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INFORMACIONO DRUŠTVO

INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, četvrti kvartal 2025.

ELECTRONIC COMMUNICATIONS, fourth quarter 2025

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u četvrtom kvartalu 2025. godine iznosio je 415 383 što predstavlja pad od 6,4% u odnosu na četvrti kvartal 2024. godine.

Total number of fixed telephone lines of dominant operators in the fourth quarter 2025 was 415 383 which represents a decrease of 6.4% compared to the fourth quarter 2024.

Ukupni odlazni saobraćaj fiksne telefonske mreže u četvrtom kvartalu 2025. godine iznosio je 178 584 643 minuta, što pokazuje pad od 11,5% u odnosu na četvrti kvartal 2024. godine.

The total traffic of fixed telephone network in the fourth quarter 2025 was 178 584 643 minutes which shows a decrease of 11.5% compared to the fourth quarter 2024.

Broj korisnika mobilne mreže u četvrtom kvartalu 2025. godine iznosio je 3 791 707 i bilježi pad od 1,2% u odnosu na četvrti kvartal 2024. godine. Ukupni odlazni saobraćaj mobilne mreže u četvrtom kvartalu 2025. godine iznosio je 691 221 388 minuta, što pokazuje rast od 4,5% u odnosu na četvrti kvartal 2024. godine.

Number of mobile phone users in the fourth quarter 2025 was 3 791 707 which shows an decrease of 1.2% compared to the fourth quarter 2024. The total traffic of mobile telephone network in the fourth quarter of 2025 was 691 221 388 minutes which shows an increase of 4.5% compared to the fourth quarter of 2024.

Broj poslanih SMS poruka u četvrtom kvartalu 2025. godine veći je za 11,2%, broj poslanih MMS poruka veći je za 70,1% u odnosu na četvrti kvartal 2024. godine.

Number of SMS messages sent in the fourth quarter 2025 increased by 11.2%, while the number of MMS messages sent increased by 70.1%, compared to the fourth quarter 2024.

Ukupan broj internet priključaka putem fiksne mreže u četvrtom kvartalu 2025. godine iznosio 950 958 i bilježi rast od 2,1% u odnosu na četvrti kvartal 2024. godine.

The total number of Internet connections via the fixed network in the fourth quarter of 2025 was 950 958 which shows an increase of 2.1% compared to the fourth quarter 2024.

1. FIKSNA TELEFONSKA MREŽA

Tabela 1.1 Fiksna telefonska mreža

Table 1.1 Fixed telephone network

	IV Kvartal quarter	IV Kvartal quarter	III Kvartal quarter	IV Kvartal quarter	IV 2025 III 2025	IV 2025 IV 2024	
	2023.	2024.	2025.	2025.	Indeksi/Indices		
Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera	472 720	443 613	429 672	415 383	96,7	93,6	Total number of fixed telephone lines of dominant operators
Broj novih operatera fiksne telefonije	10	9	8	8	100,0	88,9	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	140 926	139 432	139 748	140 190	100,3	100,5	The total number of own subscribers to new operators
Ukupan broj prenesenih brojeva	108 665	112 796	114 617	115 085	100,4	102,0	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 operatera

Graph 1.1 Fixed telephone network - Total number of fixed telephone lines of incumbent operator

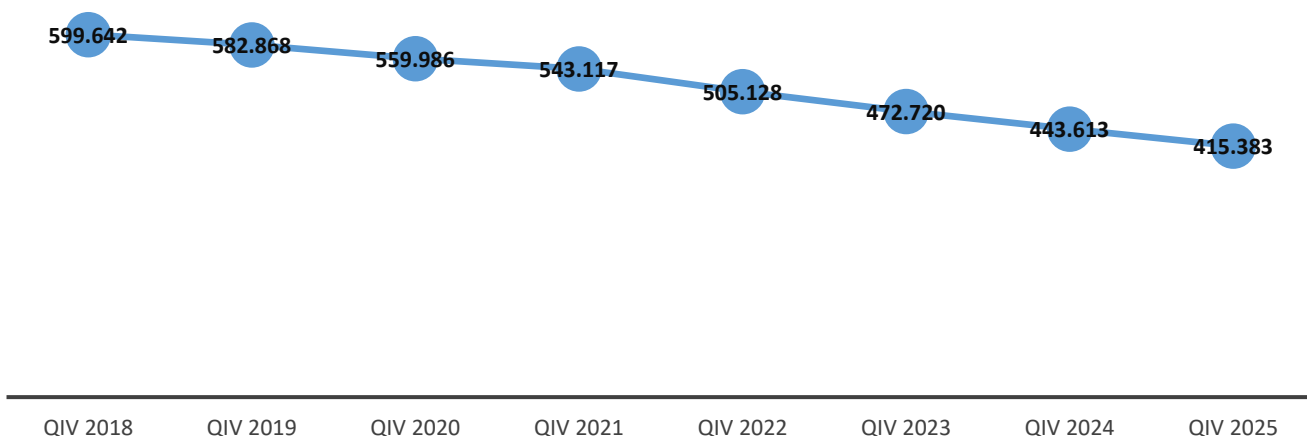


Tabela 1.2 Odlazni saobraćaj operatera fiksne telefonije

Table 1.2 Outgoing traffic fixed - line operator

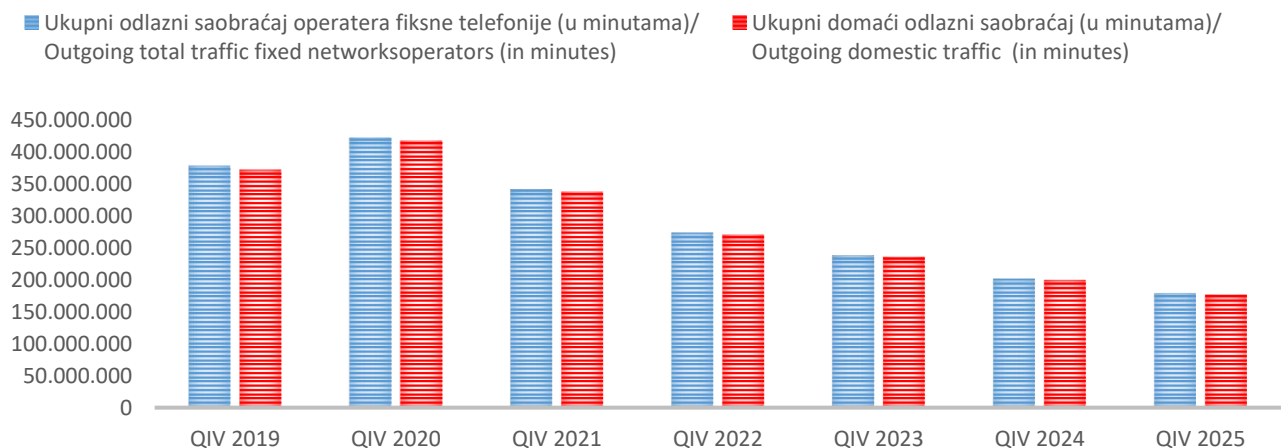
Odlazni saobraćaj operatera u minutama	IV Kvartal/ quarter	IV Kvartal/ quarter	IV Kvartal/ quarter	III Kvartal/ quarter	IV Kvartal/ quarter	Outgoing traffic operators in minutes
	2022.	2023.	2024.	2025.	2025.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	273 722 198	238 350 668	201 777 900	169 955 047	178 584 643	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	270 161 127	235 584 710	199 575 371	168 603 960	176 728 686	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	3 561 070	2 765 958	2 202 529	1 351 086	1 855 957	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 2025 IV 2023	IV 2025 IV 2024	IV 2025 III 2025	Indicies by indicators outgoing traffic fixed-line operator
	Ukupno odlazni saobraćaj operatera fiksne telefonije	74,9	88,5	
Ukupni domaći odlazni saobraćaj	75,0	88,6	104,8	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	67,1	84,3	137,4	International outgoing fixed telephone traffic

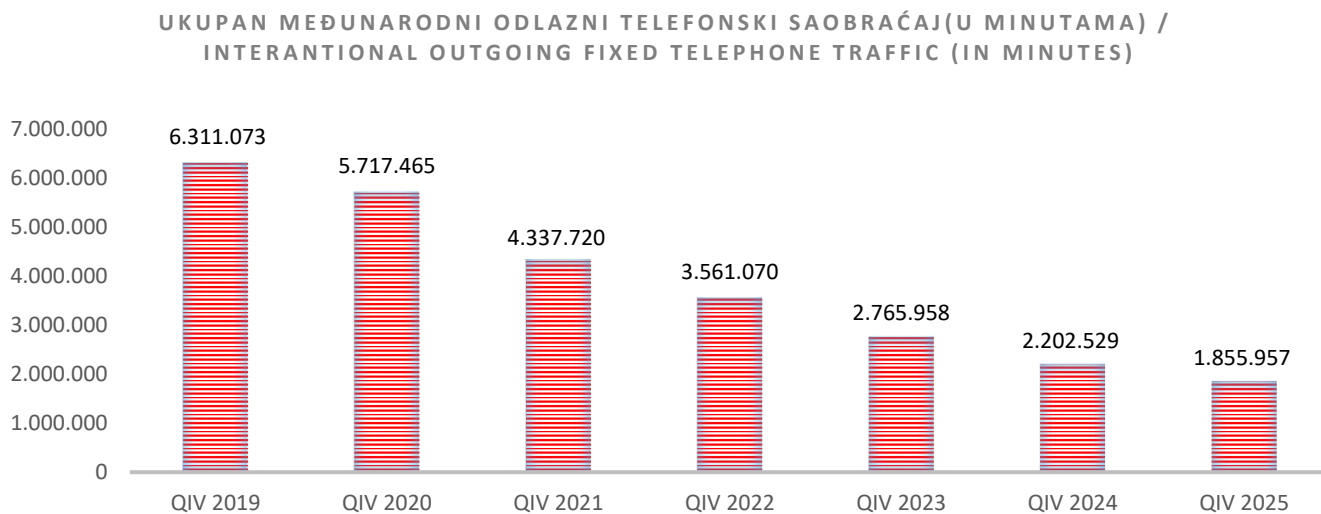
Grafikon 1.2 Saobraćaj ostvaren putem fiksne telefonske mreže

Graph 1.2 Traffic accomplished via fixed telephone network



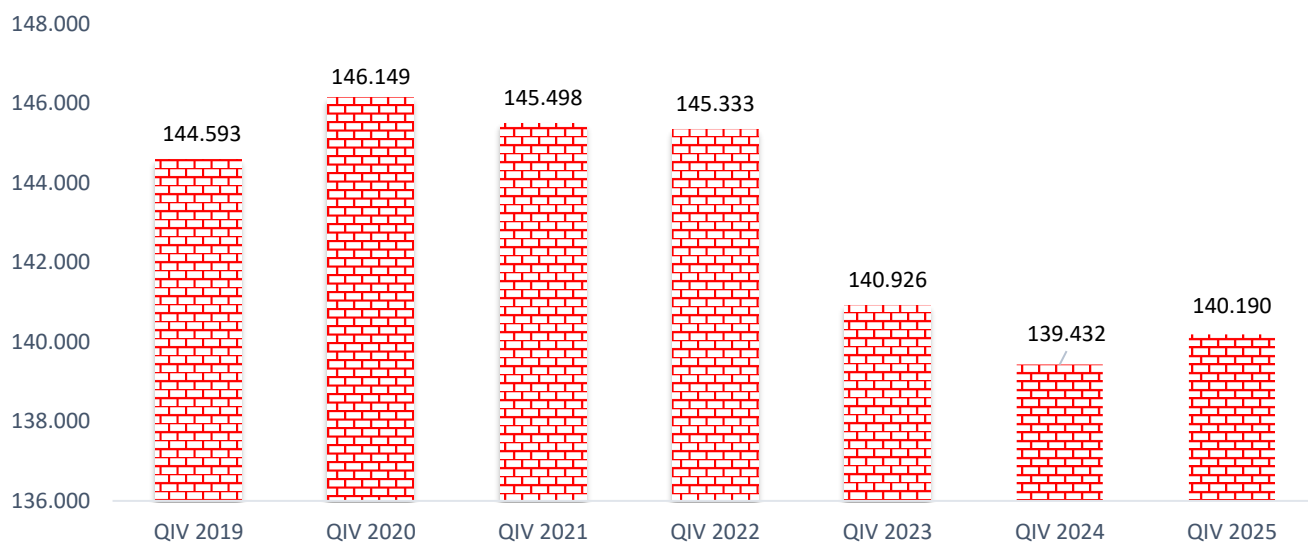
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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



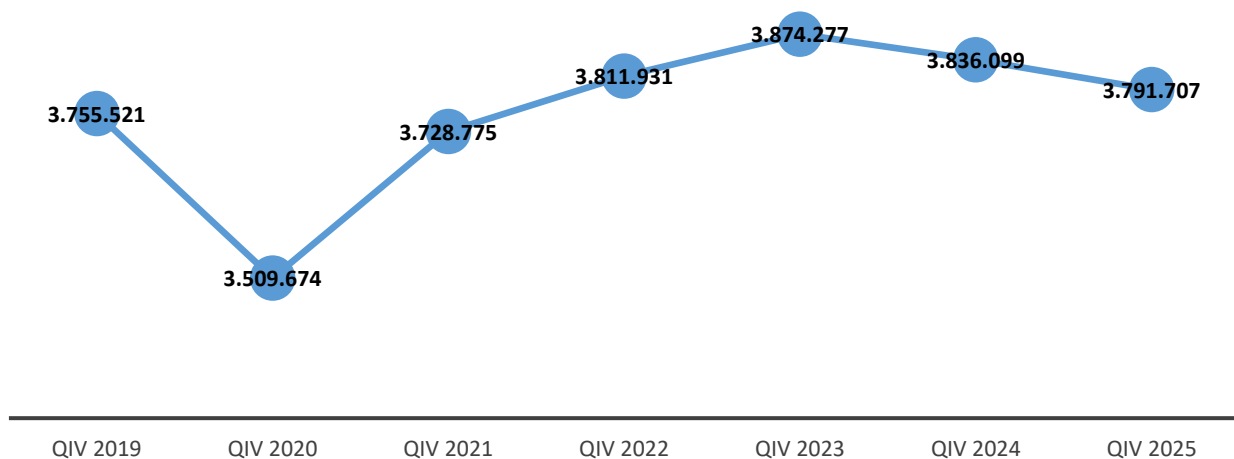
2 MOBILNA TELEFONSKA MREŽA

Tabela 2 Mobilna telefonska mreža
Table 2 Mobile telephone network

	IV Kvartal quarter 2023.	IV Kvartal quarter 2024.	III Kvartal quarter 2025.	IV Kvartal quarter 2025.	IV 2025 III 2025	IV 2025 IV 2024	
					Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3 874 277	3 836 099	3 853 287	3 791 707	98,4	98,8	Total number of mobile network users
Penetracija mobilne telefonije	112,82%	112,10%	112,93%	111,13%	98,4	99,1	Penetration of mobile telephony
Ukupan broj prenesenih brojeva	144 867	174 230	205 328	216 724	105,6	124,4	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	646 624 422	661 282 651	632 200 415	691 221 388	109,3	104,5	Total outgoing traffic of mobile operators (in minutes)
Broj poslatih SMS poruka	68 743 356	57 719 122	53 171 656	64 161 836	120,7	111,2	SMS sent
Broj poslatih MMS poruka	340 903	239 537	373 144	407 385	109,2	170,1	MMS sent

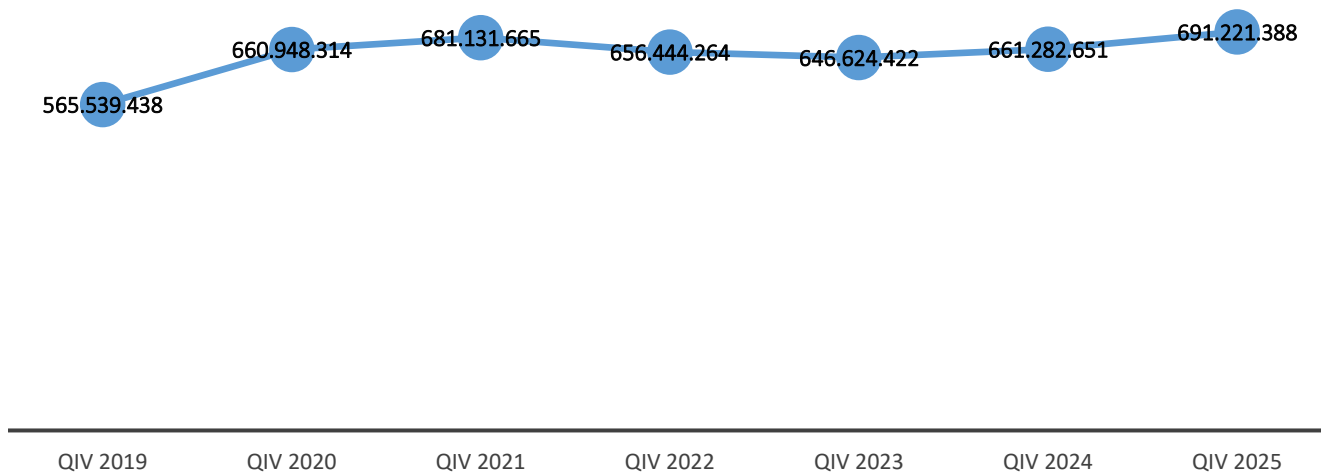
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)
 Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

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



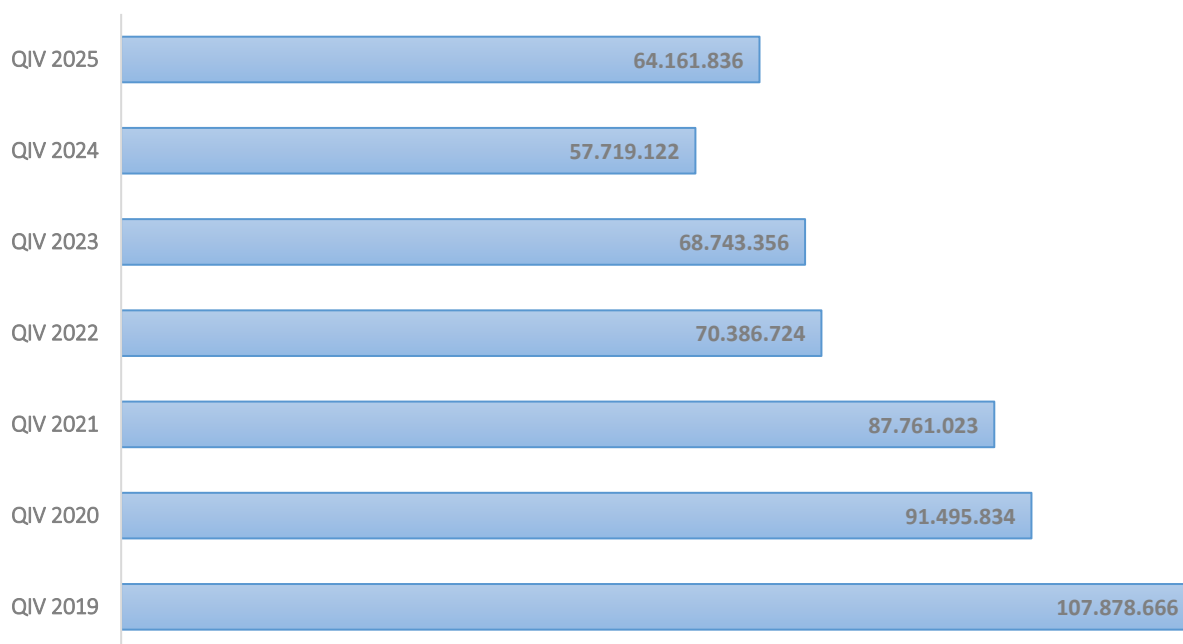
Grafikon 2.2 Odlazni saobraćaj mobilne telefonije (u minutama)

Graph 2.2 Outgoing traffic of mobile operators (in minutes)



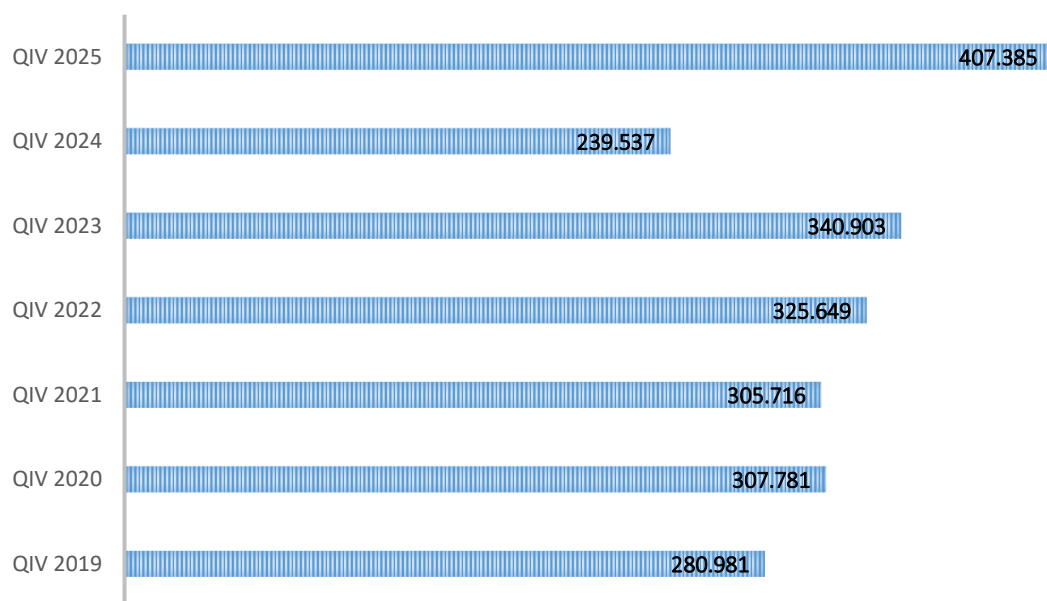
Grafikon 2.3 Broj poslatih SMS poruka

Graph 2.3 SMS sent



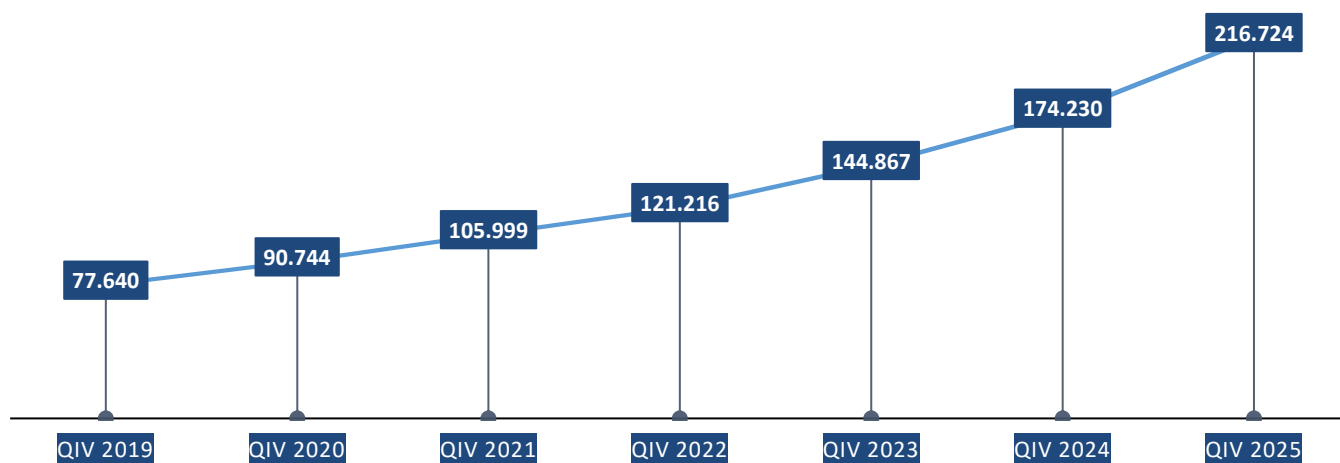
Grafikon 2.4 Broj poslatih MMS poruka

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

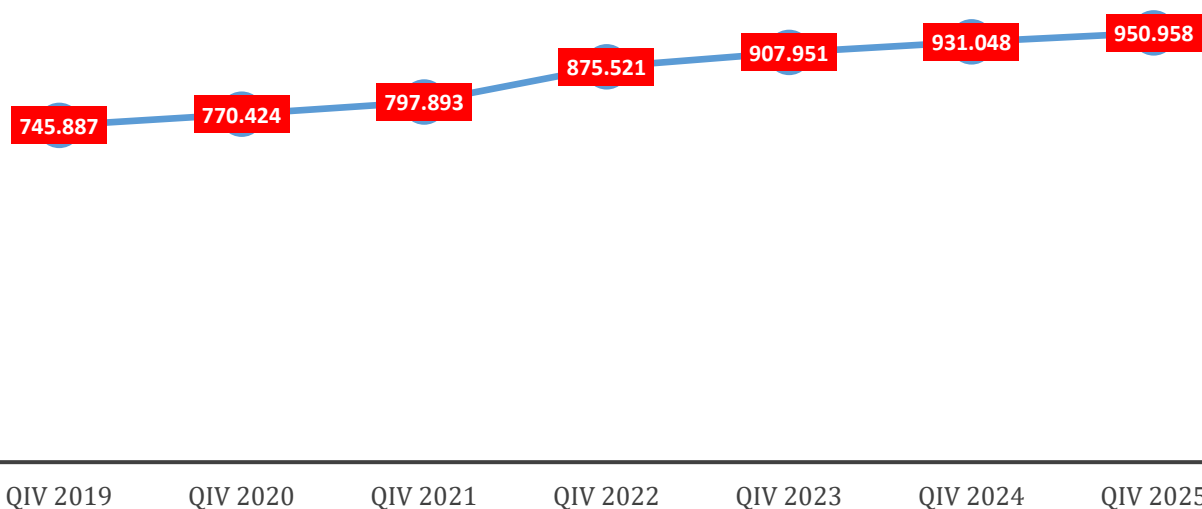
	IV Kvartal quarter	IV Kvartal quarter	III Kvartal quarter	IV Kvartal quarter	IV 2025 III 2025	IV 2025 IV 2024	
	2023.	2024.	2025.	2025.	Indeksi/Indices		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	907 951	931 048	943 433	950 958	100,8	102,1	Total number of broadband subscribers
Broj xDSL priključaka	455 381	451 776	446 227	445 329	99,8	98,6	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	270 869	274 717	271 166	270 842	99,9	98,6	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	65 331	68 023	68 727	70 792	103,0	104,1	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	2 096	2 220	2 236	2 264	101,3	102,0	Number of subscribers via leased lines
Broj priključaka FTTx	114 251	134 289	155 056	161 710	104,3	120,4	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	115,65%	118,96%	121,18%	122,19%	100,8	102,7	Penetration rate of Internet users via the fixed network

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

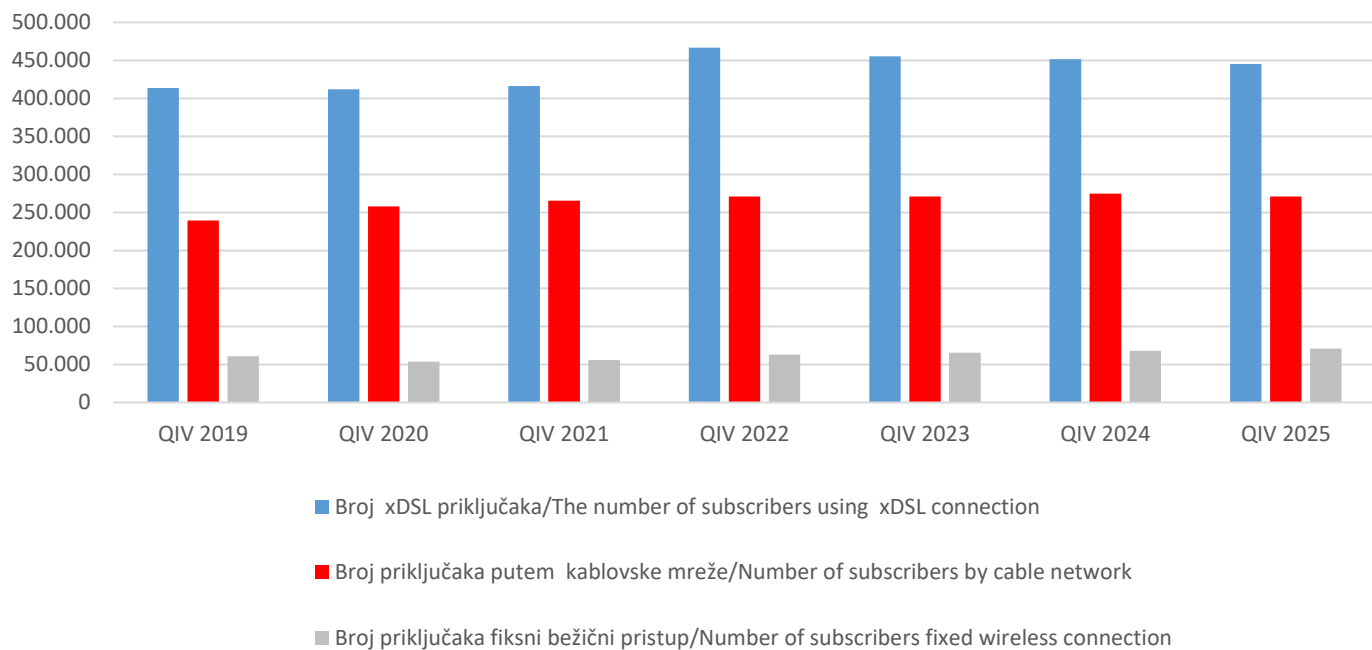
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

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 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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