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GODINA/ YEAR X

SARAJEVO, 29.12. 2025.

BROJ/ NUMBER 3

INFORMACIONO DRUŠTVO

INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, treći kvartal 2025.

ELECTRONIC COMMUNICATIONS, third quarter 2025

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u trećem kvartalu 2025. godine iznosio je 429 672 što predstavlja pad od 4,1% u odnosu na treći kvartal 2024. godine.

Total number of fixed telephone lines of dominant operators in the third quarter 2025 was 429 672 which represents a decrease of 4.1% compared to the third quarter 2024.

Ukupni odlazni saobraćaj fiksne telefonske mreže u trećem kvartalu 2025. godine iznosio je 169 955 047 minuta, što pokazuje pad od 13,3% u odnosu na treći kvartal 2024. godine.

The total traffic of fixed telephone network in the third quarter 2025 was 169 955 047 minutes which shows a decrease of 13.3% compared to the third quarter 2024.

Broj korisnika mobilne mreže u trećem kvartalu 2025. godine iznosio je 3 853 287 i bilježi pad od 1,7% u odnosu na treći kvartal 2024. godine. Ukupni odlazni saobraćaj mobilne mreže u trećem kvartalu 2025. godine iznosio je 632 200 415 minuta, što pokazuje pad od 2,0% u odnosu na treći kvartal 2024. godine.

Number of mobile phone users in the third quarter 2025 was 3 853 287 which shows an decrease of 1.7% compared to the third quarter 2024. The total traffic of mobile telephone network in the third quarter of 2025 was 632 200 415 minutes which shows an decrease of 2.0% compared to the third quarter of 2024.

Broj poslanih SMS poruka u trećem kvartalu 2025. godine manji je za 9,1%, broj poslanih MMS poruka veći je za 41,7% u odnosu na treći kvartal 2024. godine.

Number of SMS messages sent in the third quarter 2025 decreased by 9.1%, while the number of MMS messages sent increased by 41.7%, compared to the third quarter 2024.

Ukupan broj internet priključaka putem fiksne mreže u trećem kvartalu 2025. godine iznosio 943 433 i bilježi rast od 1,9% u odnosu na treći kvartal 2024. godine.

The total number of Internet connections via the fixed network in the third quarter of 2025 was 943 433 which shows an increase of 1.9% compared to the third quarter 2024.

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 2025 II 2025	III 2025 III 2024	
	2023.	2024.	2025.	2025.	Indeksi/Indicies		
Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora	482 178	448 143	431 494	429 672	99,6	95,9	Total number of fixed telephone lines of dominant operators
Broj novih operatera fiksne telefonije	10	10	8	8	100,0	80,0	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	142 351	139 777	138 139	139 748	101,2	99,98	The total number of own subscribers to new operators
Ukupan broj pretplatnika novih operatora sa indirektnim pristupom	173	0	0	0	0,0	0,0	Alternative operators - Number of Indirect Access Subscribers
Ukupan broj prenesenih brojeva	107 990	112 947	114 310	114 617	100,3	101,5	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

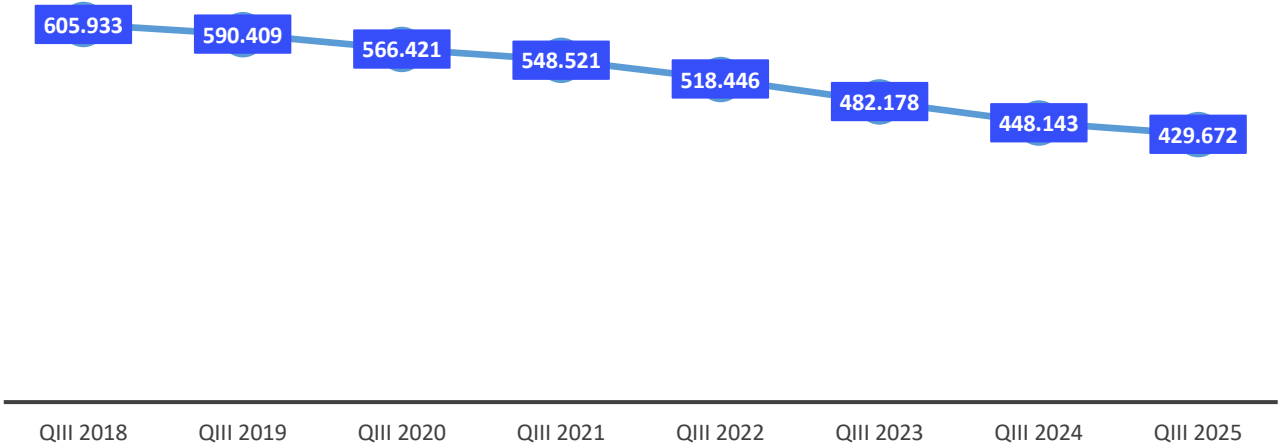


Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije

Table 1.2 Outgoing traffic fixed - line operator

Odlazni saobraćaj operatera u minutama	III Kvartal/ quarter	III Kvartal/ quarter	III Kvartal/ quarter	II Kvartal/ quarter	III Kvartal/ quarter	Outgoing traffic operators in minutes
	2022.	2023.	2024.	2025.	2025.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	274 610 383	228 079 946	196 072 875	175 715 643	169 955 047	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	270 737 596	225 215 032	193 846 084	173 872 856	168 603 960	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	3 872 787	2 864 914	2 226 791	1 842 787	1 351 086	International outgoing fixed telephone traffic

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

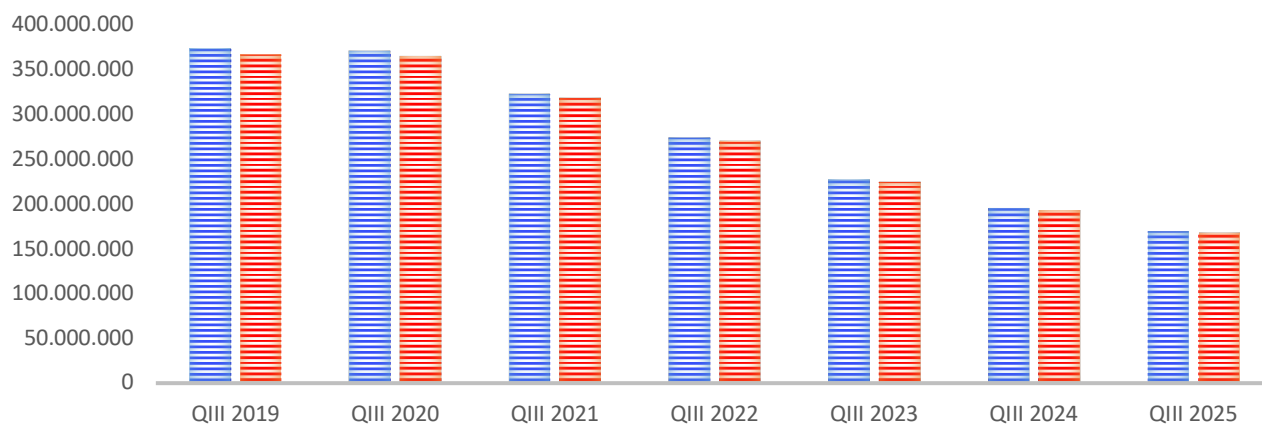
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	III 2025 III 2023	III 2025 III 2024	III 2025 II 2025	Indicies by indicators outgoing traffic fixed-line operator
Ukupno odlazni saobraćaj operatera fiksne telefonije	74,5	86,7	96,7	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	74,9	87,0	97,0	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	47,2	60,7	73,3	International outgoing fixed telephone traffic

Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže

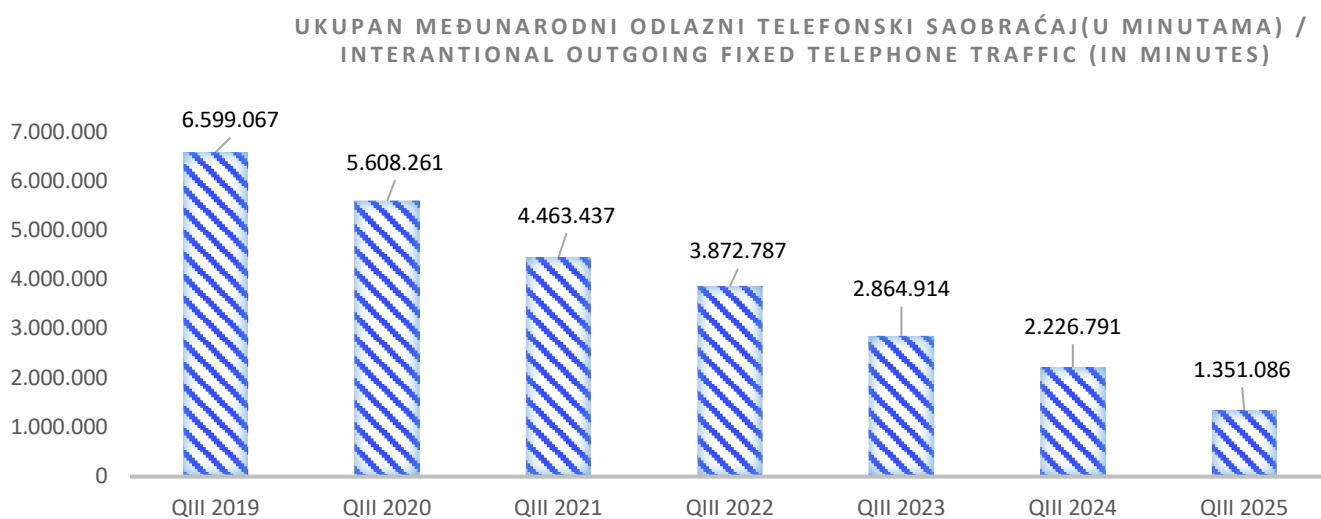
Graph 1.2 Traffic accomplished via fixed telephone network

■ Ukupni odlazni saobraćaj operatera fiksne telefonije (u minutama)/
Outgoing total traffic fixed networksoperators (in minutes) ■ Ukupni domaći odlazni saobraćaj (u minutama)/
Outgoing domestic traffic (in minutes)



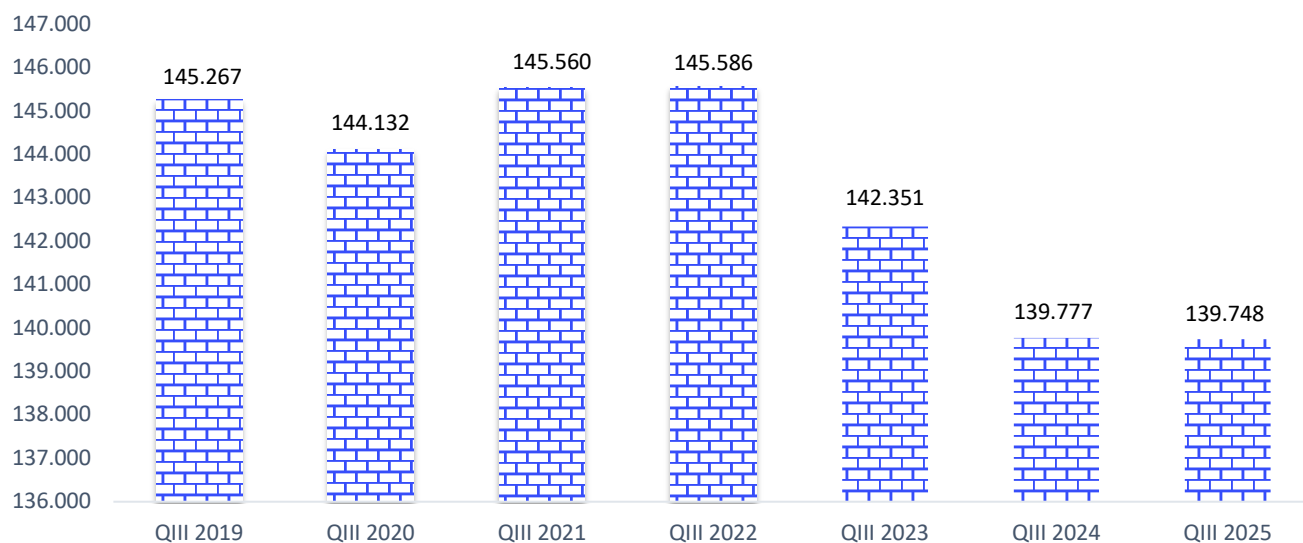
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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



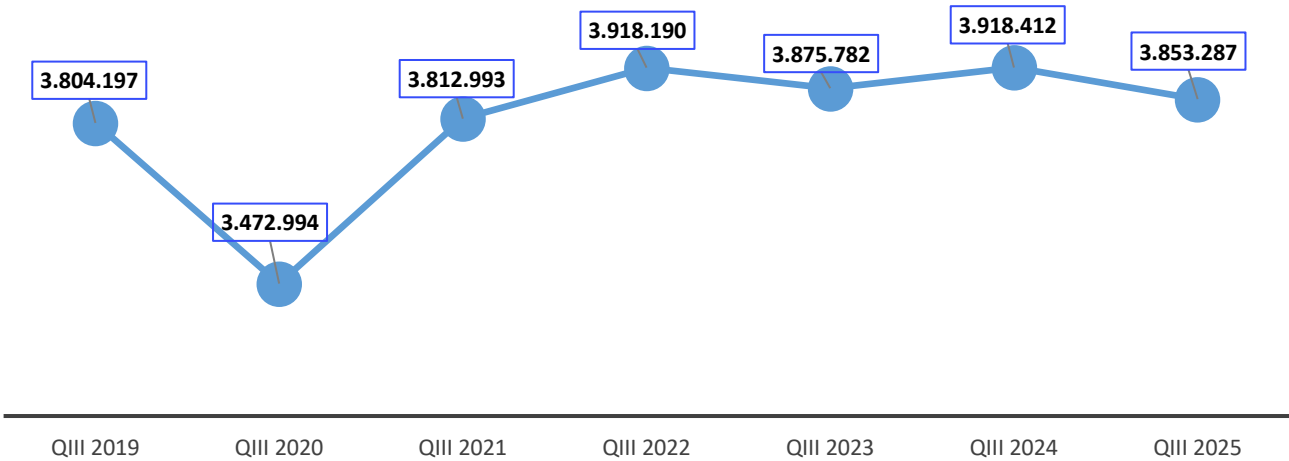
2. MOBILNA TELEFONSKA MREŽA

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

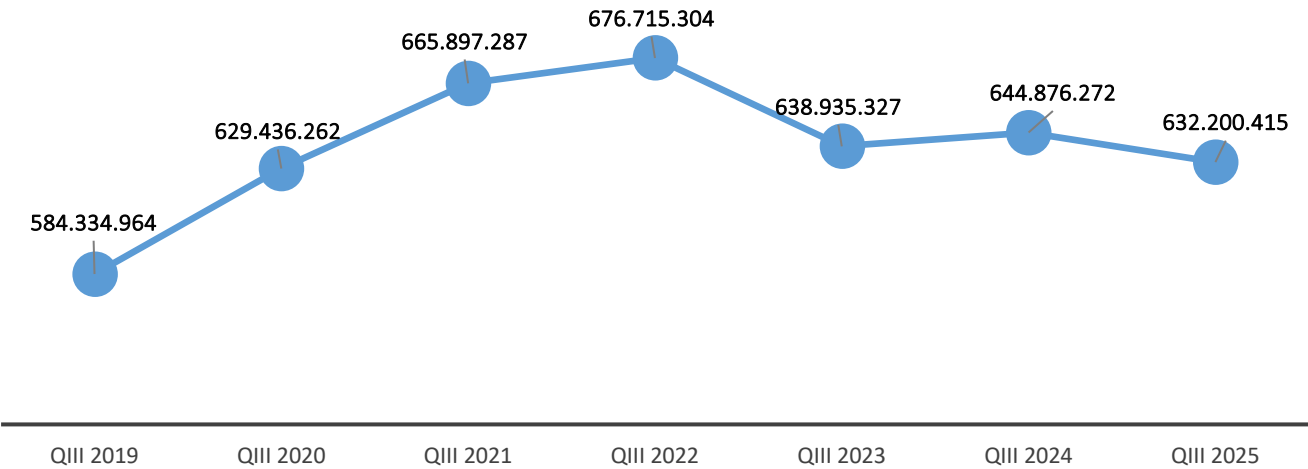
	III Kvartal quarter 2023.	III Kvartal quarter 2024.	II Kvartal quarter 2025.	III Kvartal quarter 2025.	III 2025 II 2025	III 2025 III 2024	
					Indeksi/Indices		
Ukupan broj korisnika mobilne mreže	3 875 782	3 918 412	3 660 883	3 853 287	105,3	98,3	Total number of mobile network users
Penetracija mobilne telefonije	112,86%	114,51%	107,45%	112,93%	105,1	98,6	Penetration of mobile telephony
Ukupan broj prenesenih brojeva	136 562	167 726	194 357	205 328	105,6	122,4	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	638 935 327	644 876 272	633 174 368	632 200 415	99,8	98,0	Total outgoing traffic of mobile operators (in minutes)
Broj poslatih SMS poruka	69 882 981	58 522 034	53 010 612	53 171 656	100,3	90,9	SMS sent
Broj poslatih MMS poruka	330 285	263 306	291 150	373 144	128,2	141,7	MMS sent

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

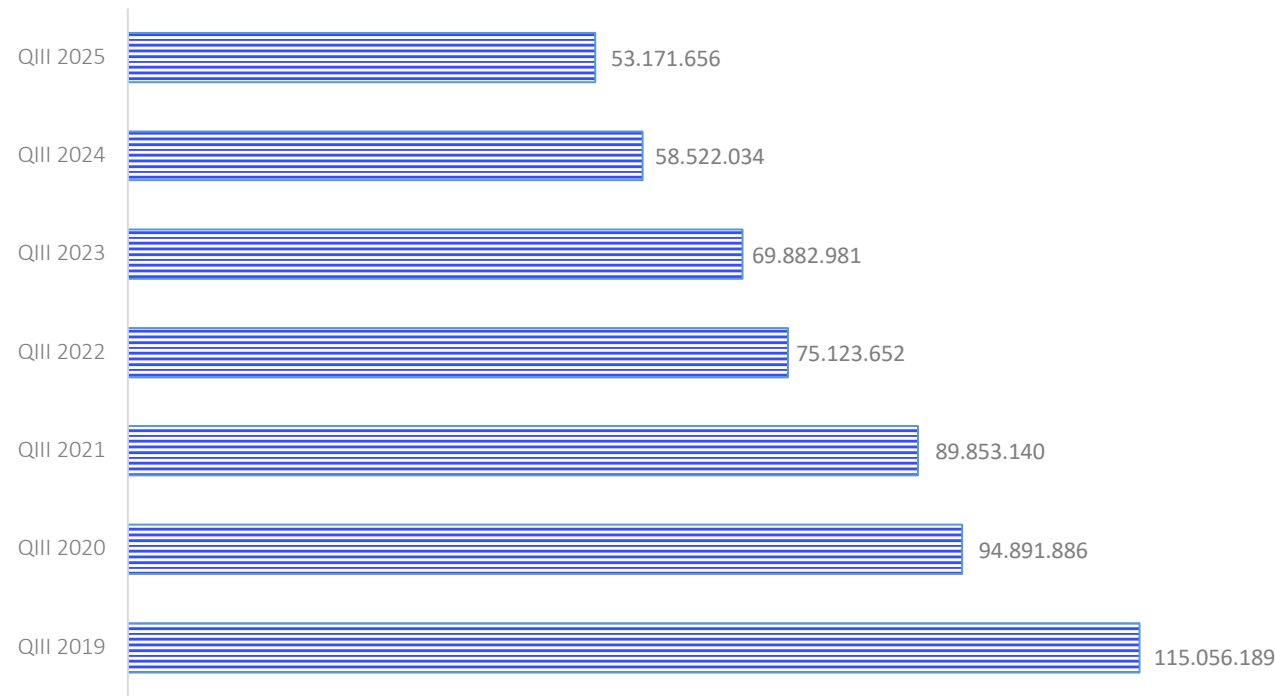
Grafikon 2.1. Broj korisnika telefonskih usluga u mobilnoj telefoniji
Graph 2.1 Number of users of telephone services in mobile telephony



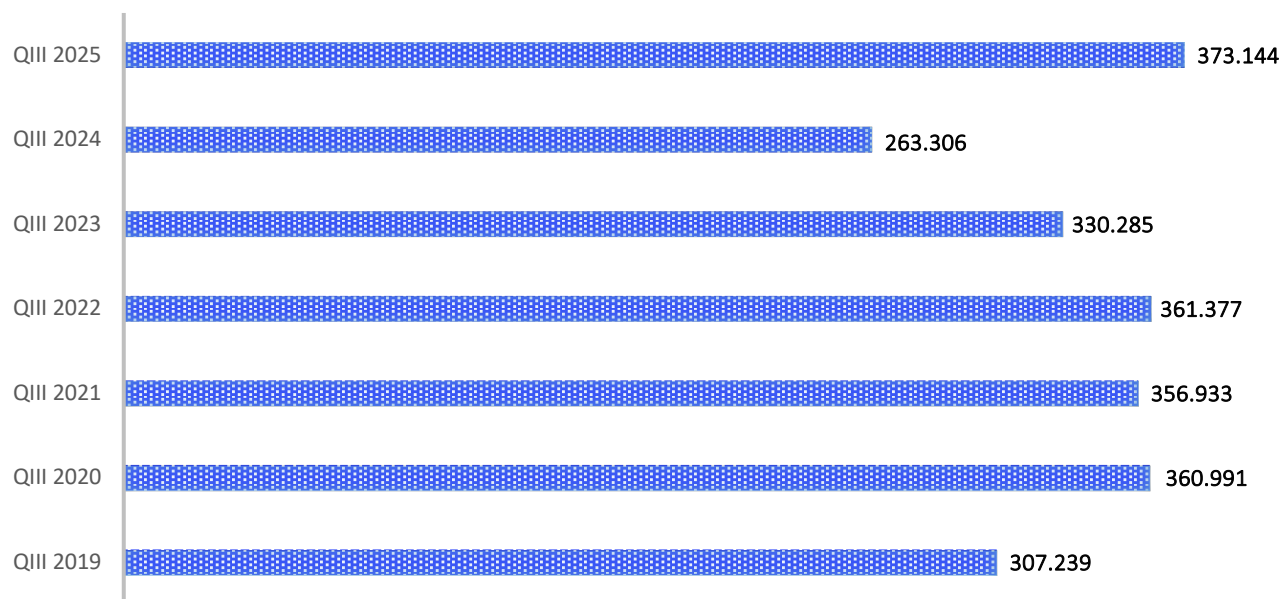
Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama)
Graph 2.2 Outgoing traffic of mobile operators (in minutes)



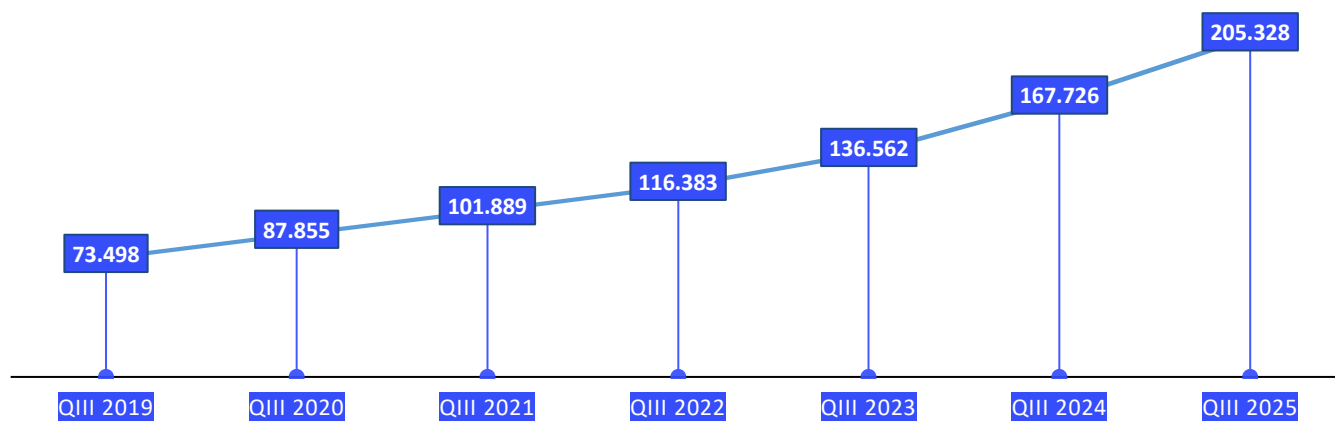
Grafikon 2.3. Broj poslatih SMS poruka
Graph 2.3 SMS sent



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



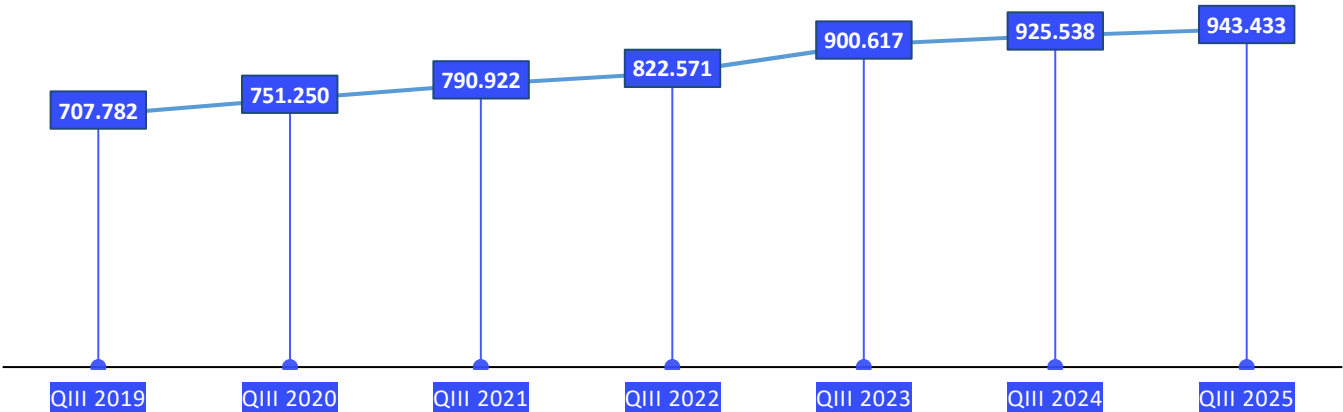
3. PRISTUP INTERNETU

Tabela 3. Pristup internetu
Table 3 Internet access

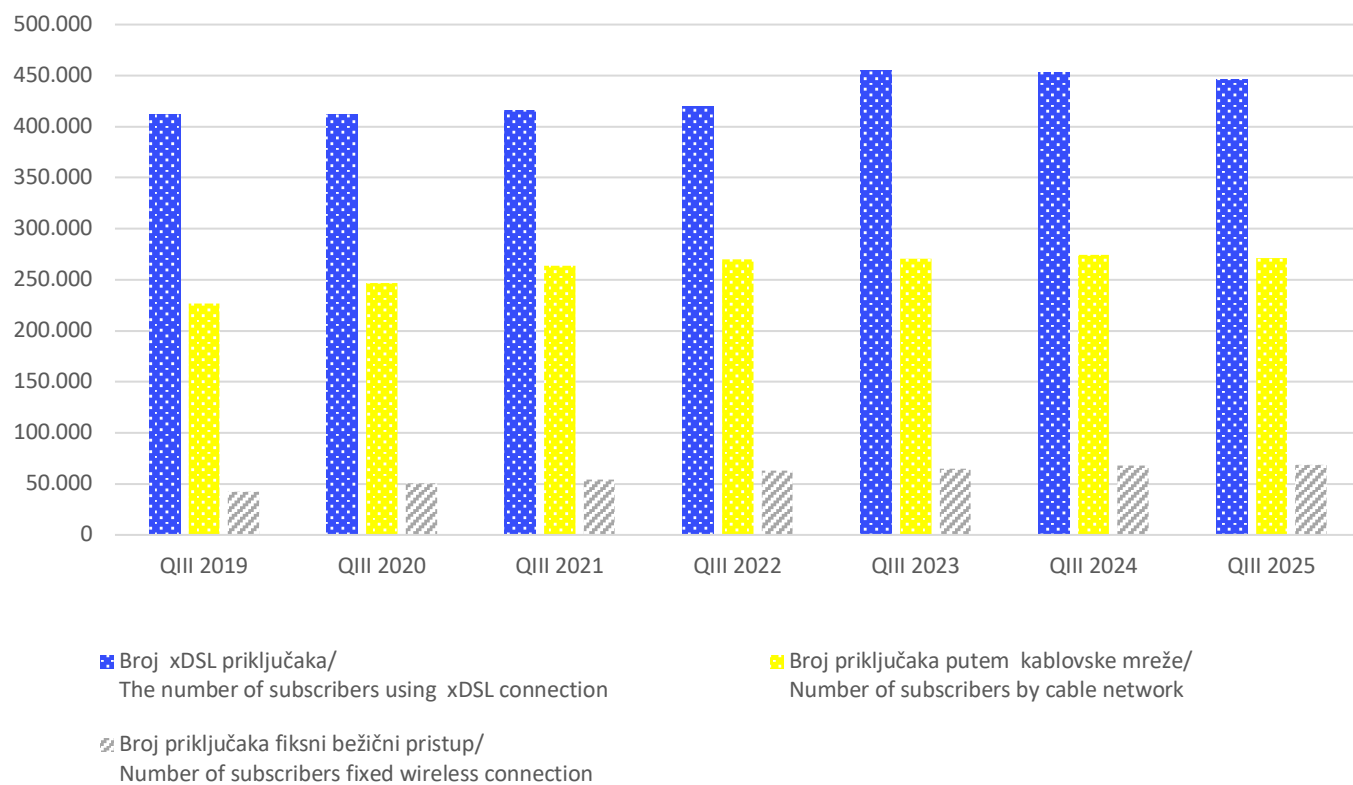
	III Kvartal quarter	III Kvartal quarter	II Kvartal quarter	III Kvartal quarter	III 2025 II 2025	III 2025 III 2024	
	2023.	2024.	2025.	2025.	Indeksi/Indicies		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	900 617	925 538	938 117	943 433	100,6	101,9	Total number of broadband subscribers
Broj xDSL priključaka	455 103	452 798	448 539	446 227	99,5	98,5	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	270 666	274 676	270 146	271 166	100,4	98,7	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	64 629	67 974	68 511	68 727	100,3	101,1	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	2 072	2 153	2 205	2 236	101,4	103,9	Number of subscribers via leased lines
Broj priključaka FTTx	108 124	127 914	148 695	155 056	104,3	121,2	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	16	16	14	14	100,0	87,5	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	114,65%	119,47%	118,46%	121,18%	102,3	101,4	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 fizičkog 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).

Publikuje Agencija za statistiku Bosne i Hercegovine, 71000 Sarajevo, Zelenih beretki 26
Published by the Agency for Statistics of the Bosnia and Herzegovina, 71000 Sarajevo, Zelenih beretki 26

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