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INFORMACIONO DRUŠTVO

INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, drugi kvartal 2025.

ELECTRONIC COMMUNICATIONS, second quarter 2025

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u drugom kvartalu 2025. godine iznosio je 431 494 što predstavlja pad od 4,5% u odnosu na drugi kvartal 2024. godine.

Total number of fixed telephone lines of dominant operators in the second quarter 2025 was 431 494 which represents a decrease of 4.5% compared to the second quarter 2024.

Ukupni odlazni saobraćaj fiksne telefonske mreže u drugom kvartalu 2025. godine iznosio je 175 715 643 minuta, što pokazuje pad od 13,9% u odnosu na drugi kvartal 2024. godine.

The total traffic of fixed telephone network in the second quarter 2025 was 175 715 643 minutes which shows a decrease of 13.9% compared to the second quarter 2024.

Broj korisnika mobilne mreže u drugom kvartalu 2025. godine iznosio je 3 660 883 i bilježi rast od 1,0% u odnosu na drugi kvartal 2024. godine. Ukupni odlazni saobraćaj mobilne mreže u drugom kvartalu 2025. godine iznosio je 633 174 368 minuta, što pokazuje pad od 1,1% u odnosu na drugi kvartal 2024. godine.

Number of mobile phone users in the second quarter 2025 was 3 660 883 which shows an increase of 1.0% compared to the second quarter 2024. The total traffic of mobile telephone network in the second quarter of 2025 was 633 174 368 minutes, which shows a decrease of 1.1% compared to the second quarter of 2024.

Broj poslanih SMS poruka u drugom kvartalu 2025. godine manji je za 16,0%, broj poslanih MMS poruka manji je za 6,4% u odnosu na drugi kvartal 2024. godine.

Number of SMS messages sent in the second quarter 2025 decreased by 16.0%, while the number of MMS messages sent decreased by 6.4%, compared to the second quarter 2024.

Ukupan broj internet priključaka putem fiksne mreže u drugom kvartalu 2025. godine iznosio 938 117 i bilježi rast od 2,0% u odnosu na drugi kvartal 2024. godine.

The total number of Internet connections via the fixed network in the second quarter of 2025 was 938 117 which shows an increase of 2.0% compared to the second quarter 2024.

1. FIKSNA TELEFONSKA MREŽA

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

	II Kvartal quarter	II Kvartal quarter	I Kvartal quarter	II Kvartal quarter	II 2025 I 2025	II 2025 II 2024	
	2023.	2024.	2025.	2025.	Indeksi/Indices		
Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora	490 874	451 669	438 055	431 494	98,5	95,5	Total number of fixed telephone lines of dominant operators
Broj novih operatera fiksne telefonije	12	10	9	8	88,9	80,0	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	143 270	139 530	139 041	138 139	99,4	99,0	The total number of own subscribers to new operators
Ukupan broj pretplatnika novih operatora sa indirektnim pristupom	157	0	0	0	0	0	Alternative operators - Number of Indirect Access Subscribers
Ukupan broj prenesenih brojeva	107 266	111 637	113 954	114 310	100,3	102,4	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

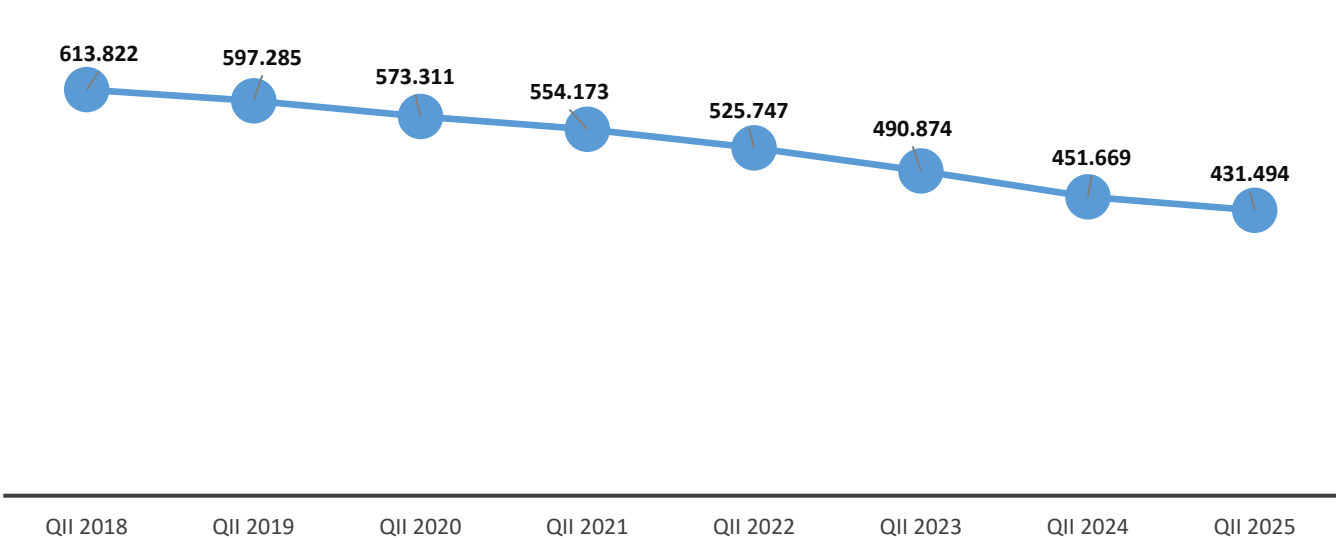


Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije

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
	2022.	2023.	2024.	2025.	2025.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	287 232 596	247 473 162	204 067 740	191 853 608	175 715 643	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	283 626 329	244 624 636	201 747 751	189 840 633	173 872 856	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	3 606 267	2 848 526	2 319 988	2 012 974	1 842 787	International outgoing fixed telephone traffic

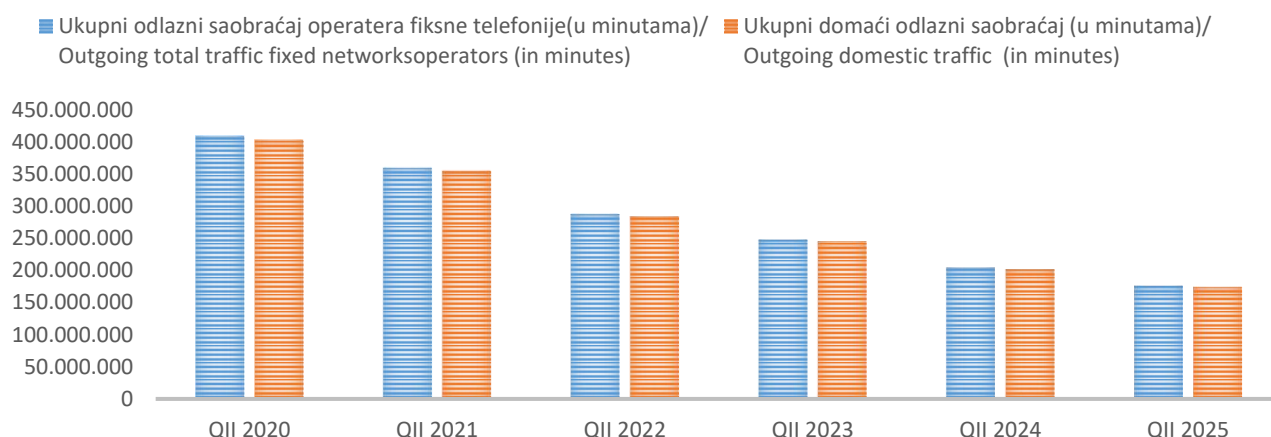
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)

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

Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	II 2025 II 2023	II 2025 II 2024	II 2025 I 2025	Indicies by indicators outgoing traffic fixed-line operator
Ukupno odlazni saobraćaj operatera fiksne telefonije	71,0	86,1	91,6	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	71,1	86,2	91,6	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	64,7	79,4	91,5	International outgoing fixed telephone traffic

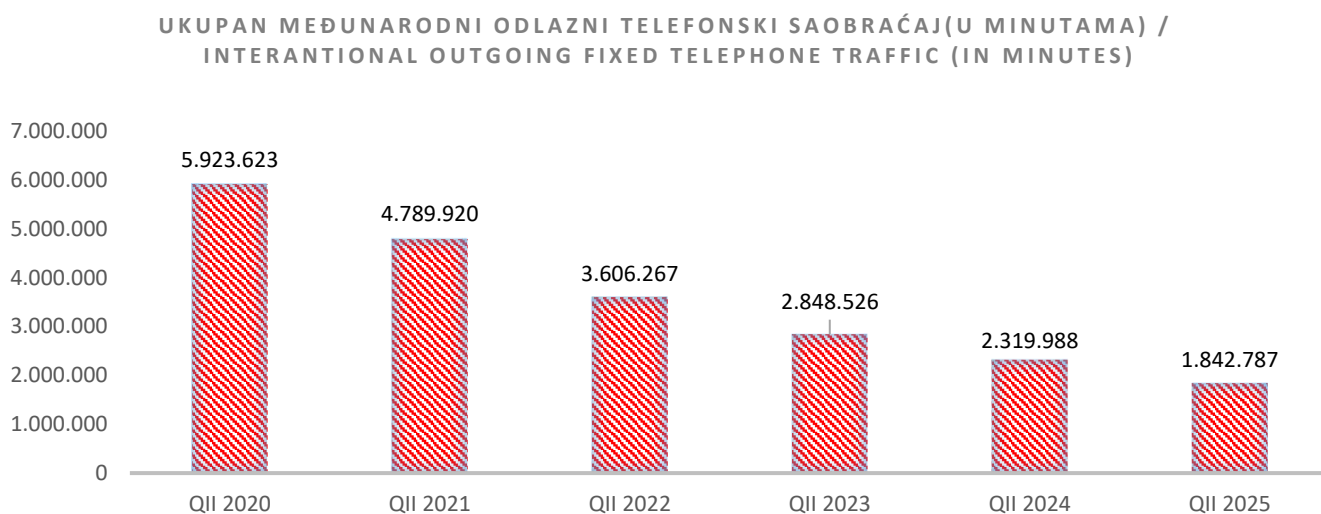
Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže

Graph 1.2 Traffic accomplished via fixed telephone network



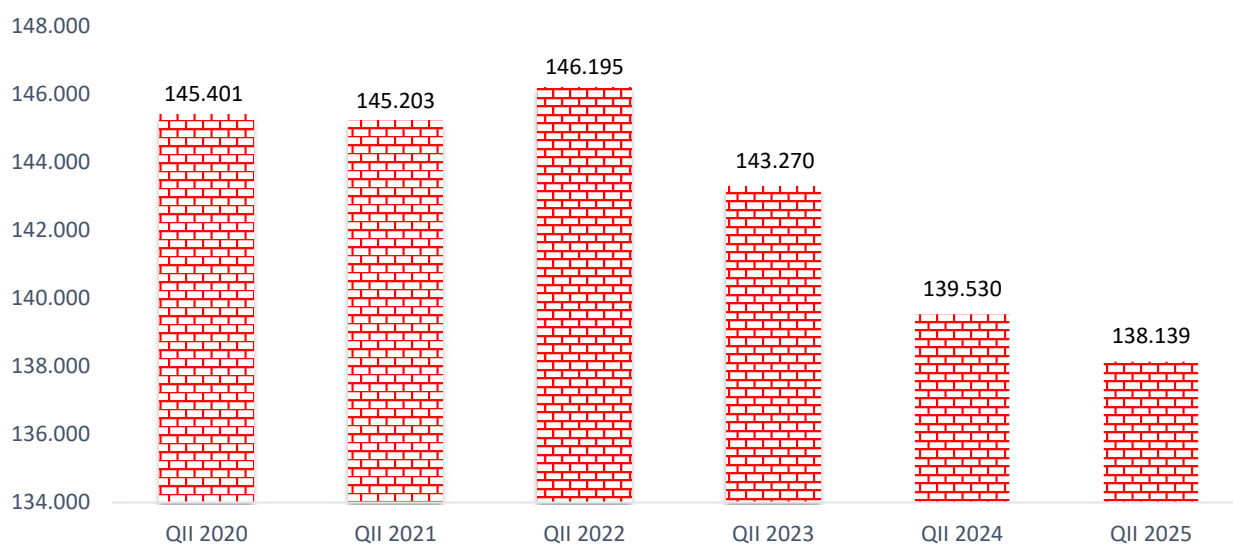
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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



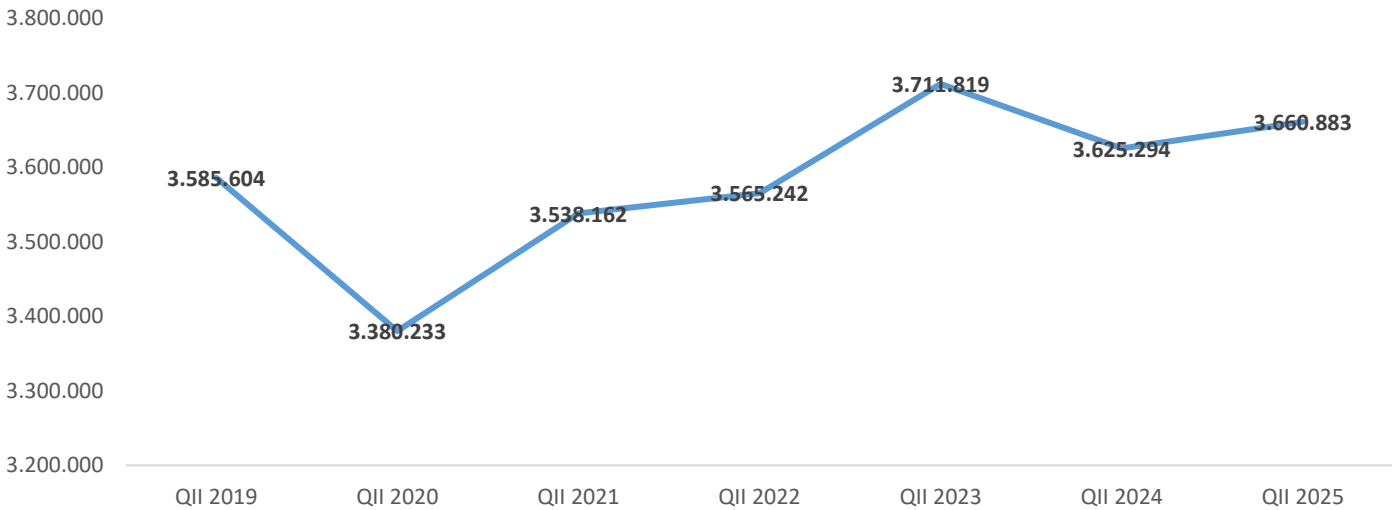
2. MOBILNA TELEFONSKA MREŽA

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

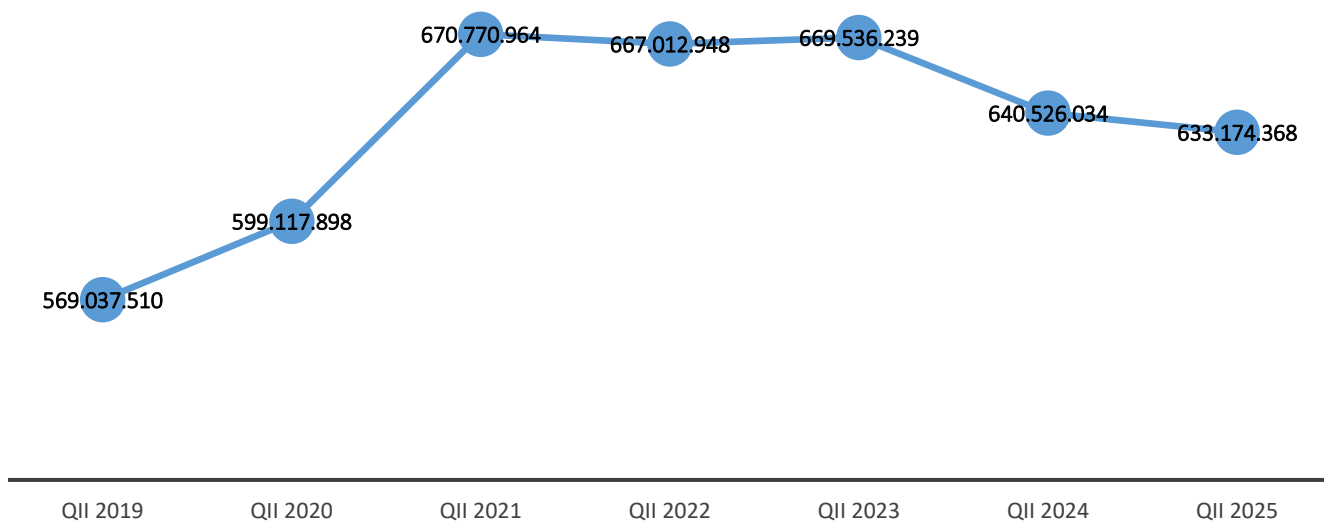
	II Kvartal <i>quarter</i> 2023.	II Kvartal <i>quarter</i> 2024.	I Kvartal <i>quarter</i> 2025.	II Kvartal <i>quarter</i> 2025.	II 2025 I 2025	II 2025 II 2024	
					Indeksi/ <i>Indicies</i>		
Ukupan broj korisnika mobilne mreže	3 711 819	3 625 294	3 677 077	3 660 883	99,6	101,0	<i>Total number of mobile network users</i>
Penetracija mobilne telefonije	107,50%	105,57%	107,45%	107,45%	100,0	101,8	<i>Penetration of mobile telephony</i>
Ukupan broj prenesenih brojeva	129 415	158 580	184 002	194 357	105,6	122,6	<i>The total number of transferred numbers</i>
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	669 536 239	640 526 034	598 069 878	633 174 368	105,9	98,9	<i>Total outgoing traffic of mobile operators (in minutes)</i>
Broj poslatih SMS poruka	74 586 841	63 105 881	50 202 288	53 010 612	105,6	84,0	<i>SMS sent</i>
Broj poslatih MMS poruka	349 063	310 938	318 767	291 150	91,3	93,6	<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)

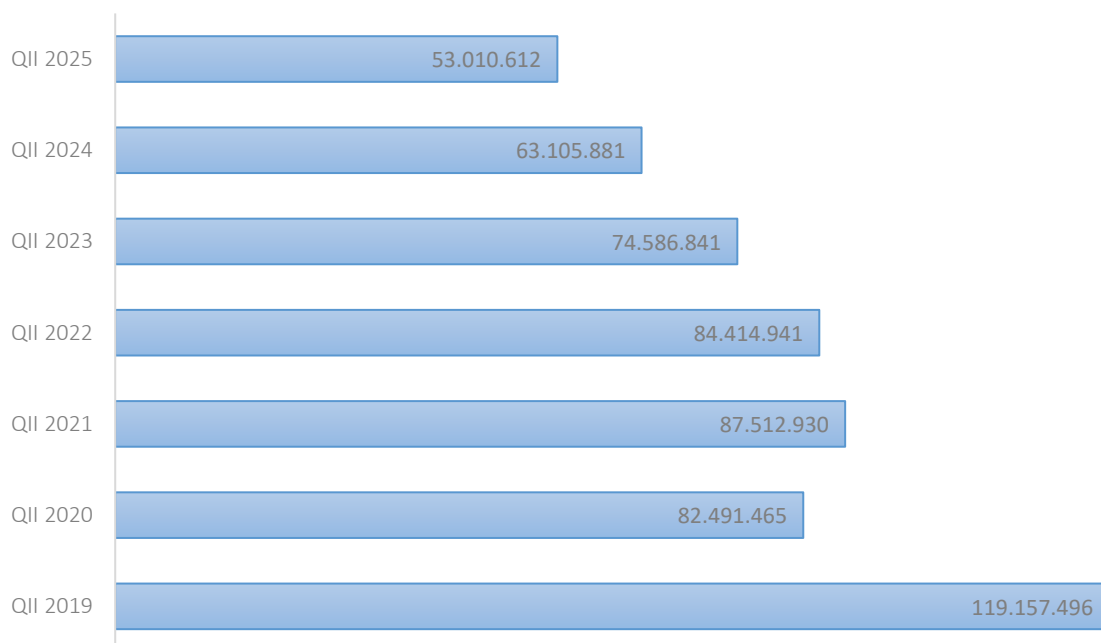
Grafikon 2.1. Broj korisnika telefonskih usluga u mobilnoj telefoniji
Graph 2.1 Number of users of telephone services in mobile telephony



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

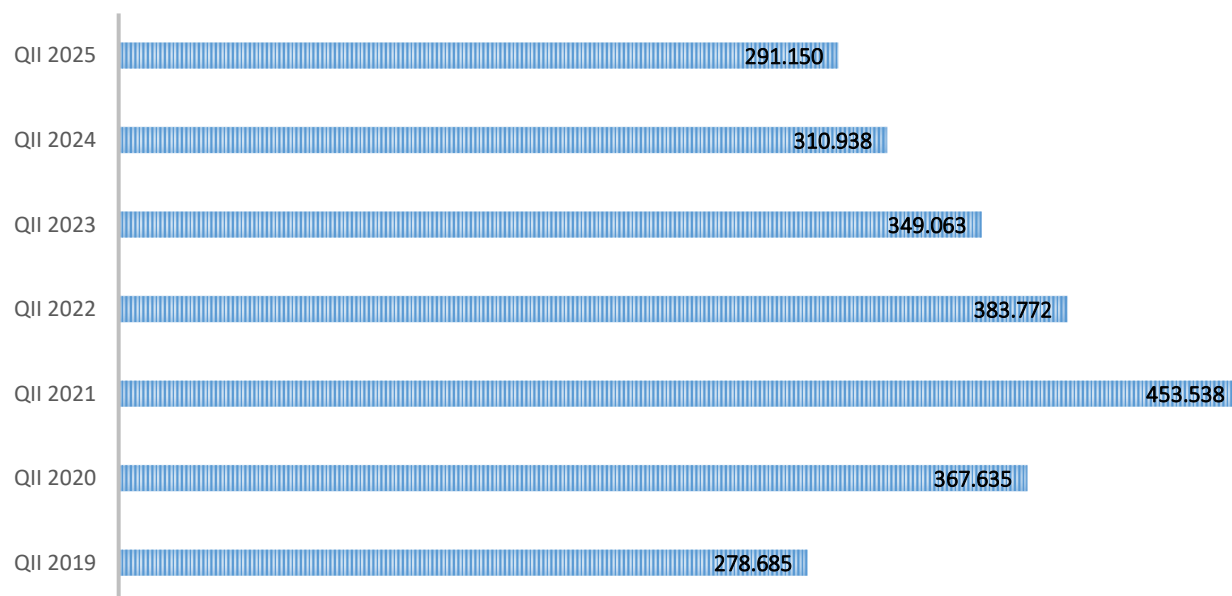


Grafikon 2.3. Broj poslatih SMS poruka
Graph 2.3 SMS sent



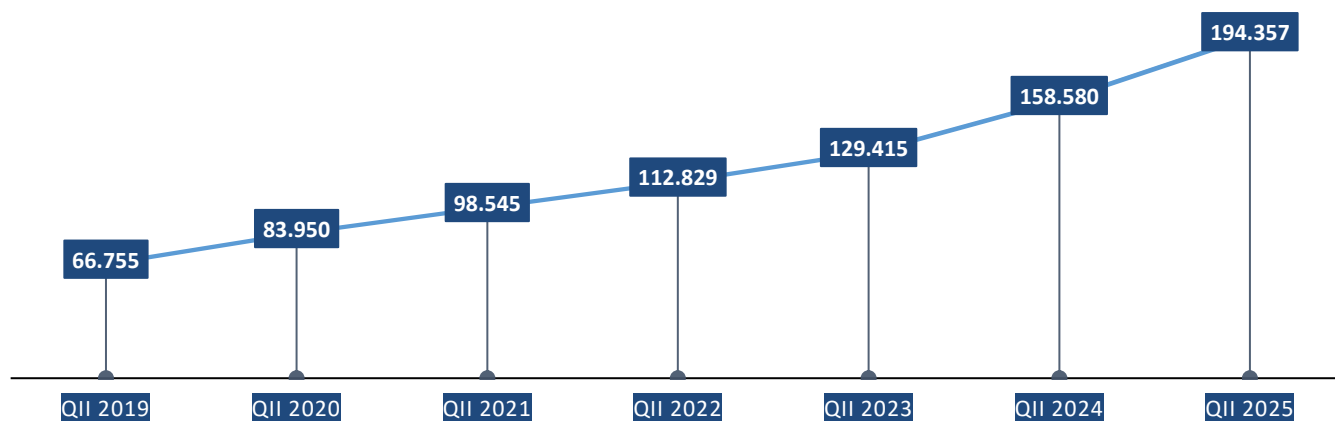
Grafikon 2.4. Broj poslatih MMS poruka

Graph 2.4 MMS sent



Grafikon 2.5. Ukupan broj prenesenih brojeva

Graph 2.5 The total number of transferred numbers



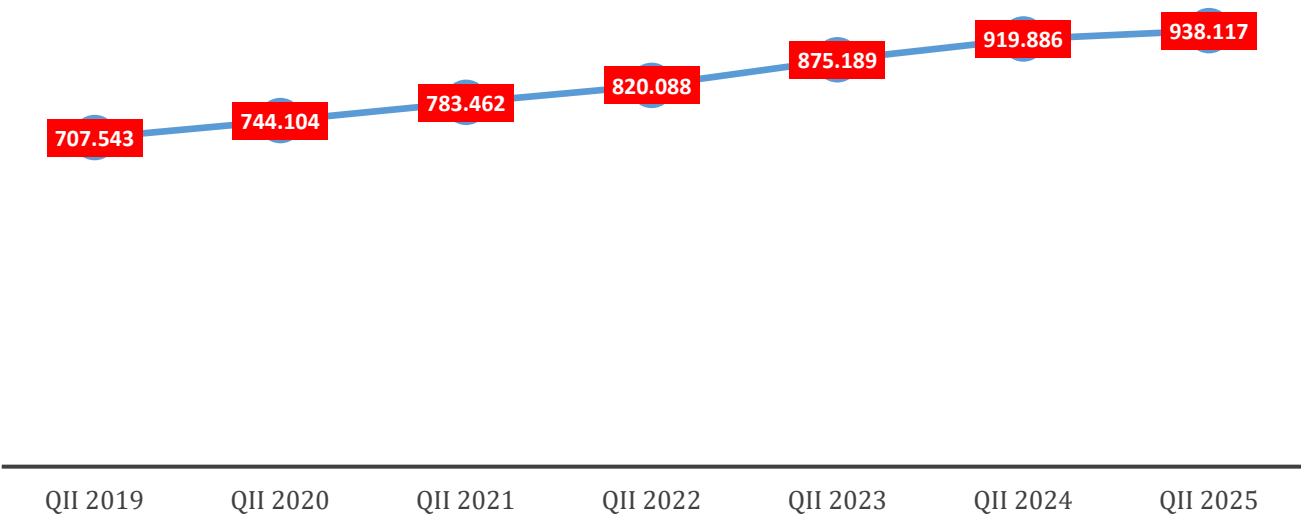
3. PRISTUP INTERNETU

Tabela 3. Pristup internetu
Table 3 Internet access

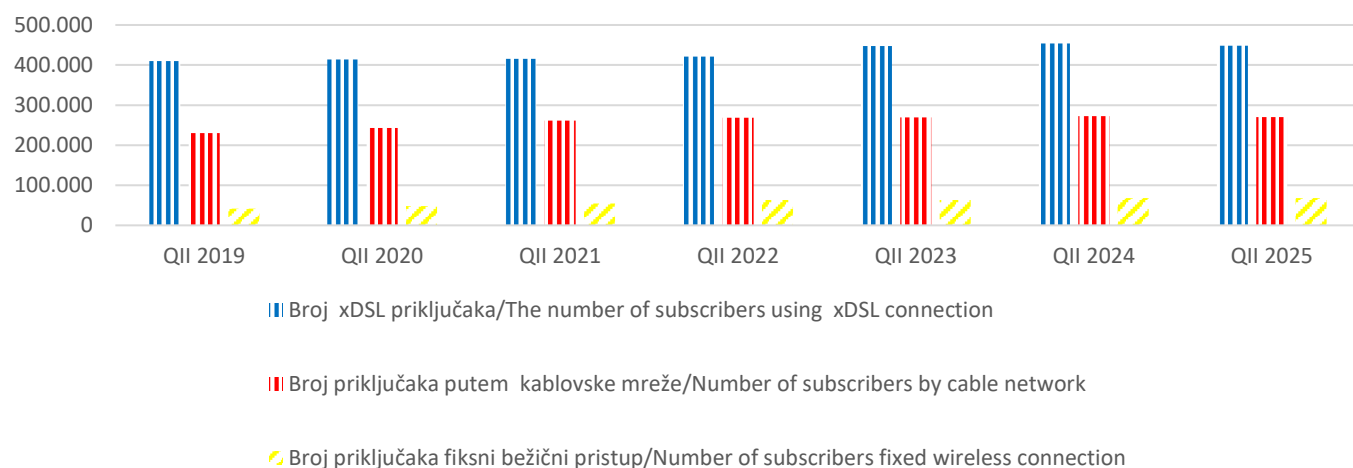
	II Kvartal quarter	II Kvartal quarter	I Kvartal quarter	II Kvartal quarter	II 2025 I 2025	II 2025 II 2024	
	2023.	2024.	2025.	2025.	Indeksi/Indices		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	875 189	919 886	930 140	938 117	100,9	102,0	Total number of broadband subscribers
Broj xDSL priključaka	447 438	453 862	447 936	448 539	100,1	98,8	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	269 269	272 891	269 024	270 146	100,4	99,0	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	63 027	67 805	67 183	68 511	102,0	101,0	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	2 075	2 115	2 204	2 205	100,0	104,3	Number of subscribers via leased lines
Broj priključaka FTTx	103 357	123 190	143 771	148 695	103,4	120,7	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	16	16	15	14	93,3	87,5	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	112,14%	118,34%	118,46%	118,46%	100,0	100,1	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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