



# PRIOPĆENJE

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GODINA/YEAR XV

SARAJEVO, 31.07.2025.

BROJ/NUMBER 1

## INFORMACIJSKO DRUŠTVO

### INFORMATION SOCIETY

#### TELEKOMUNIKACIJSKA OPREMA, MREŽA I USLUGE, BIH, 2024.

TELECOMMUNICATIONS EQUIPMENT, NETWORK AND SERVICES, BIH, 2024.

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u 2024. godini iznosio 443 613 što predstavlja pad od 6,2% u odnosu na 2023. godinu.

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

Ukupan broj vlastitih pretplatnika alternativnih operatora u 2024. godini iznosio je 139 432, što pokazuje pad od 1,1% u odnosu na prethodnu godinu.

*The total number of own subscribers of alternative operators in the year of 2024 was 139 432 which shows an decreased of 1.1% compared to previous year.*

Ukupni promet fiksne telefonske mreže u 2024. godini iznosio je 1 177 330 676 minuta, što pokazuje pad od 17,0% u odnosu na 2023.

*The total traffic of fixed telephone network in the year of 2024 was 1 177 330 676 minutes which shows an decreased of 17.0% compared to 2023.*

Ukupni domaći odlazni promet alternativnih operatora u 2024. godini iznosio je 359 167 484 minuta, što pokazuje rast od 71,3% u odnosu na prethodnu godinu.

*The total outgoing domestic traffic alternative operators in the year of 2024 was 359 167 484 minutes minutes which shows an increased of 71.3% compared to previous year.*

Broj pretplatnika mobilne mreže u 2024. godini iznosio je 3 836 099 što predstavlja rast od 2,3% u odnosu na prethodnu godinu.

*The number of mobile telephone subscribers in the year of 2024 was 3 836 099 which represents a increased of 2.3% compared to previous year.*

Ukupni odlazni promet mobilne mreže u 2024. godini iznosio 2 531 263 347, što pokazuje rast od 0,4% u odnosu na prethodnu godinu.

*The total traffic of mobile telephone network in the year of 2024 was 2 531 263 347 which shows an increased 0.4% compared to the previous year.*

Broj poslanih SMS poruka u 2024. godini manji je za 16,3%, u odnosu na 2023. godinu.

*Number of SMS messages sent in the 2024 year decreased by 16.3%, compared to the 2023 year.*

Ukupan broj pretplatnika fiksnog interneta u 2024. godini iznosio je 932 223 što pokazuje rast od 2,6% u odnosu na prethodnu godinu.

*Total number of fixed Internet subscribers in the year of 2024 was 932 223 which shows an increased of 2.6% compared to previous year.*

Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog pristupa u 2024. godini iznosio je 2 197 175 što predstavlja pad od 0,5% u odnosu na 2023. godinu.

*Number of subscribers of mobile Internet via a standard mobile broadband access in the year of 2024 was 2 197 175 which represents an decreased of 0.5% compared to the 2023 year.*

**TELEKOMUNIKACIJSKI  
INDIKATORI<sup>1</sup> TELECOMUNICATION  
INDICATORS**

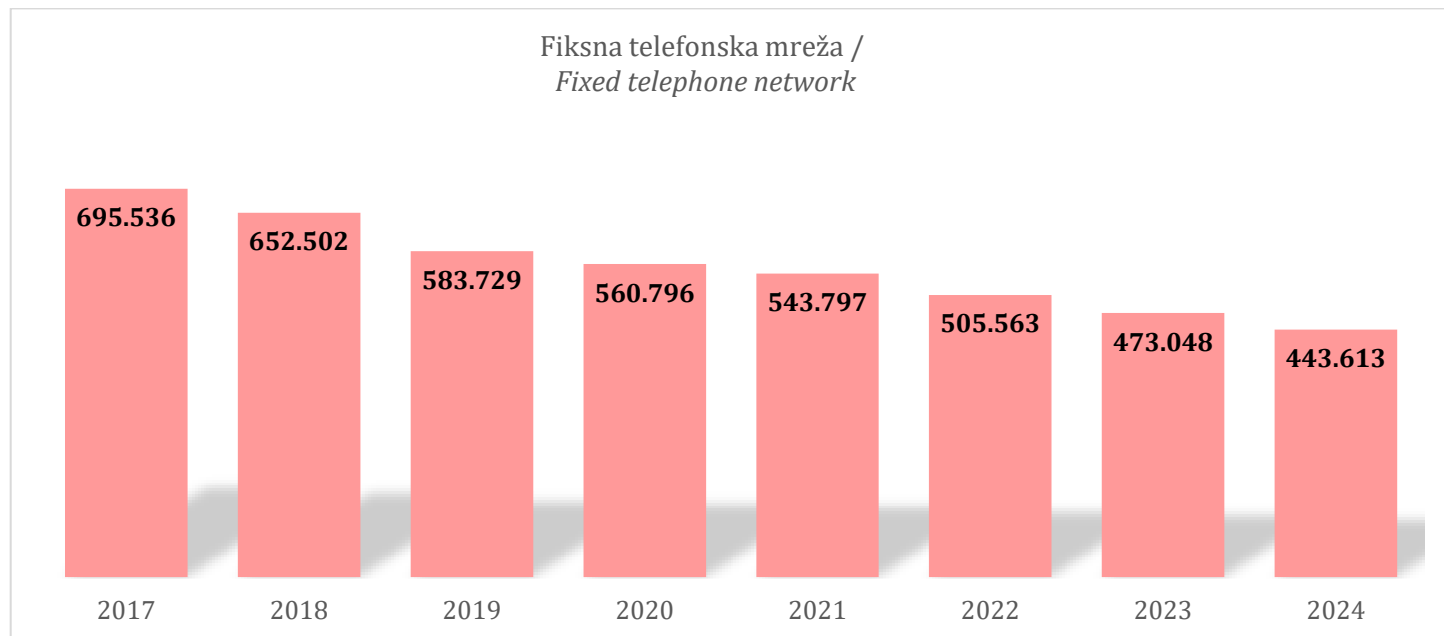
**T.1. Fiksna telefonska mreža**

*T.1 Fixed telephone network*

|                                                                                        | 2024.          |                                                                       |
|----------------------------------------------------------------------------------------|----------------|-----------------------------------------------------------------------|
| <b>Ukupan broj aktivnih fiksnih telefonskih linija inkumbent operatera<sup>1</sup></b> | <b>443 613</b> | <b>Total number of fixed telephone lines of Incumbent operators</b>   |
| Broj aktivnih analognih linija- PSTN linije                                            | 201 664        | Number of active analog lines- PSTN lines                             |
| Broj ISDN linija izraženo u B kanalima                                                 | 10 676         | Number of ISDN lines (expressed in B channels)                        |
| Broj pretplata putem fiksne bežične petlje (CLL ili WLL)                               | 8 813          | CLL subscriptions                                                     |
| Broj pretplata IP telefonije                                                           | 222 183        | Number of IP telephone subscribers <sup>3</sup>                       |
| Ukupan broj javnih telefonskih govornica                                               | 227            | Number of public payphones                                            |
| Broj linija pretplatnika fizičkih osoba                                                | 305 342        | Number of main lines which are residential (analog and B channels)    |
| Broj linija pretplatnika pravnih osoba                                                 | 137 994        | Number of main lines which are business (analog and B channels)       |
| Broj alternativnih operatera fiksne telefonije <sup>2</sup>                            | 9              | Total number of alternative operators                                 |
| Ukupan broj vlastitih pretplatnika alternativnih operatera                             | 139 432        | Alternative operators -Number of Direct Access Subscribers            |
| Ukupan broj prenesenih fiksnih brojeva sa 31.12. 2021. godine                          | 112 796        | 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*



<sup>1</sup> Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)

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

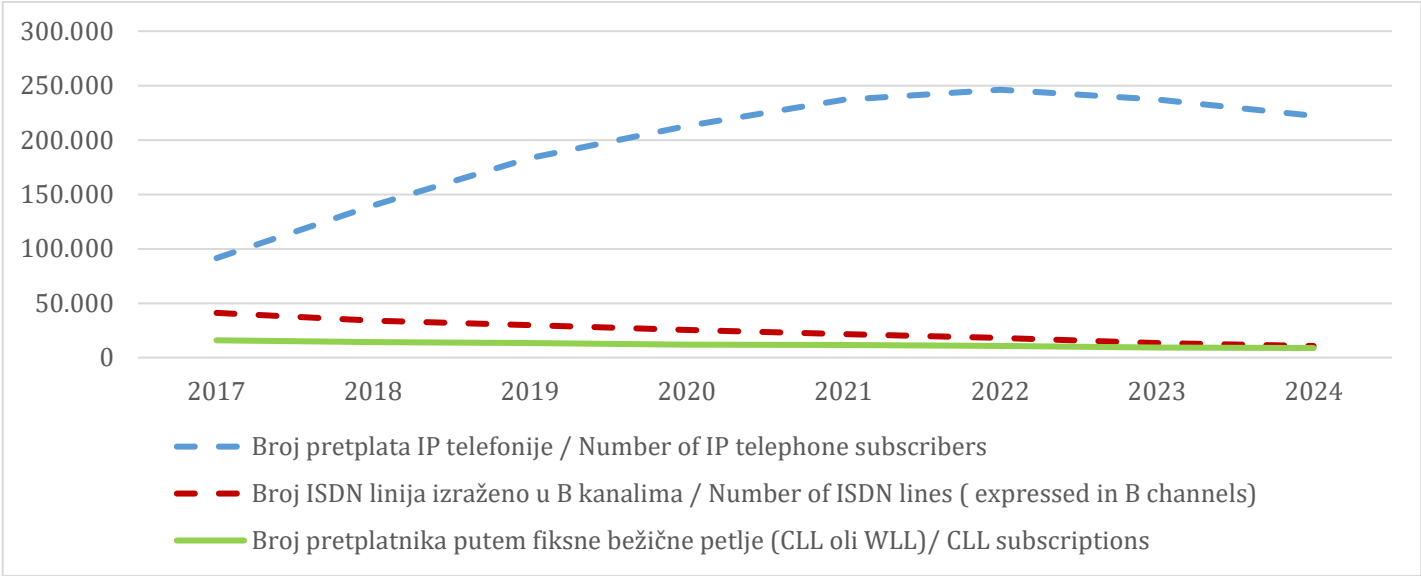
<sup>1</sup> Termin incumbent operatori se odnosi na operatore koji su prije liberalizacije tržišta imali državni (zakonski) monopol; u Bosni i Hercegovini su: BH Telecom, Telekom Srpske i HT Mostar.

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.

<sup>1</sup> Termin alternativni operatori se odnosi na operatore koji su se na tržištu pojavili nakon početka liberalizacije tržišta i korisnici su dozvole za obavljanje djelatnosti davalaca 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.

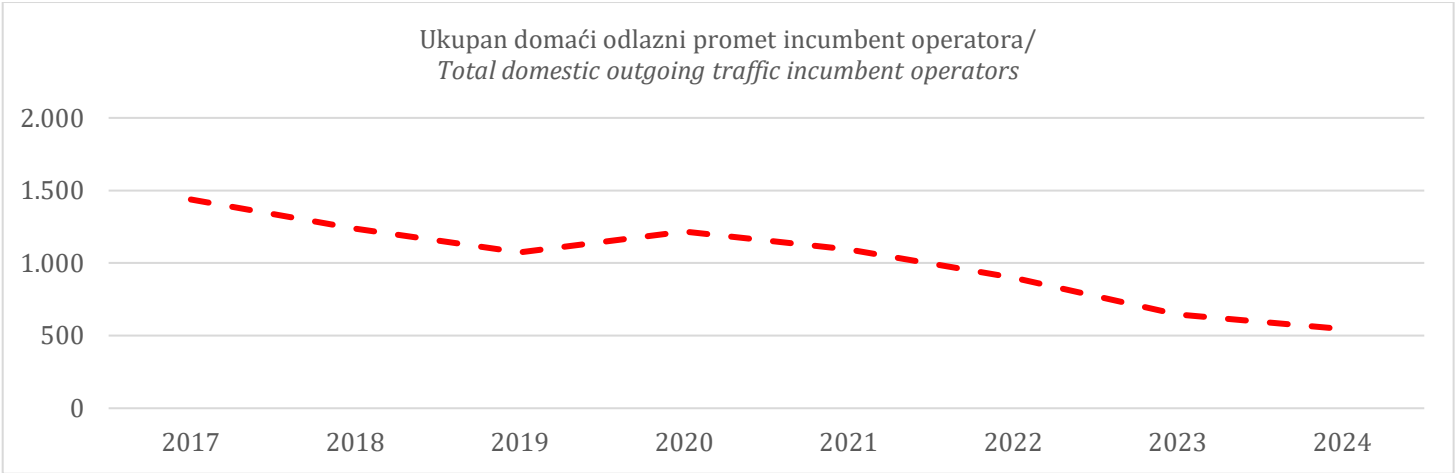
G.2 Fiksna telefonska mreža  
G.2 Fixed telephone network



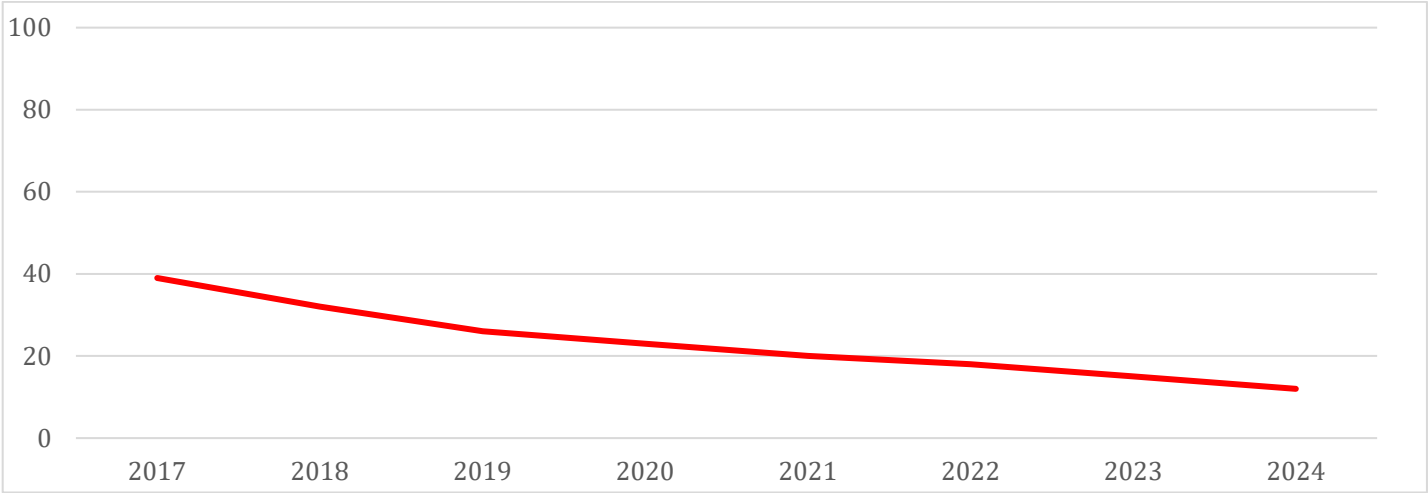
T.1.1. Promet ostvaren putem fiksne telefonske mreže, incumbent operateri  
T.1.1 Traffic accomplished via fihed telephone network, Incumbent operators

|                                                                               | 2024.         |                                                                                            |
|-------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------------------------|
| Ukupan promet incumbent operatora(u minutama)                                 | 1 177 330 676 | Total traffic incumbent operators (in minutes)                                             |
| Ukupni domaći odlazni promet (u minutama)                                     | 644 386 336   | Outgoing domestic traffic SMP operators (in minutes)                                       |
| Odlazni lokalni i međumjesni promet unutar vlastite fiksne mreže (u minutama) | 443 045 941   | Outgoing local and trunk telephone traffic- traffic inside same network group (in minutes) |
| Odlazni promet prema drugim fiksnim mrežama u BiH (u minutama)                | 103 406 087   | Outgoing traffic to other fixednetworks in BiH (in minutes)                                |
| Odlazni promet prema mobilnim mrežama u BiH (u minutama)                      | 97 934 308    | Outgoing traffic to mobile networks in BiH (in minutes)                                    |
| Međunarodni odlazni telefonski promet (u minutama)                            | 12 104 899    | Interantional outgoing fixed telephone traffic (in minutes)                                |
| Međunarodni dolazni telefonski promet (u minutama)                            | 33 621 401    | Interantional incoming fixed telephone traffic (in minutes)                                |
| Dial-up internet promet (u minutama)                                          | 487 218 040   | 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)



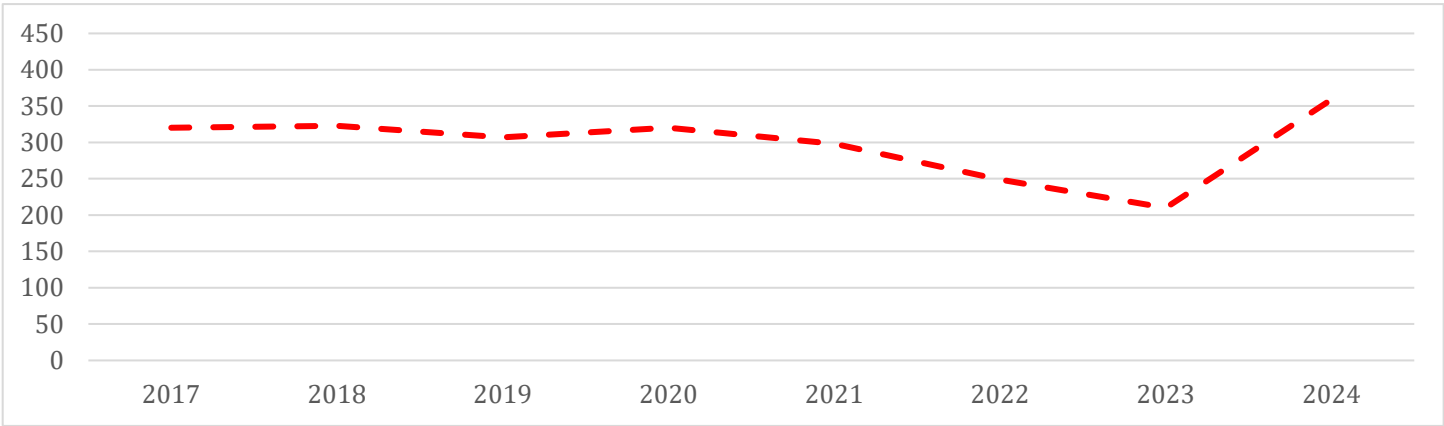
G.4. Ukupan međunarodni odlazni promet incumbent operatora (u milijunima minuta)  
G.4 Total Interantional outgoing traffic incumbent operators (in millions minutes)



T.1.2. Promet (koji su ostvarili altenativni operatori)  
T.1.2 Traffic (realised by alternative operators)

|                                                                                                                                        | 2024.       |                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Ukupni domaći odlazni promet alternativnih operatora (u minutama)                                                                      | 359 167 484 | Outgoing domestic traffic alternative operators (in minutes)                                                                                  |
| Međunarodni odlazni telefonski promet alternativnih operatora (u minutama) <sup>4</sup>                                                | 2 331 161   | International outgoing fixed telephone traffic alternative operators (in minutes) <sup>5</sup>                                                |
| Međunarodni dolazni telefonski promet alternativnih operatora (u minutama) <sup>5</sup>                                                | 3 741 526   | Interantional incoming fixed telephone traffic alternative operators (in minutes) <sup>6</sup>                                                |
| Međunarodni dolazni promet koji je došao preko alternativnih operatora i završio u fiksnim mrežama dominantnih operatora (u minutama)  | 9 017 301   | 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) | 15 130 810  | International incoming traffic that came through the alternative operator and ended in the mobile networks of dominant operators (in minutes) |

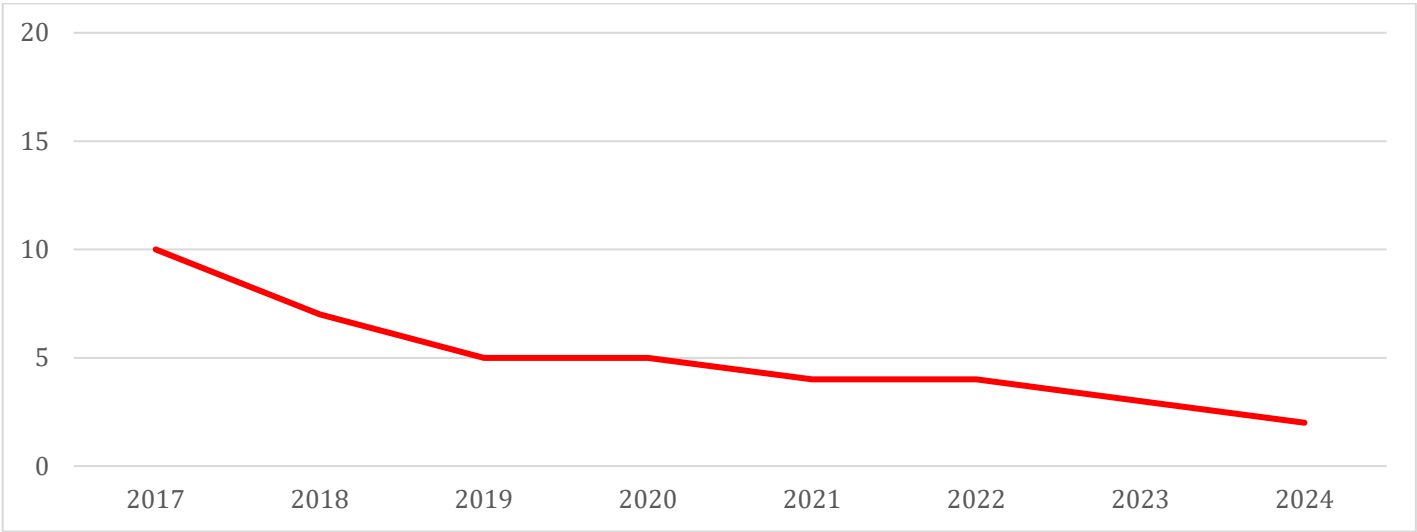
G.5. Ukupan domaći odlazni promet alternativnih operatora (u milijunima minuta)  
G.5 Total domestic outgoing traffic alternative operators (in millions minutes)



<sup>4</sup> 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 beeing redirected toward fix and mobile networks abroad.

<sup>5</sup> Međunarodni promet koji dolazi u vlastitu mrežu operatora.  
International traffic that uses the own network of telephone provider

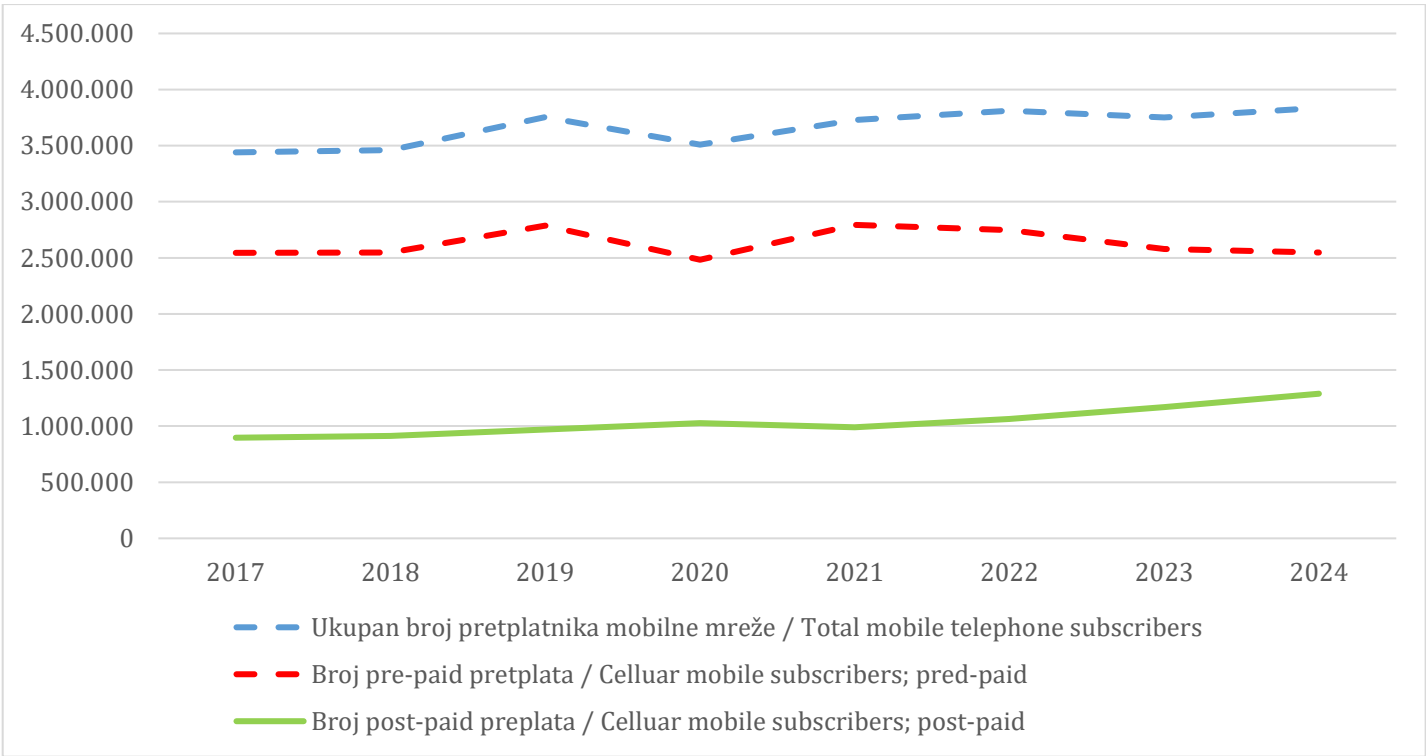
G.6. Ukupan međunarodni odlazni promet alternativnih operatora (u milijunima minuta)  
G.6 Total Interantional outgoing traffic alternative operators (in millions minutes)



T.2. Mobilna telefonska mreža  
T.2 Mobile Telephone Network

|                                        | 31.12.2024. |                                        |
|----------------------------------------|-------------|----------------------------------------|
| Ukupan broj pretplatnika mobilne mreže | 3 836 099   | Total mobile telephone subscribers     |
| Broj pre-paid pretplata                | 2 547 141   | Cellular mobile subscribers: pre-paid  |
| Broj post-paid pretplata               | 1 288 958   | Cellular mobile subscribers: post-paid |

G.7. Ukupan broj pretplatnika mobilne mreže  
G.7 Total mobile telephone subscribers



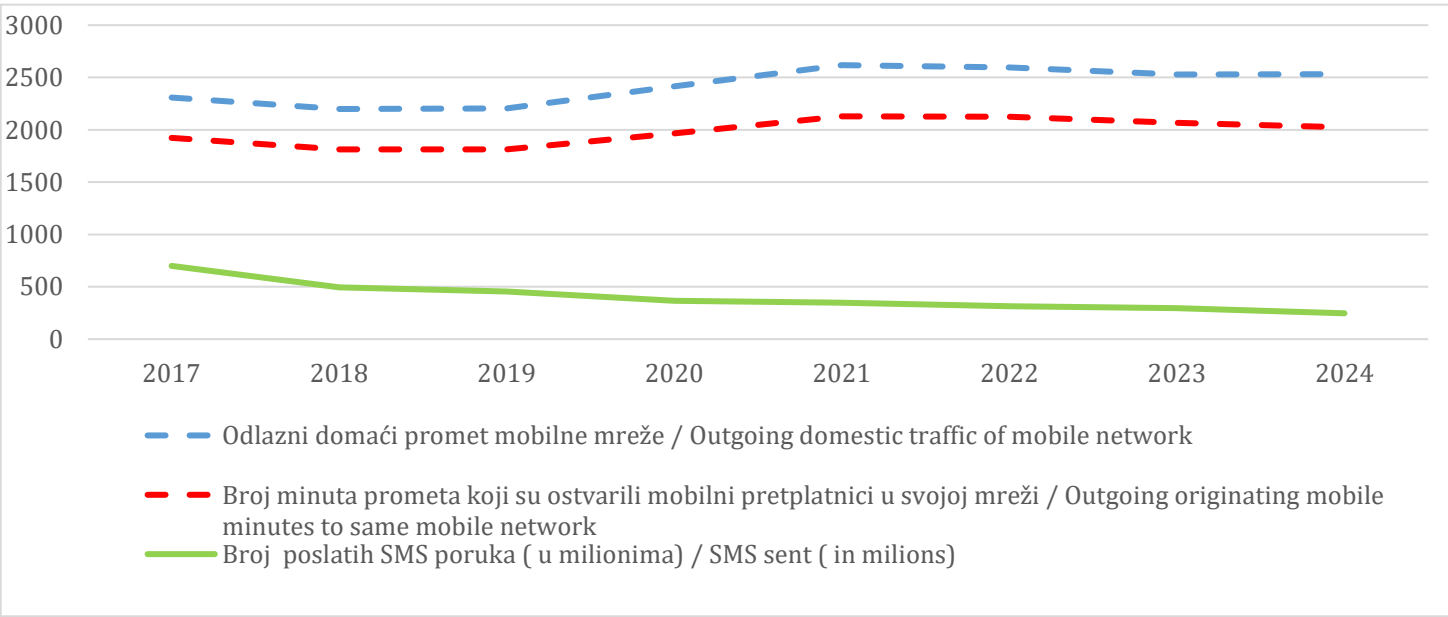
T.2.1. Promet ostvaren putem mobilne mreže

T.2.1 Traffic accomplished via mobile cellular network

|                                                                                                | 2024.         |                                                                                 |
|------------------------------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------------|
| Ukupni odlazni promet mobilne mreže u minutama (domaći saobraćaj), od toga:                    | 2 531 263 347 | Total Outgoing traffic of mobile network in minute(domestic traffic), of which: |
| Broj minuta prometa koji su ostvarili mobilni pretplatnici u svojoj mreži                      | 2 023 867 341 | Outgoing/originating mobile minutes to samemobile network.                      |
| Broj minuta prometa koji su ostvarili mobilni pretplatnici prema drugim mobilnim mrežama u BiH | 370 508 269   | Outgoing/originating mobile minutes to othermobile networks in BiH.             |
| Broj minuta prometa mobilna - fiksna                                                           | 136 887 737   | Outgoing mobile minutes to fixed networks                                       |
| Međunarodni odlazni promet ( u minutama)                                                       | 61 423 285    | International outgoing mobile traffic (in minutes)                              |
| Međunarodni dolazni promet ( u minutama)                                                       | 148 345 481   | International incoming mobile traffic (in minutes)                              |
| Broj poslanih SMS poruka                                                                       | 247 542 549   | SMS sent                                                                        |
| Broj poslanih MMS poruka                                                                       | 1 091 752     | MMS sent                                                                        |

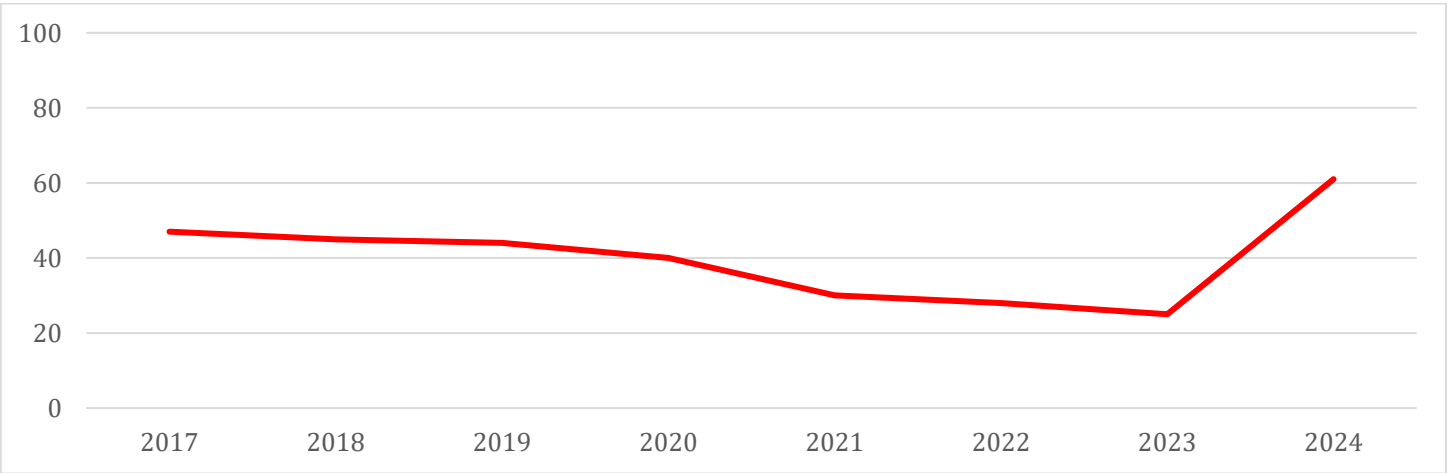
G.8. Promet ostvaren putem mobilne mreže (u milionima minuta)

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)



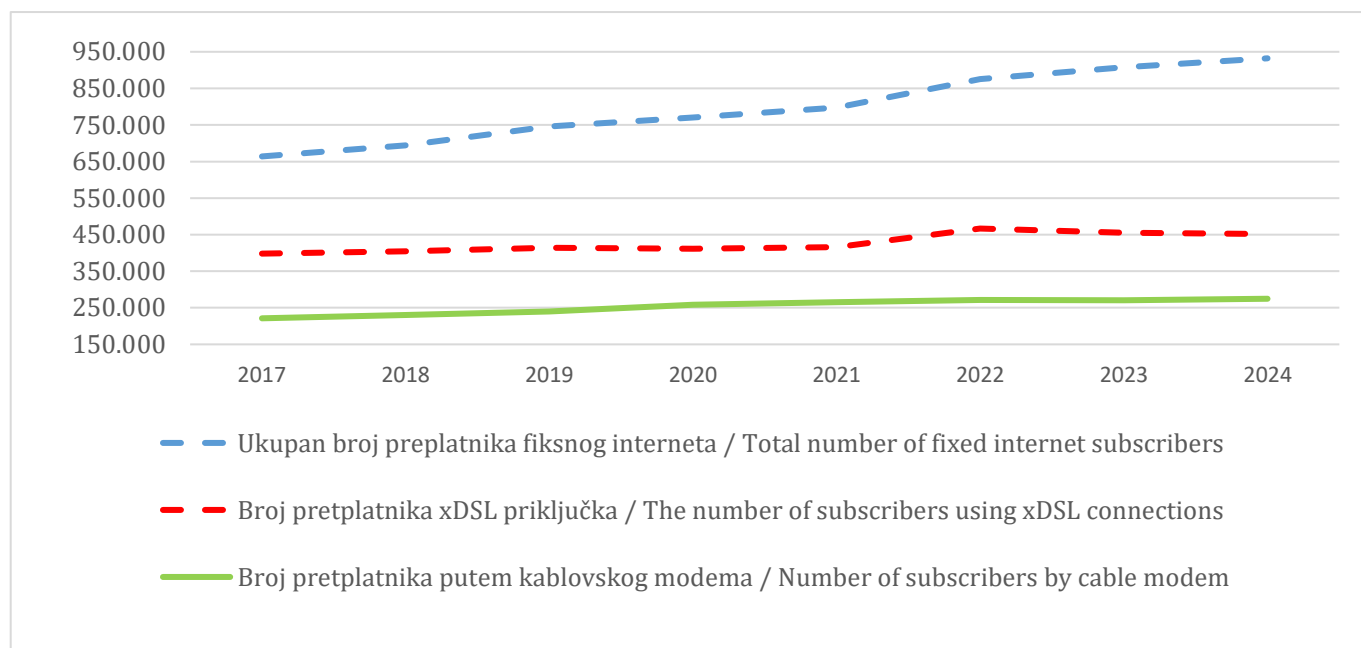
### T.3. Fiksni internet

#### T.3 Fixed internet

|                                                                  | 2024           |                                                                 |
|------------------------------------------------------------------|----------------|-----------------------------------------------------------------|
| Broj ISP-ova                                                     | 60             | <i>Number of ISPs</i>                                           |
| <b>Ukupan broj pretplatnika fiksnog interneta</b>                | <b>932 223</b> | <b><i>Total number of fixed internet subscribers</i></b>        |
| Broj pretplatnika putem xDSL priključaka                         | 451 776        | <i>The number of subscribers using xDSL connection</i>          |
| Broj pretplatnika putem kablovskog modema                        | 274 717        | <i>Number of subscribers by cable modem</i>                     |
| Broj pretplatnika putem FWA (fiksni bežični pristup) priključaka | 69 175         | <i>Number of subscribers by FWA (fixed wireless) connection</i> |
| Broj pretplatnika putem iznajmljenih linija                      | 2 220          | <i>The number of subscribers via leased lines</i>               |
| Broj pretplatnika putem FTTH priključaka                         | 134 312        | <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

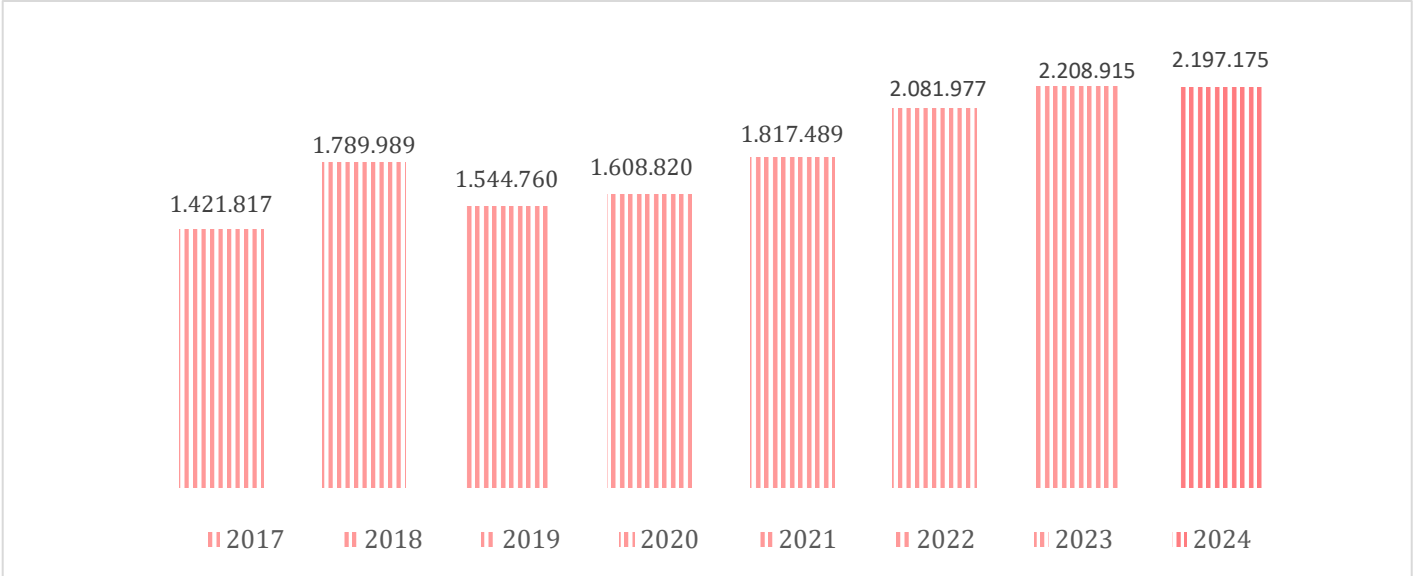
#### G.10 Fixed internet



T.4. Mobilni internet  
T.4 Mobile internet

|                                                                                                    | 2024.     |                                                                                     |
|----------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------|
| Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojsnog (broadband) pristupa | 2 197 175 | The number of subscribers of mobile Internet via a standard mobile broadband access |
| Broj pretplatnika mobilnog interneta putem namjenskog širokopojsnih (broadband) pristupa           | 19 058    | The number of subscribers of mobile Internet via dedicated broadband access         |

G.11. Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojsnog (broadband) pristupa  
G.11 The number of subscribers of mobile Internet via a standard mobile broadband access



## METODOLOŠKA OBJAŠNJENJA

### 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 širokopojasnim internet uslugama realiziran putem optičkog vlakna.

**xDSL** (digitalna pretplatnička linija) je širokopojasni pristup internet uslugama realiziran putem upredene bakarne parice. Tu spadaju širokopojasne 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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**Telefon/Phone: +387 (33) 911 911 | Telefaks/Telefax: +387 (33) 220 622**  
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**Odgovorne osobe/Responsible persons:**

**Velimir Jukić, pomoćnik ravnateljice za poslovne statistike**  
*Velimir Jukić, Assistant Director of Business Statistics*

**Fahir Kanlić, šef Odjela za statistiku industrije i građevinarstva**  
*Fahir Kanlić, Head of Department for Industry and Construction Statistics*

**Vesna Čužić, ravnateljica**  
*Vesna Čužić, Director*

**Priopćenje priredila: Dženita Babić**  
*Prepared by: Dženita Babić*



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