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## INFORMACIONO DRUŠTVO

### INFORMATION SOCIETY

#### ELEKTRONSKE KOMUNIKACIJE, četvrti kvartal 2024.

##### ELECTRONIC COMMUNICATIONS, fourth quarter 2024

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera u četvrtom kvartalu 2024. godine iznosio je 443 613 što predstavlja pad od 6,2% u odnosu na četvrti kvartal 2023. godine.

*Total number of fixed telephone lines of dominant operators in the fourth quarter 2024 was 443 613 which represents a decrease of 6.2% compared to the fourth quarter 2023.*

Ukupni odlazni saobraćaj fiksne telefonske mreže u četvrtom kvartalu 2024. godine iznosio je 201 777 900 minuta, što pokazuje pad od 15,3% u odnosu na četvrti kvartal 2023. godine.

*The total traffic of fixed telephone network in the fourth quarter 2024 was 201 777 900 minutes which shows a decrease of 15.3% compared to the fourth quarter 2023.*

Broj korisnika mobilne mreže u četvrtom kvartalu 2024. godine iznosio je 3 836 099 i bilježi pad od 1,0% u odnosu na četvrti kvartal 2023. godine. Ukupni odlazni saobraćaj mobilne mreže u četvrtom kvartalu 2024. godine iznosio je 661 282 651 minuta, što pokazuje rast od 2,3% u odnosu na četvrti kvartal 2023. godine.

*Number of mobile phone users in the fourth quarter 2024 was 3 836 099 which shows an decrease of 1.0% compared to the fourth quarter 2023. The total traffic of mobile telephone network in the fourth quarter of 2024 was 661 282 651 minutes which shows an increase of 2.3% compared to the fourth quarter of 2023.*

Broj poslanih SMS poruka u četvrtom kvartalu 2024. godine manji je za 16,0%, broj poslanih MMS poruka manji je za 29,7% u odnosu na četvrti kvartal 2023. godine.

*Number of SMS messages sent in the fourth quarter 2024 decreased by 16.0%, while the number of MMS messages sent decreased by 29.7%, compared to the fourth quarter 2023.*

Ukupan broj internet priključaka putem fiksne mreže u četvrtom kvartalu 2024. godine iznosio 931 048 i bilježi rast od 2,5% u odnosu na četvrti kvartal 2023. godine.

*The total number of Internet connections via the fixed network in the fourth quarter of 2024 was 931 048 which shows an increase of 2.5% compared to the fourth quarter 2023.*

# 1. FIKSNA TELEFONSKA MREŽA

**Tabela 1.1 Fiksna telefonska mreža**

*Table. 1.1 Fixed telephone network*

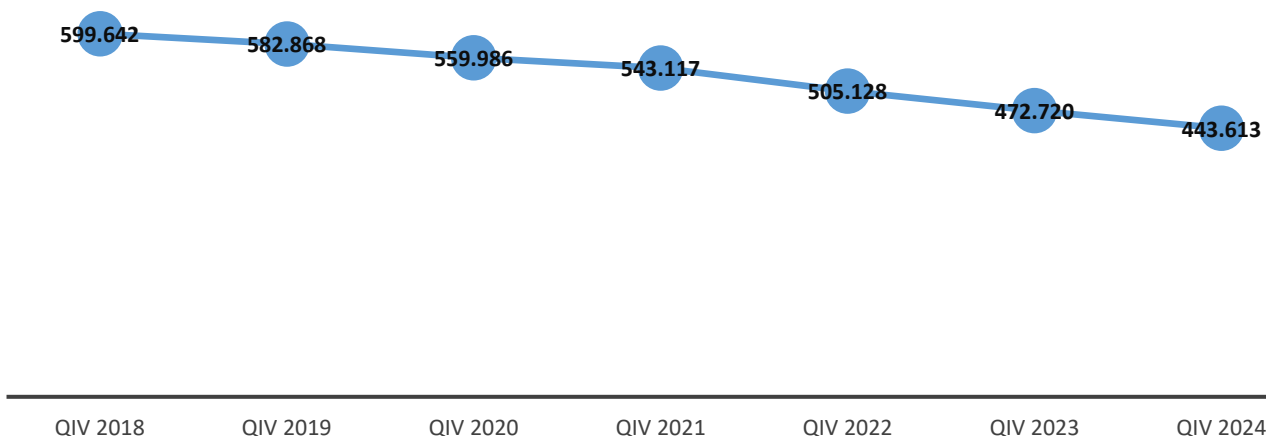
	IV Kvartal <i>quarter</i>	IV Kvartal <i>quarter</i>	III Kvartal <i>quarter</i>	IV Kvartal <i>quarter</i>	IV 2024 III 2024	IV 2024 IV 2023	
	2022.	2023.	2024.	2024.	<i>Indeksi/Indices</i>		
<b>Ukupan broj</b> aktivnih fiksnih telefonskih linija dominantnih operatera	505 128	472 720	448 143	443 613	99,0	93,8	<i>Total number of fixed telephone lines of dominant operators</i>
<b>Broj</b> novih operatera fiksne telefonije	12	10	10	9	90,0	90,0	<i>The number of new fixed telephony operator</i>
Ukupan <b>broj</b> vlastitih pretplatnika novih operatera	145 333	140 926	139 777	139 432	99,8	98,9	<i>The total number of own subscribers to new operators</i>
Ukupan <b>broj</b> pretplatnika novih operatera sa indirektnim pristupom	173	173	0	0	0,0	0,0	<i>Alternative operators - Number of Indirect Access Subscribers</i>
Ukupan <b>broj</b> prenesenih brojeva	105 516	108 665	112 947	112 796	99,9	103,8	<i>The total number of transferred fixed numbers</i>

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*

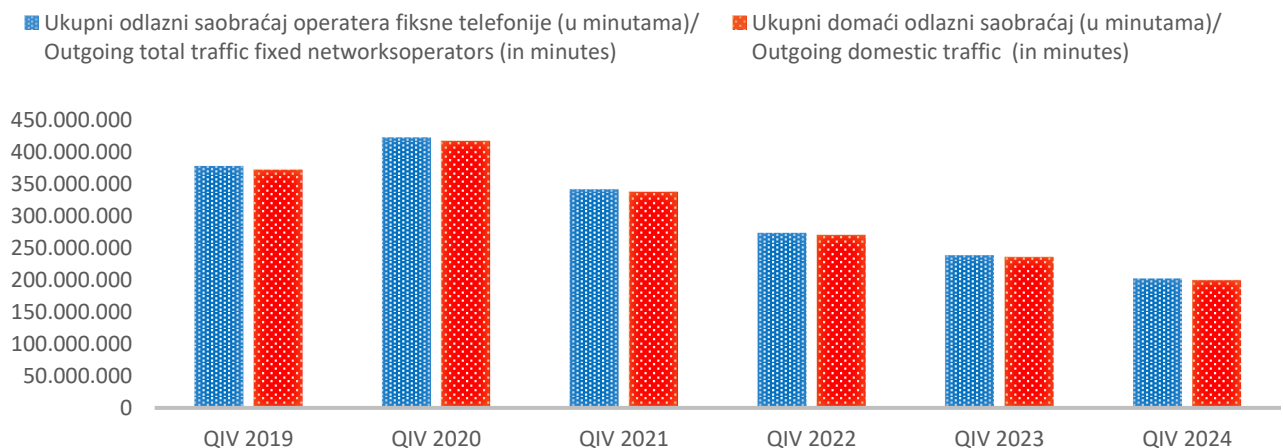
Odlazni saobraćaj operatera u minutama	IV Kvartal/ quarter	IV Kvartal/ quarter	IV Kvartal/ quarter	III Kvartal/ quarter	IV Kvartal/ quarter	Outgoing traffic operators in minutes
	2021.	2022.	2023.	2024.	2024.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	341 775 603	273 722 198	238 350 668	196 072 875	201 777 900	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	337 437 883	270 161 127	235 584 710	193 846 084	199 575 371	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	4 337 720	3 561 070	2 765 958	2 226 791	2 202 529	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	IV 2024 IV 2022	IV 2024 IV 2023	IV 2024 III 2024	Indicies by indicators outgoing traffic fixed-line operator
	Ukupno odlazni saobraćaj operatera fiksne telefonije	73,7	84,7	
Ukupni domaći odlazni saobraćaj	73,9	84,7	103,0	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	61,9	79,6	98,9	International outgoing fixed telephone traffic

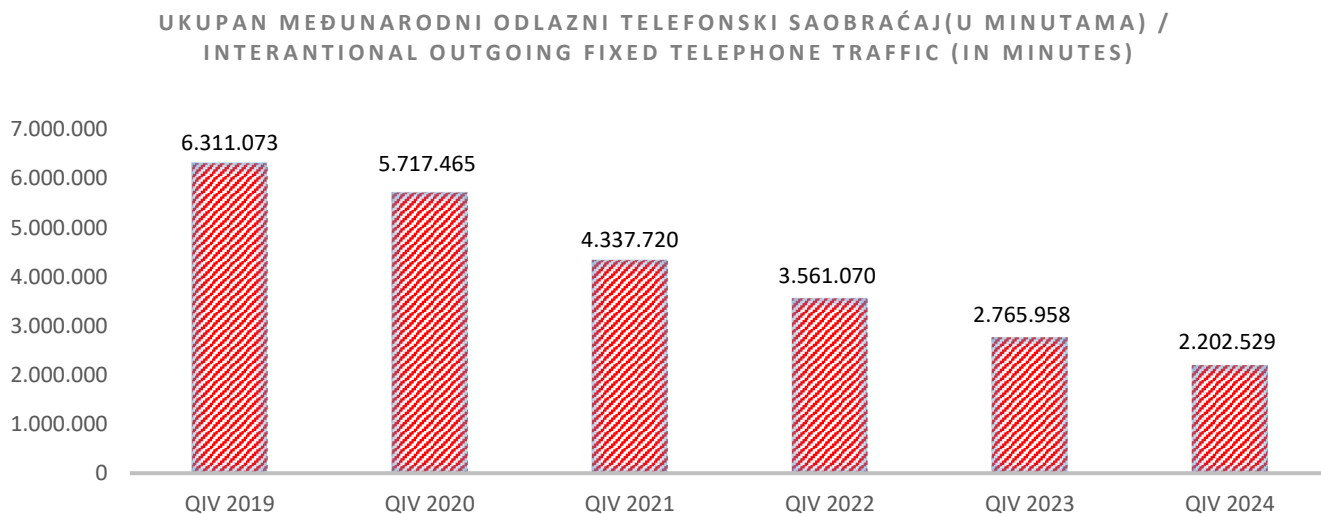
**Grafikon 1.2 Saobraćaj ostvaren putem fiksne telefonske mreže**

*Graph 1.2 Traffic accomplished via fixed telephone network*



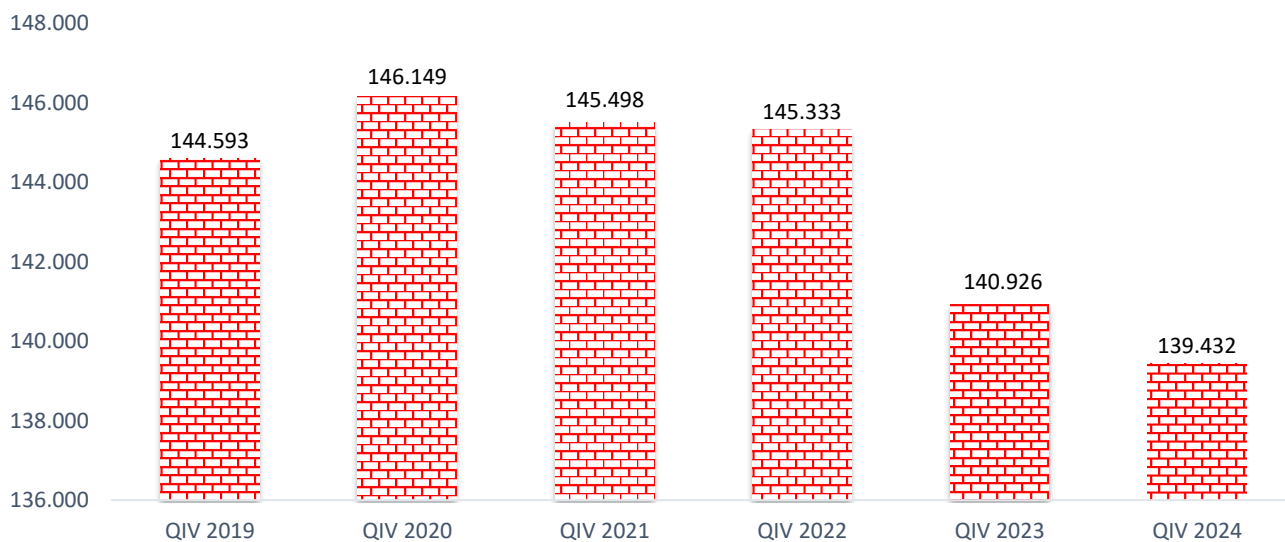
### Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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



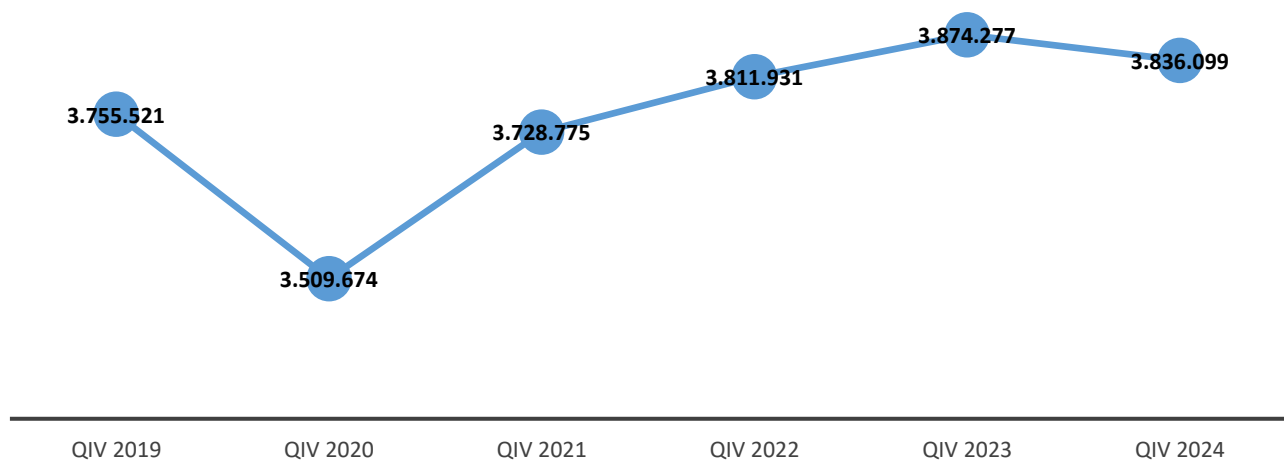
## 2 MOBILNA TELEFONSKA MREŽA

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

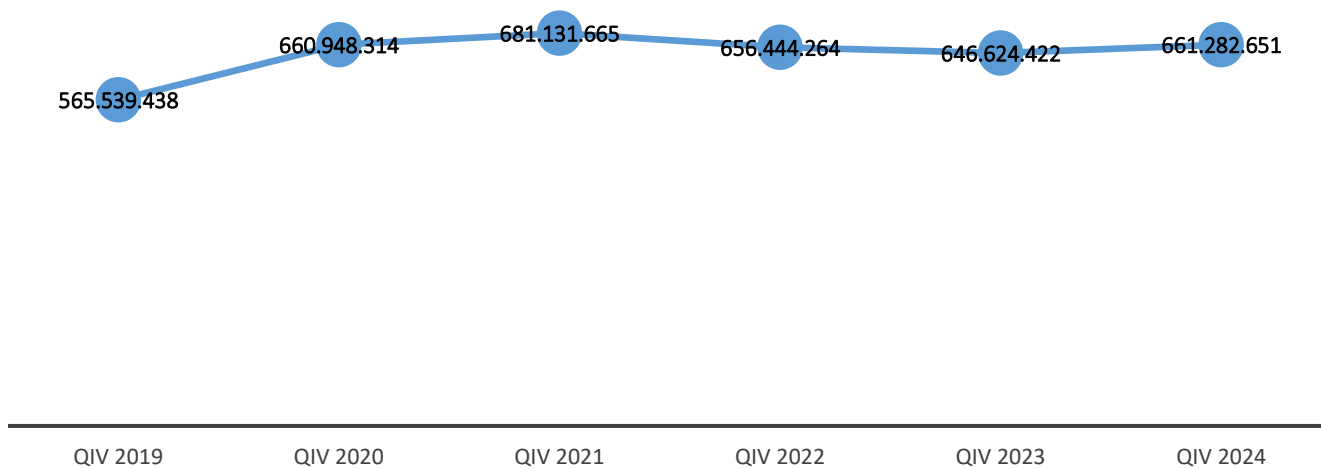
	IV Kvartal quarter 2022.	IV Kvartal quarter 2023.	III Kvartal quarter 2024.	IV Kvartal quarter 2024.	IV 2024 III 2024	IV 2024 IV 2023	
					Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3 811 931	3 874 277	3 918 412	3 836 099	97,9	99,0	Total number of mobile network users
<b>Penetracija</b> mobilne telefonije	110,39%	112,82%	114,51%	112,10%	97,9	99,4	<b>Penetration of mobile telephony</b>
Ukupan broj prenesenih brojeva	121 216	144 867	165 757	174 230	105,1	120,3	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije ( <b>minutama</b> )	656 444 264	646 624 422	644 876 272	661 282 651	102,5	102,3	Total outgoing traffic of mobile operators (in minutes)
<b>Broj</b> poslatih SMS poruka	70 386 724	68 743 356	58 522 034	57 719 122	98,6	84,0	SMS sent
<b>Broj</b> poslatih MMS poruka	325 649	340 903	263 306	239 537	91,0	70,3	MMS sent

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

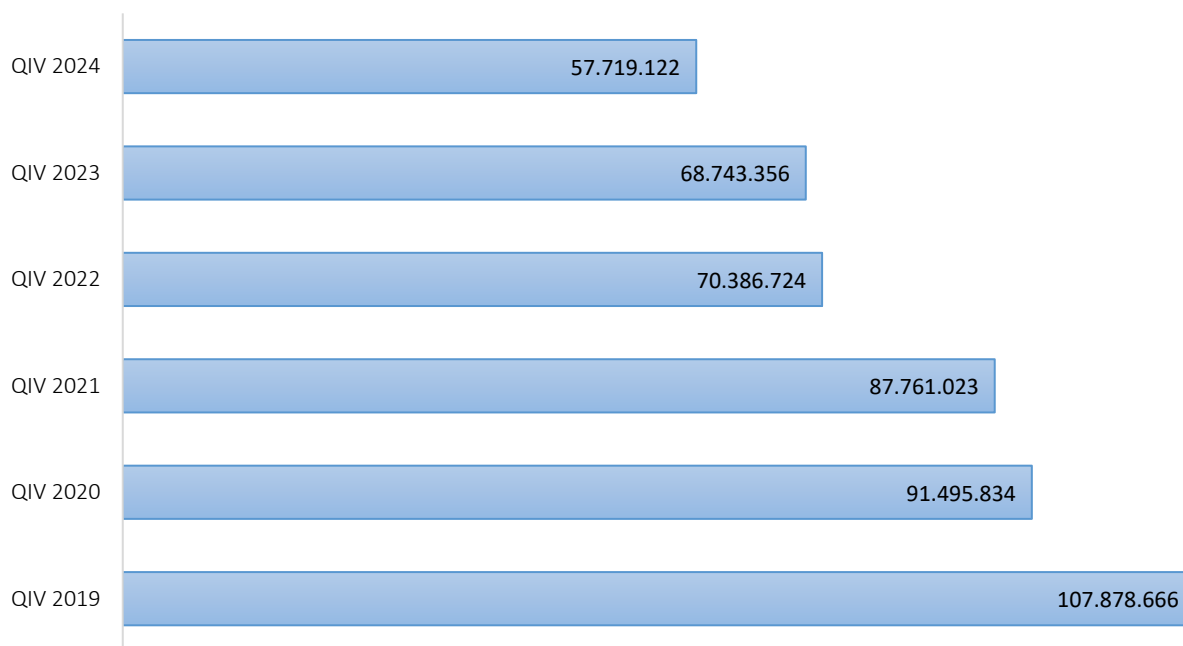
**Grafikon 2.1 Broj korisnika telefonskih usluga u mobilnoj telefoniji**  
Graph 2.1 Number of users of telephone services in mobile telephony



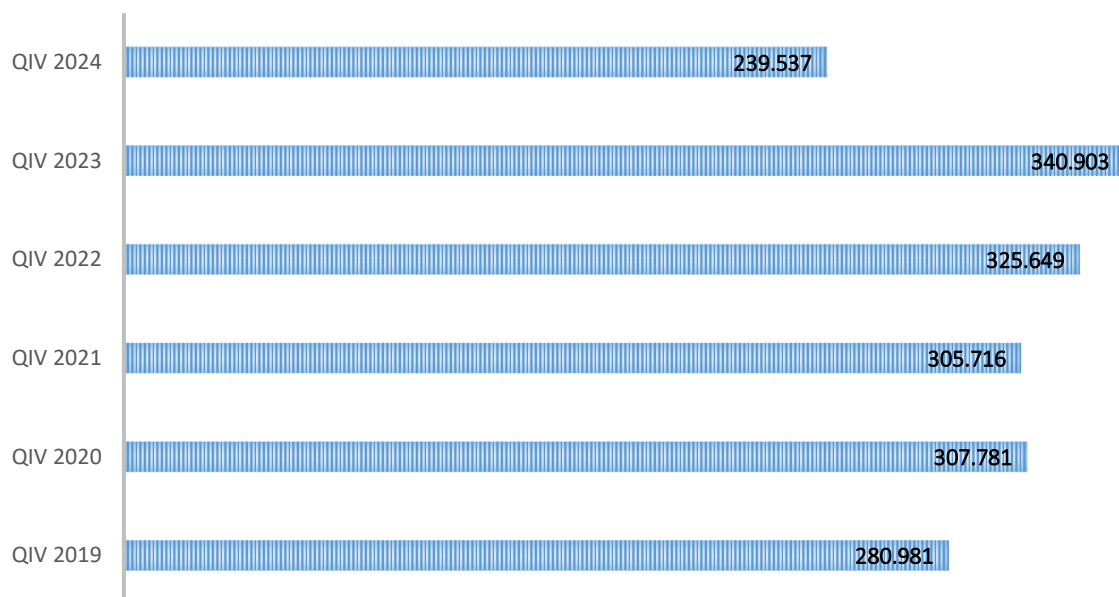
**Grafikon 2.2 Odlazni saobraćaj mobilne telefonije (u minutama)**  
*Graph 2.2 Outgoing traffic of mobile operators (in minutes)*



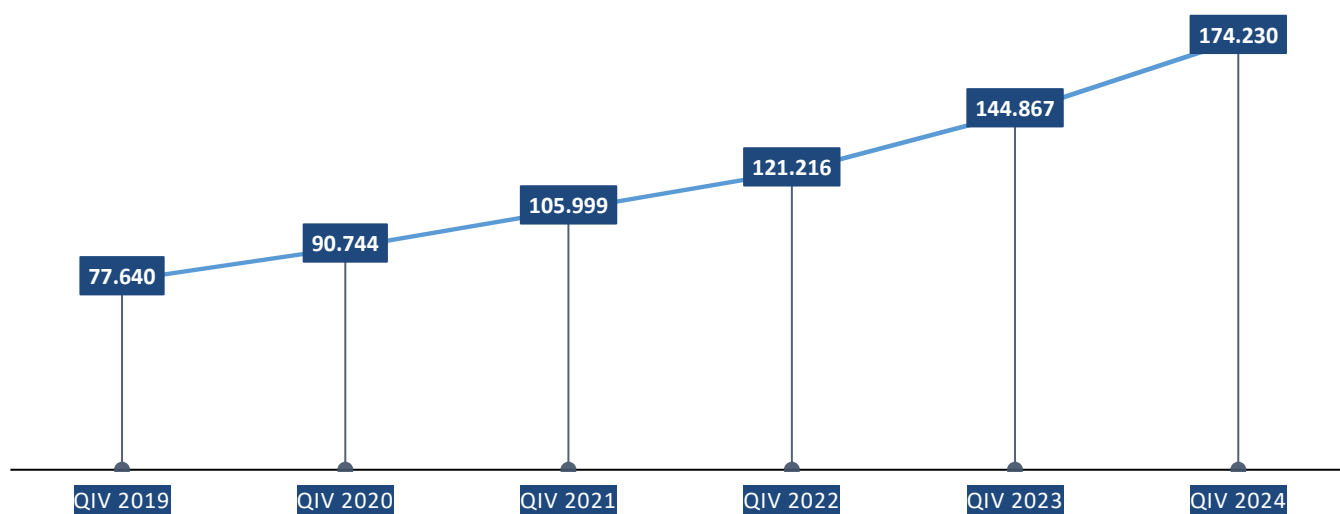
**Grafikon 2.3 Broj poslatih SMS poruka**  
*Graph 2.3 SMS sent*



**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**

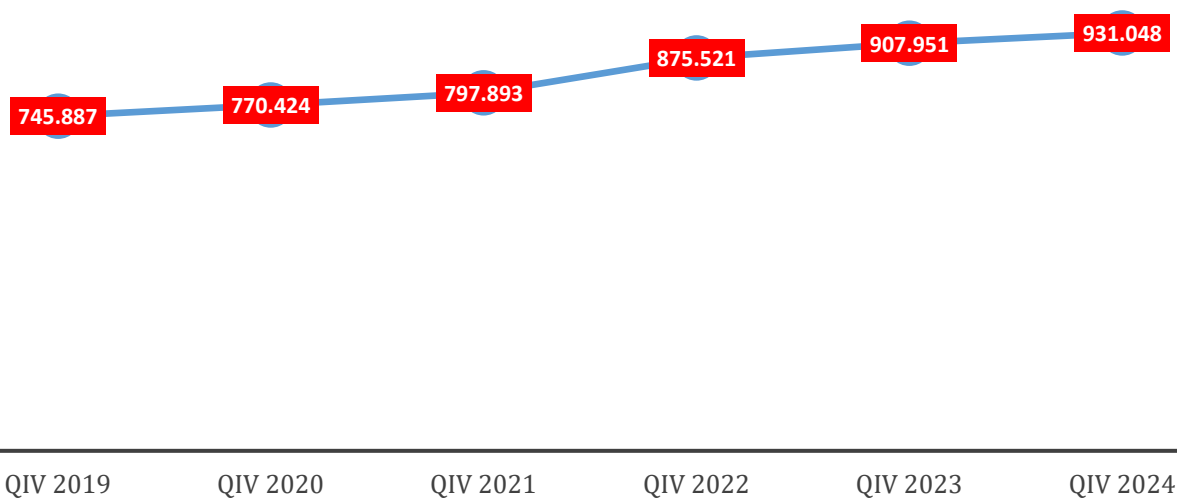
*Table 3 Internet access*

	IV Kvartal <i>quarter</i>	IV Kvartal <i>quarter</i>	III Kvartal <i>quarter</i>	IV Kvartal <i>quarter</i>	IV 2024 III 2024	IV 2024 IV 2023	
	2022.	2023.	2024.	2024.	Indeksi/ <i>Indices</i>		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	875 521	907 951	925 538	931 048	100,6	102,5	<i>Total number of broadband subscribers</i>
Broj xDSL priključaka	466 698	455 381	452 798	451 776	99,8	99,2	<i>Number of subscribers using xDSL connection</i>
Broj priključaka putem kablovske mreže	271 023	270 869	274 676	274 717	100,0	101,4	<i>Number of subscribers by cable network</i>
Broj priključaka fiksni bežični pristup	63 068	65 331	67 974	68 023	100,1	104,1	<i>Number of subscribers fixed wireless connection</i>
Broj priključaka putem iznajmljene linije	2 302	2 096	2 153	2 220	103,1	105,9	<i>Number of subscribers via leased lines</i>
Broj priključaka FTTx	72 407	114 251	127 914	134 289	105,0	117,5	<i>Number of subscribers via FTTx connection</i>
Broj priključaka putem ostalih tehnologija	16	16	16	16	100,0	100,0	<i>Number of subscribers using other technologies</i>
Stopa penetracije korisnika interneta putem fiksne mreže	110,90%	115,65%	119,47%	118,96%	99,6	102,9	<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)

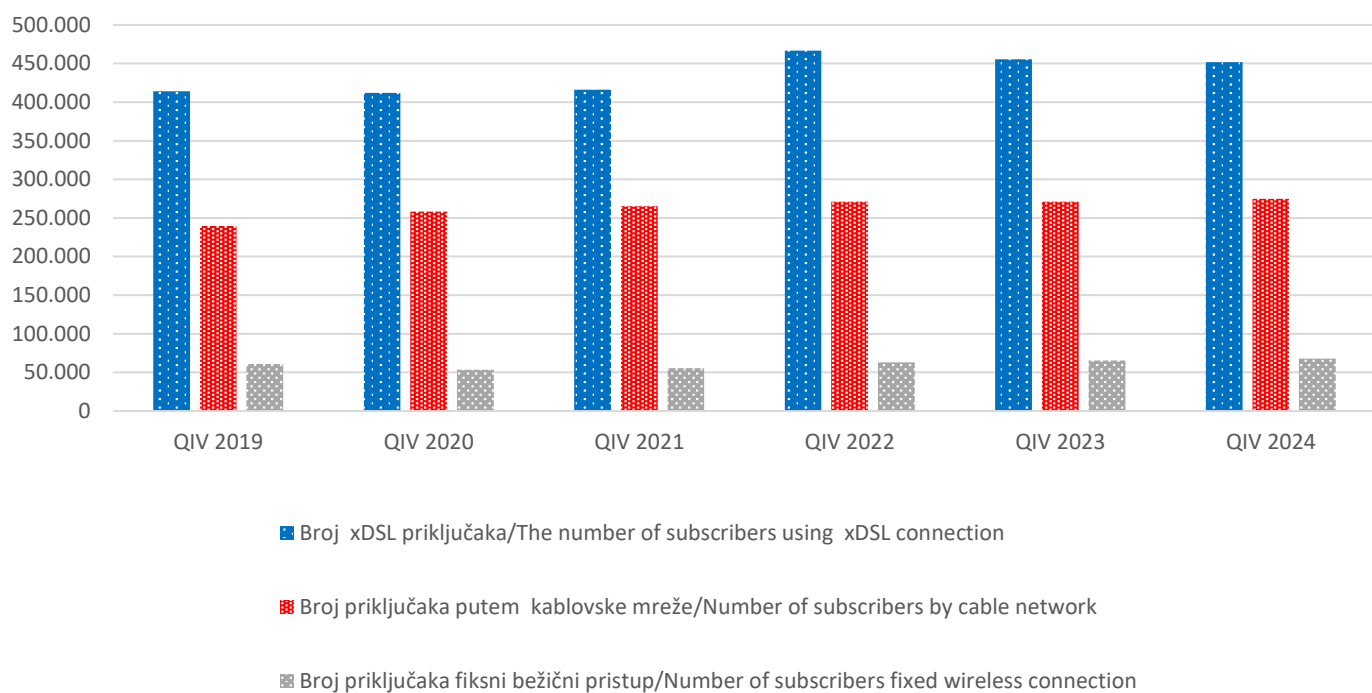
**Grafikon 3.1 Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže**

*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 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 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 širokopoljnim internet uslugama realizovan putem optičkog vlakna

**xDSL** (Digitalna Pretplatnička Linija) je širokopoljni pristup internet uslugama realizovan putem upredene bakarne parice. Tu spadaju širokopoljne 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 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 messages** (Multimedia Messaging Service) are messages which include multimedia services (pictures, music)

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