne i Hercegovine.

DEFINICIJE

Telekomunikacijska usluga je usluga prijenosa, emitiranja ili primanja znakova, signala, pisanog teksta, slika, govora i zvukova ili priopćenja bilo koje prirode koja se pruža žičnim, svjetlosnim, bežičnim ili drugim elektromagnetskim sustavima uključujući omogućavanje uporabe tih sustava kao cjeline ili djelomično davanjem u najam, prodajom ili na neki drugi način.

Priključak je fizička mrežna priključna točka preko koje korisnik pristupa javnoj komunikacijskoj 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 širokopoljnim internet uslugama realiziran putem optičkog vlakna.

xDSL (digitalna pretplatnička linija) je širokopoljni pristup internet uslugama realiziran putem upredene bakarne parice. Tu spadaju širokopoljne tehnologije kao što su ADSL, VDSL, HDSL, SDSL, itd.

Utrošene minute u fiksnoj i mobilnoj mreži obuhvaćaju ukupni promet ostvaren u unutarnjem i međunarodnom prometu izražen u jedinici vremena – minutama.

Fiksna mreža je telekomunikacijska mreža kod koje je međusobna povezanost svih elemenata ostvarena žično.

Mobilna mreža je telekomunikacijska mreža kod koje je međusobna povezanost nekih elemenata ostvarena bežično i time se omogućava uspostavljanje veza i u uvjetima 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, glazba).

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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