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INFORMACIONO DRUŠTVO

INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, prvi kvartal 2025.

ELECTRONIC COMMUNICATIONS, first quarter 2025

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u prvom kvartalu 2025. godine iznosio je 438 055 što predstavlja pad od 6,9% u odnosu na prvi kvartal 2024. godine.

Total number of fixed telephone lines of dominant operators in the first quarter 2025 was 438 055 which represents a decreased of 6.9% compared to the first quarter 2024.

Ukupni odlazni saobraćaj fiksne telefonske mreže u prvom kvartalu 2025. godine iznosio je 191 853 608 minuta, što pokazuje pad od 9,5% u odnosu na prvi kvartal 2024. godine.

The total traffic of fixed telephone network in the first quarter 2025 was 191 853 608 minutes which shows a decreased of 9.5% compared to the first quarter 2024.

Broj korisnika mobilne mreže u prvom kvartalu 2025. godine iznosio je 3 677 077 i bilježi rast od 1,7% u odnosu na prvi kvartal 2024. godine. Ukupni odlazni saobraćaj mobilne mreže u prvom kvartalu 2025. godine iznosio je 598 069 878 minuta, što pokazuje pad od 1,8% u odnosu na prvi kvartal 2024. godine.

Number of mobile phone users in the first quarter 2025 was 3 677 077 which shows an increase of 1.7% compared to the first quarter 2024. The total traffic of mobile telephone network in the first quarter of 2025 was 598 069 878 minutes which shows a decreased of 1.8% compared to the first quarter of 2024.

Broj poslanih SMS poruka u prvom kvartalu 2025. godine manji je za 17,4%, broj poslanih MMS poruka veći je za 14,7% u odnosu na prvi kvartal 2024. godine.

Number of SMS messages sent in the first quarter 2025 decreased by 17.4%, while the number of MMS messages sent increase by 14.7%, compared to the first quarter 2024.

Ukupan broj internet priključaka putem fiksne mreže u prvom kvartalu 2025. godine iznosio 930 140 i bilježi rast od 1,9% u odnosu na prvi kvartal 2024. godine.

The total number of Internet connections via the fixed network in the first quarter of 2025 was 930 140 which shows an increase of 1.9% compared to the first quarter 2024.

1. FIKSNA TELEFONSKA MREŽA

Tabela 1.1 Fiksna telefonska mreža
Table. 1. 1. Fixed telephone network

	I Kvartal quarter	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2025. IV 2024.	I 2025. I 2024.	
	2022.	2023.	2024.		2025.	Indeksi/Indicies		
Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora	537 361	499 575	470 721	443 613	438 055	98,7	93,1	Total number of fixed telephone lines of dominant operators
Broj novih operatora fiksne telefonije	14	12	10	9	9	100,0	90,0	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatora	146 383	142 806	138 299	139 432	139 041	99,7	100,5	The total number of own subscribers to new operators
Ukupan broj pretplatnika novih operatora sa indirektnim pristupom	204	174	0	0	0	0	0	Alternative operators - Number of Indirect Access Subscribers
Ukupan broj prenesenih brojeva	103 027	106 618	109 200	112 796	113 954	101,0	104,4	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 operatora
Graph 1.1 Fixed telephone network - Total number of fixed telephone lines of incumbent operator

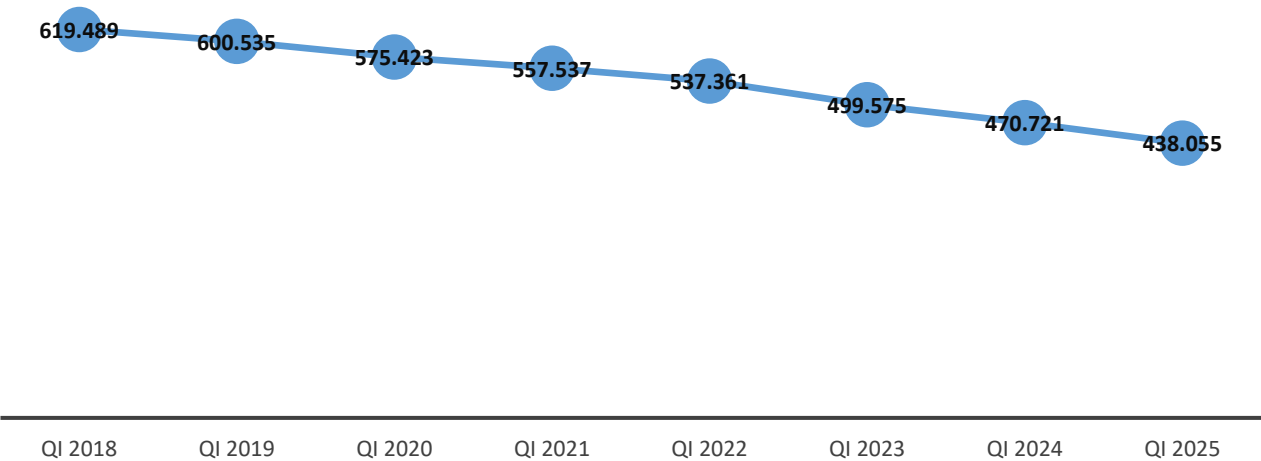


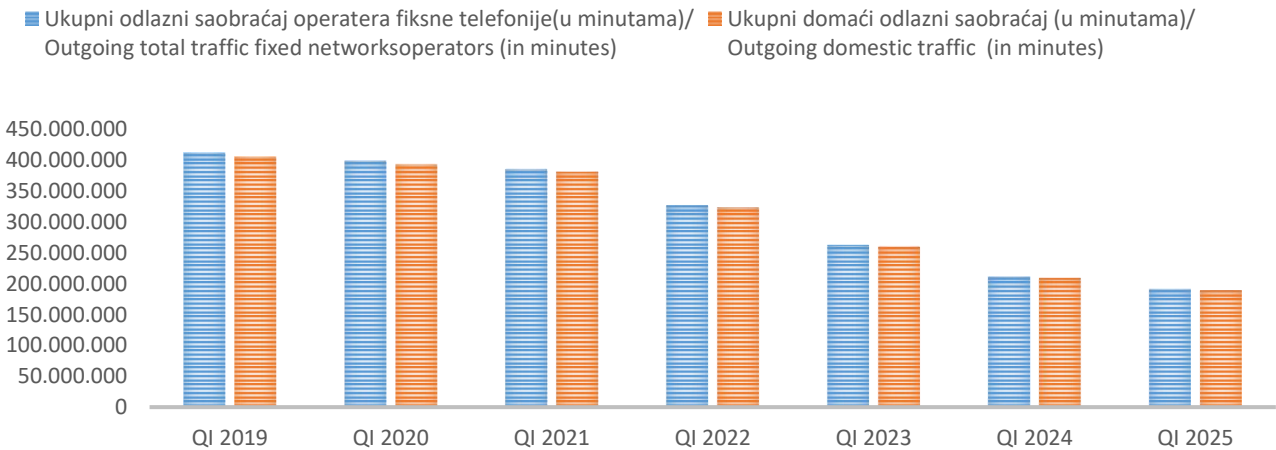
Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije, u milionima minuta
Table 1.2 Outgoing traffic fixed - line operator, in millions of minutes

Odlazni saobraćaj operatera u milionama minuta	I Kvartal/ quarter	I Kvartal/ quarter	I Kvartal/ quarter	I Kvartal/ quarter	IV Kvartal/ quarter	I Kvartal/ quarter	Outgoing traffic operators in millions of minutes
	2021.	2022.	2023.	2024.	2024.	2025.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	385 901 944	327 377 522	263 027 641	211 924 241	201 777 900	191 853 608	Outgoing total traffic fixed
Ukupni domaći odlazni saobraćaj	380 922 550	323 548 181	259 995 234	209 420 905	199 575 371	189 840 633	Networks operators Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	4 979 394	3 829 342	3 032 407	2 503 336	2 202 529	2 012 974	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)

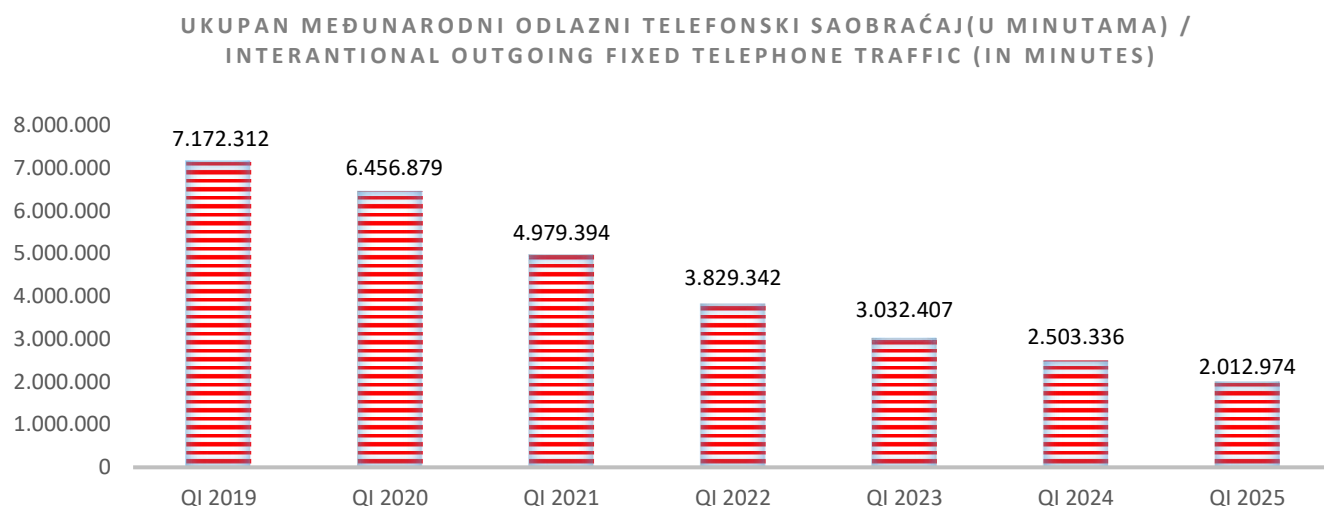
Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	I 2025. I 2023.	I 2025. I 2024.	I 2025. IV 2024.	Indicies by indicators outgoing traffic fixed-line operator
Ukupno odlazni saobraćaj operatera fiksne telefonije	72,9	90,5	95,1	Outgoing total traffic fixed
Ukupni domaći odlazni saobraćaj	73,0	90,7	95,1	Networks operators Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	66,4	80,4	91,4	International outgoing fixed telephone traffic

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



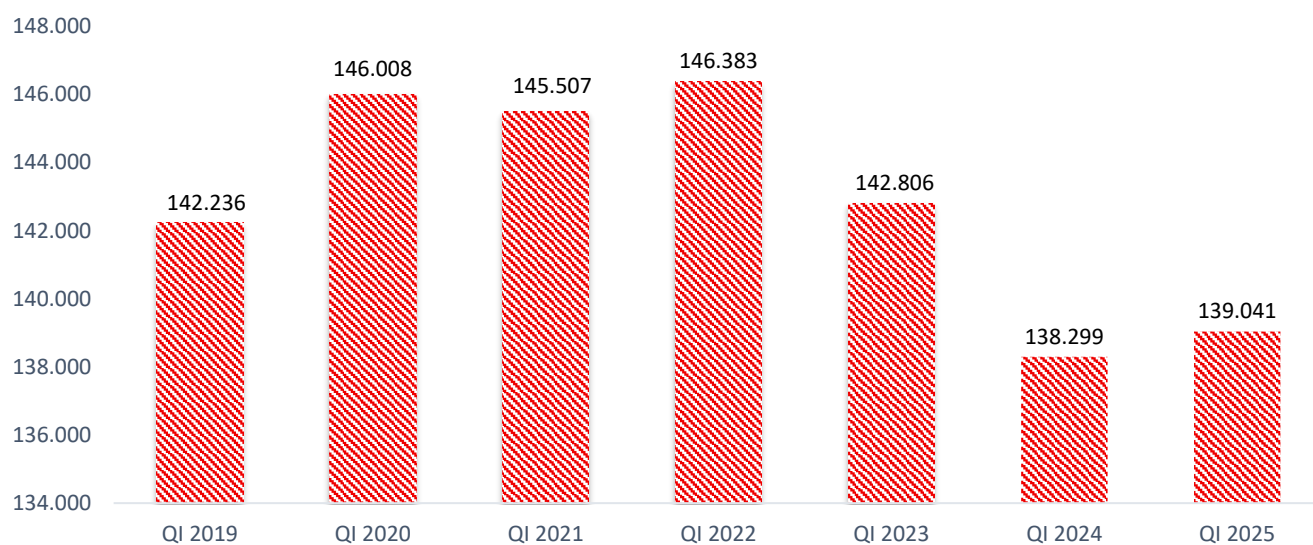
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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



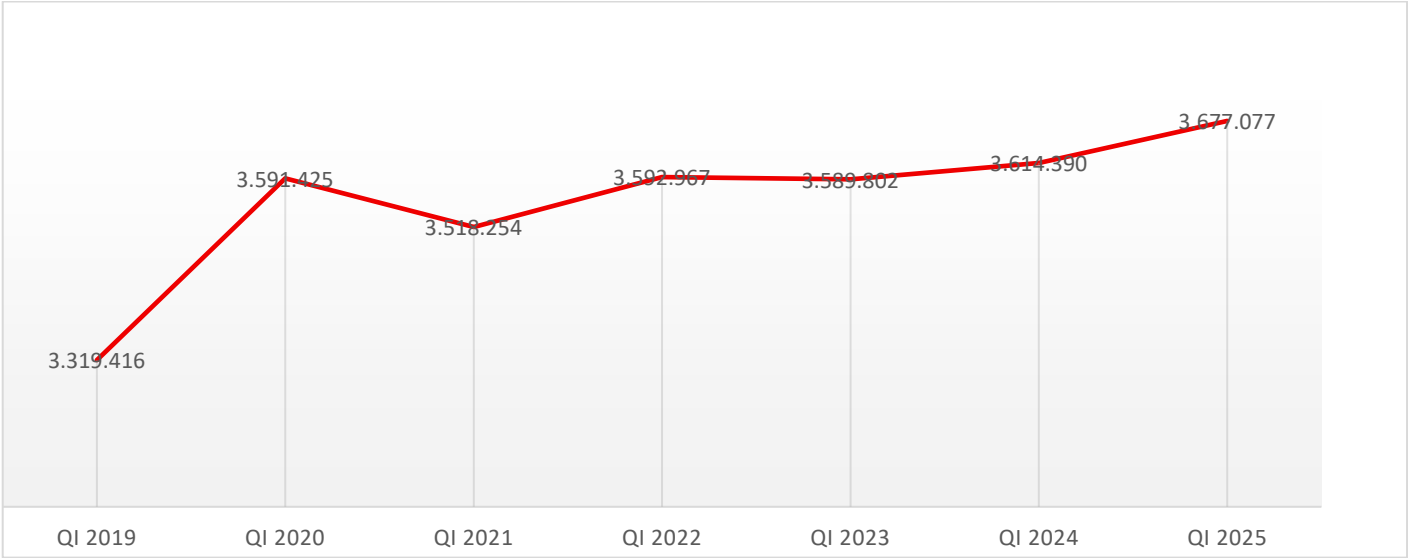
2. MOBILNA TELEFONSKA MREŽA

Tabela 2. Mobilna telefonska mreža
Table 2 Mobile telephone network

	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2025. IV 2024.	I 2025. I 2024.	
	2023.	2024.		2025.	Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3 589 802	3 614 390	3 836 099	3 677 077	95,9	101,7	Total number of mobile network users
Penetracija mobilne telefonije	103,96%	105,25%	112,10%	107,45%	95,9	102,1	Penetration of mobile telephony
Ukupan broj prenesenih brojeva	125 172	152 628	174 230	184 002	105,6	120,6	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	606 490 054	609 312 203	661 282 651	598 069 878	90,4	98,2	Total outgoing traffic of mobile operators(in minutes)
Broj poslatih SMS poruka	71 380 939	60 795 568	57 719 122	50 202 288	87,0	82,6	SMS sent
Broj poslatih MMS poruka	293 638	277 971	239 537	318 767	133,1	114,7	MMS sent

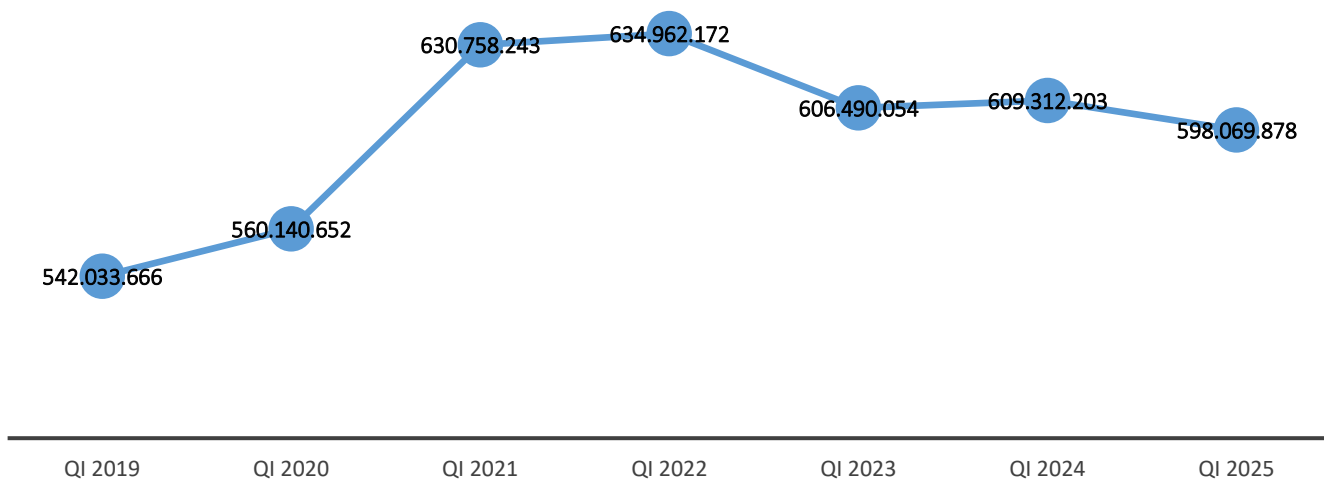
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

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



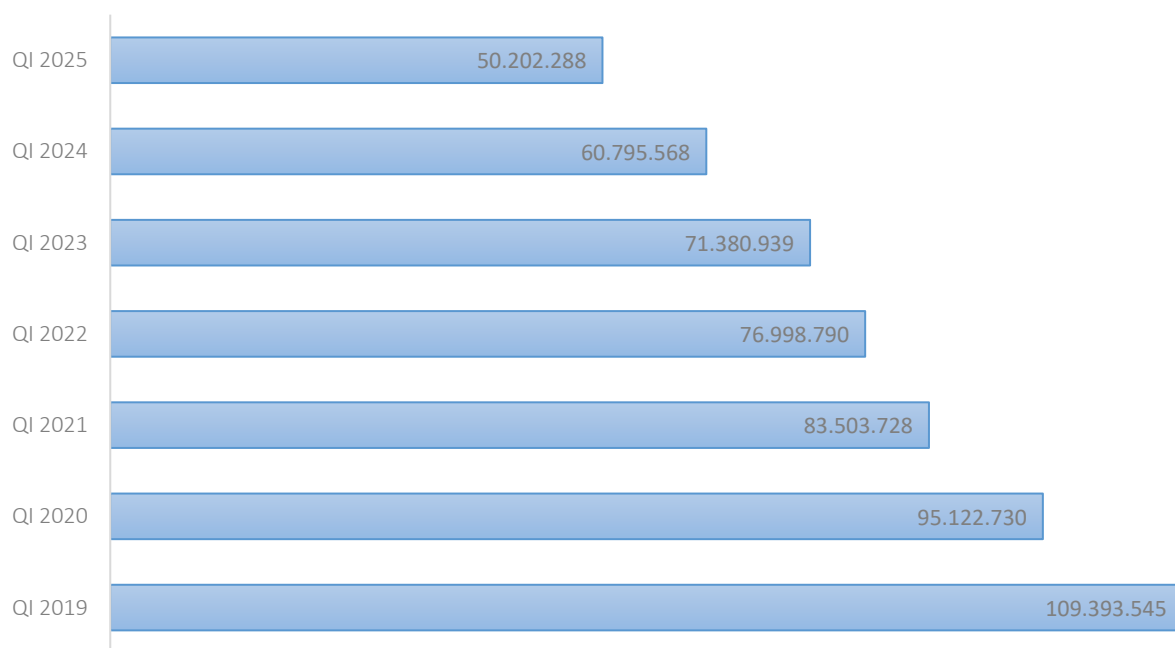
Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama).

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



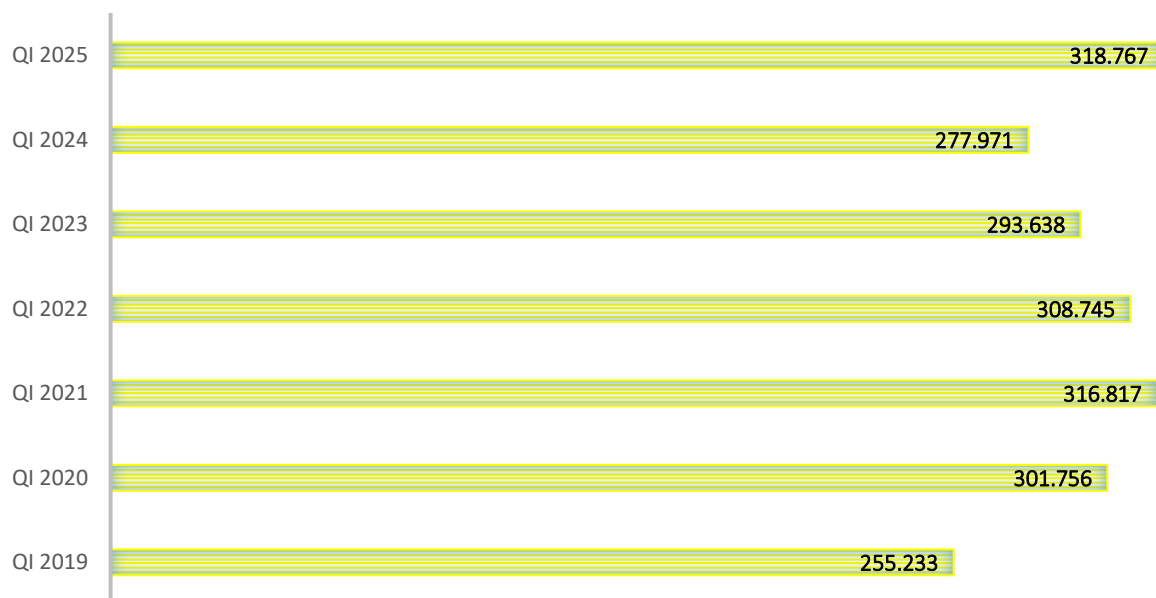
Grafikon 2.3. Broj poslatih SMS poruka

Graph 2.3 SMS sent



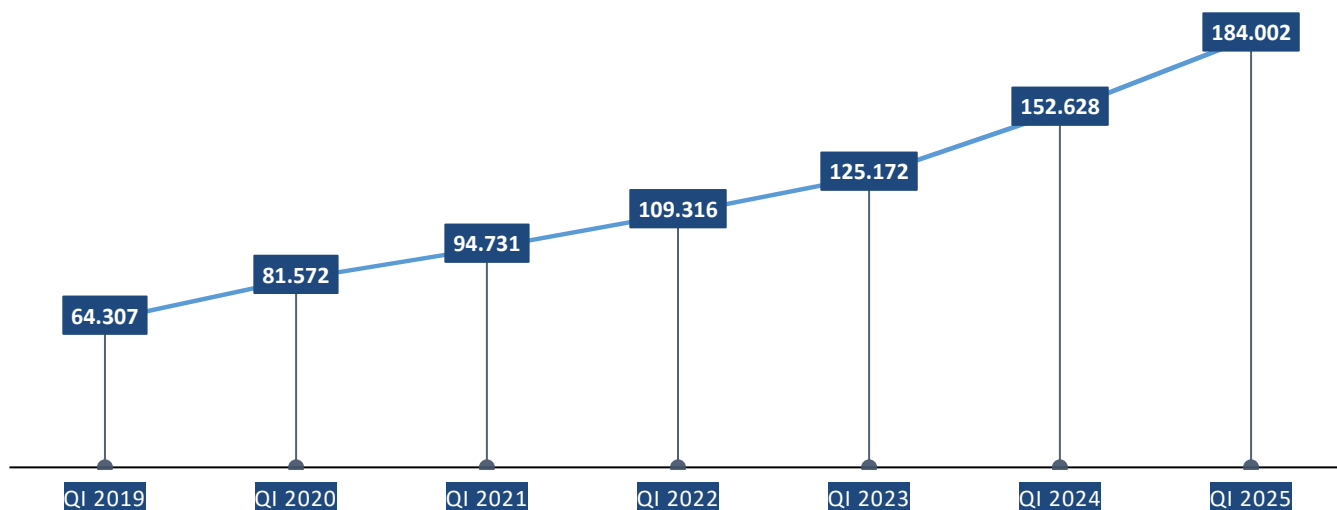
Grafikon 2.4. Broj poslatih MMS poruka

Graph 2.4 MMS sent



Grafikon 2.5. Ukupan broj prenesenih brojeva

Graph 2.5 The total number of transferred numbers



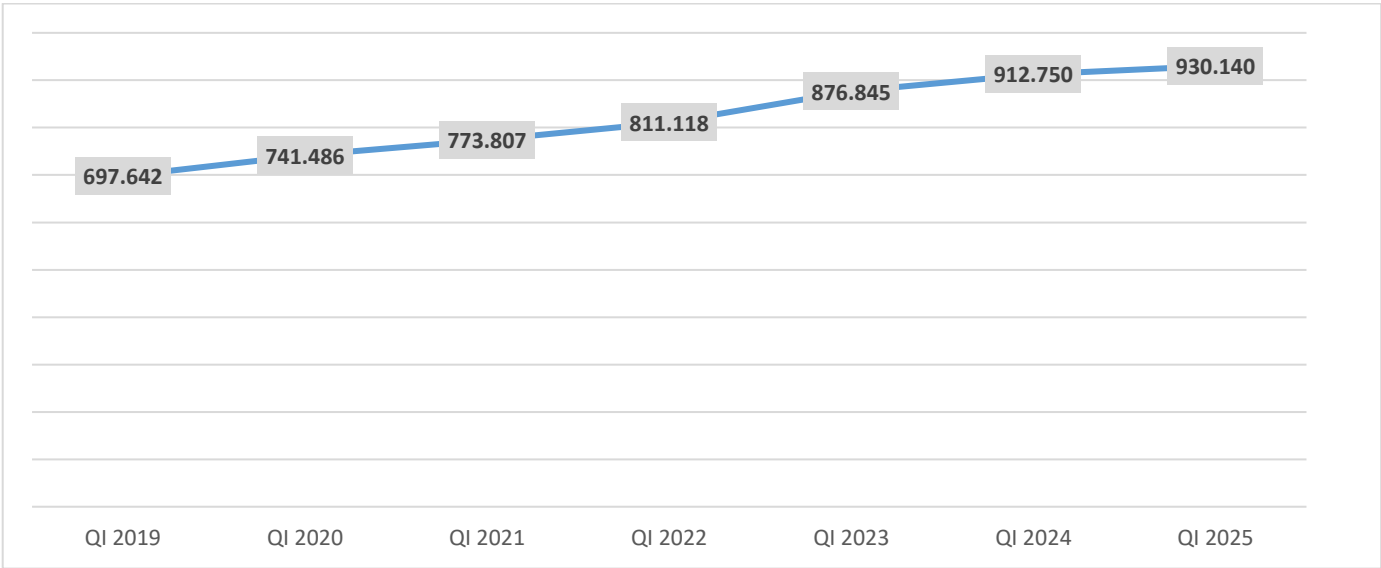
3. PRISTUP INTERNETU

Tabela 3. Pristup internetu
Table 3 Internet access

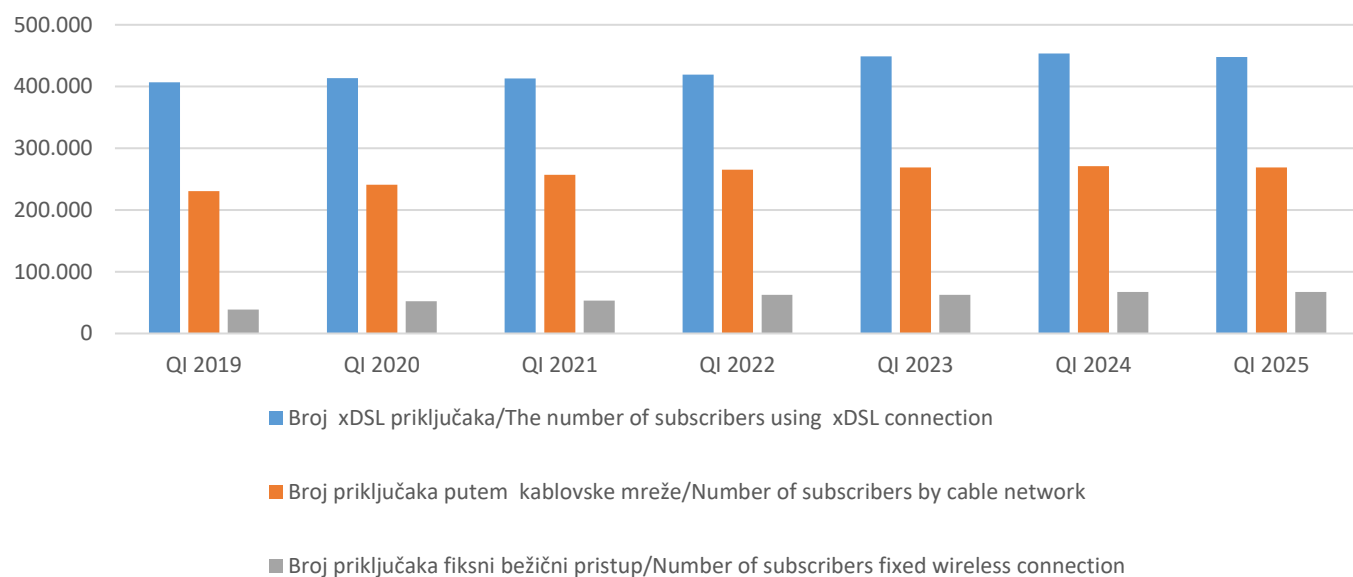
	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2025. IV 2024.	I 2025. I 2024.	
	2023.	2024.		2025.	Indeksi/Indicies		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	876 845	912 750	931 048	930 140	99,9	101,9	<i>Total number of broadband subscribers</i>
Broj xDSL priključaka	449 070	453 597	451 776	447 936	99,2	98,8	<i>Number of subscribers using xDSL connection</i>
Broj priključaka putem kablovske mreže	269 010	271 093	274 717	269 024	97,9	99,2	<i>Number of subscribers by cable network</i>
Broj priključaka fiksni bežični pristup	62 349	67 177	68 023	67 183	98,8	100,0	<i>Number of subscribers fixed wireless connection</i>
Broj priključaka putem iznajmljene linije	2 278	2 105	2 220	2 204	99,3	104,7	<i>Number of subscribers via leased lines</i>
Broj priključaka FTTx	94 116	118 755	134 289	143 771	107,1	121,1	<i>Number of subscribers via FTTx connection</i>
Broj priključaka putem ostalih tehnologija	15	16	16	15	93,8	93,8	<i>Number of subscribers using other technologies</i>
Stopa penetracije korisnika interneta putem fiksne mreže	116,11%	116,06%	118,96%	118,46%	99,6	102,1	<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 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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