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INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, prvi kvartal 2026.

ELECTRONIC COMMUNICATIONS, first quarter 2026

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera u prvom kvartalu 2026. godine iznosio je 466 742 što predstavlja rast od 6,5% u odnosu na prvi kvartal 2025. godine.

Total number of fixed telephone lines of dominant operators in the first quarter 2026 was 466 742 which represents a increased of 6.5% compared to the first quarter 2025.

Ukupni odlazni saobraćaj fiksne telefonske mreže u prvom kvartalu 2026. godine iznosio je 167 075 840 minuta, što pokazuje pad od 12,9% u odnosu na prvi kvartal 2025. godine.

The total traffic of fixed telephone network in the first quarter 2026 was je 167 075 840 minutes which shows an decreased of 12.9% compared to the first quarter 2025.

Broj korisnika mobilne mreže u prvom kvartalu 2026. godine iznosio je 3 636 571 i bilježi pad od 1,1% u odnosu na prvi kvartal 2025. godine. Ukupni odlazni saobraćaj mobilne mreže u prvom kvartalu 2026. godine iznosio je 693 936 881 minuta, što pokazuje rast od 16,0% u odnosu na prvi kvartal 2025. godine.

Number of mobile phone users in the first quarter 2026 was 3 636 571 which shows an decrease of 1.1% compared to the first quarter 2025. The total traffic of mobile telephone network in the first quarter of 2026 was 693 936 881 minutes which shows an increased of 16.0% compared to the first quarter of 2025.

Broj poslanih SMS poruka u prvom kvartalu 2026. godine veći je za 18,8%, broj poslanih MMS poruka veći je za 8,8% u odnosu na prvi kvartal 2025. godine.

Number of SMS messages sent in the first quarter 2026 increased by 18.8%, while the number of MMS messages sent increased by 8.8%, compared to the first quarter 2025.

Ukupan broj internet priključaka putem fiksne mreže u prvom kvartalu 2026. godine iznosio je 954 114 i bilježi rast od 4,5% u odnosu na prvi kvartal 2025. godine.

The total number of Internet connections via the fixed network in the first quarter of 2026 was 954 114 which shows an increase of 4.5% compared to the first quarter 2025.

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 2026. IV 2025.	I 2026. I 2025.	
	2023.	2024.	2025.		2026.	Indeksi/Indices		
Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatera	499 575	470 721	438 055	415 383	466 742	112,4	106,5	Total number of fixed telephone lines of dominant operators
Broj novih operatera fiksne telefonije	12	10	9	8	8	100,0	88,9	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	142 806	138 299	139 041	140 190	141 222	100,7	101,6	The total number of own subscribers to new operators
Ukupan broj prenesenih brojeva	106 618	109 200	113 954	115 085	115 726	100,6	101,6	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

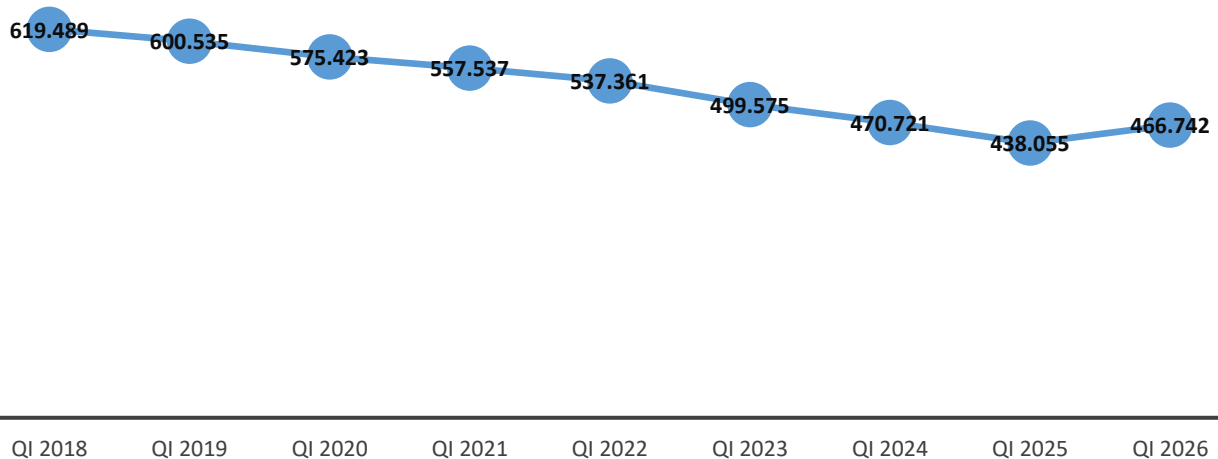


Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije, u milionima minuta

Table 1.2 Outgoing traffic fixed - line operator, in millions of minutes

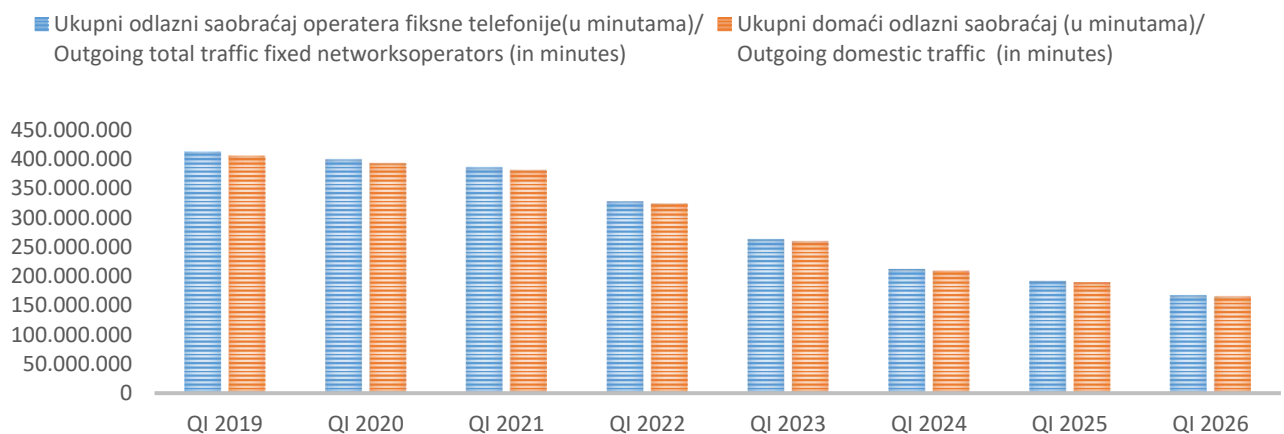
Odlazni saobraćaj operatera u milionama minuta	I Kvartal/ quarter	I Kvartal/ quarter	I Kvartal/ quarter	I Kvartal/ quarter	IV Kvartal/ quarter	I Kvartal/ quarter	Outgoing traffic operators in millions of minutes
	2022.	2023.	2024.	2025.	2025.	2026.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	327 377 522	263 027 641	211 924 241	191 853 608	178 584 643	167 075 840	Outgoing total traffic fixed
Ukupni domaći odlazni saobraćaj	323 548 181	259 995 234	209 420 905	189 840 633	176 728 686	165 508 880	Networks operators Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	3 829 342	3 032 407	2 503 336	2 012 974	1 855 957	1 566 960	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 2026. I 2024.	I 2026. I 2025.	I 2026. IV 2025.	Indicies by indicators outgoing traffic fixed-line operator
Ukupno odlazni saobraćaj operatera fiksne telefonije	78,8	87,1	93,6	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	79,0	87,2	93,7	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	62,6	77,8	84,4	International outgoing fixed telephone traffic

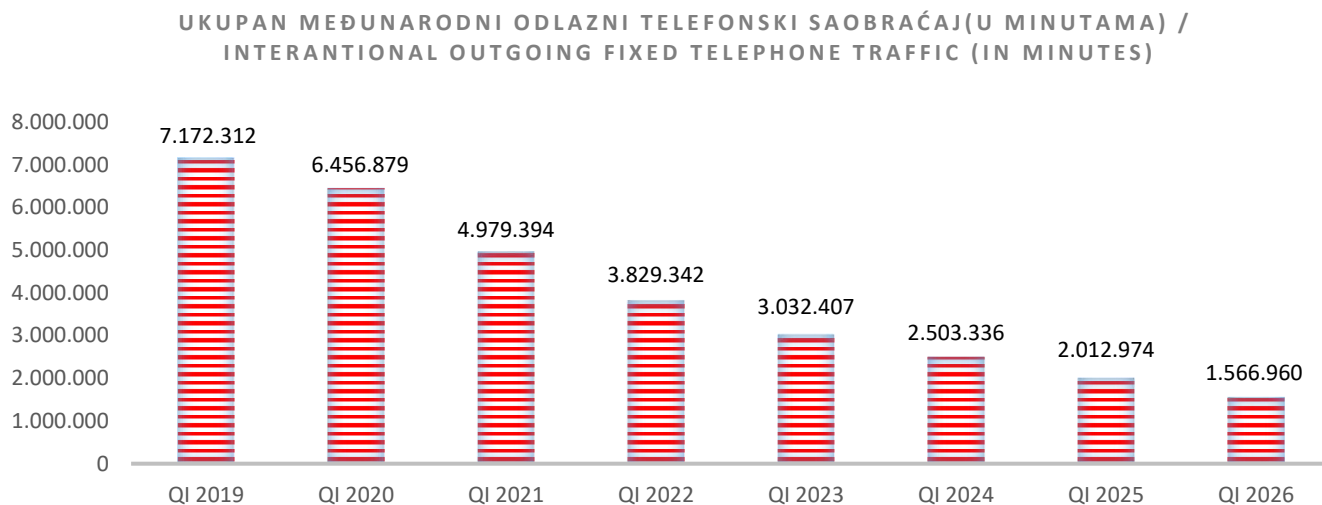
Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže

Graph 1.2 Traffic accomplished via fixed telephone network



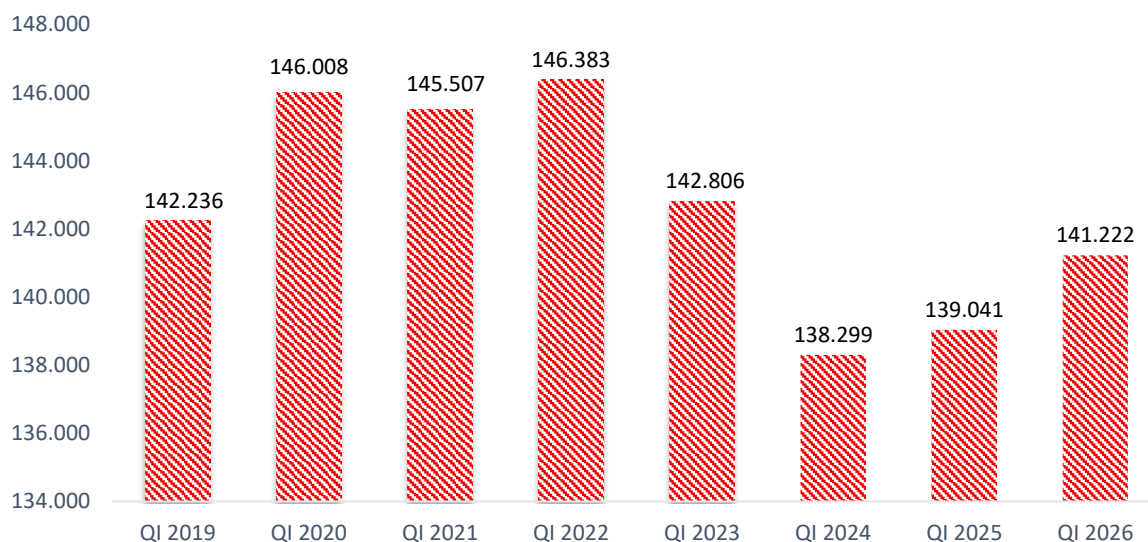
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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

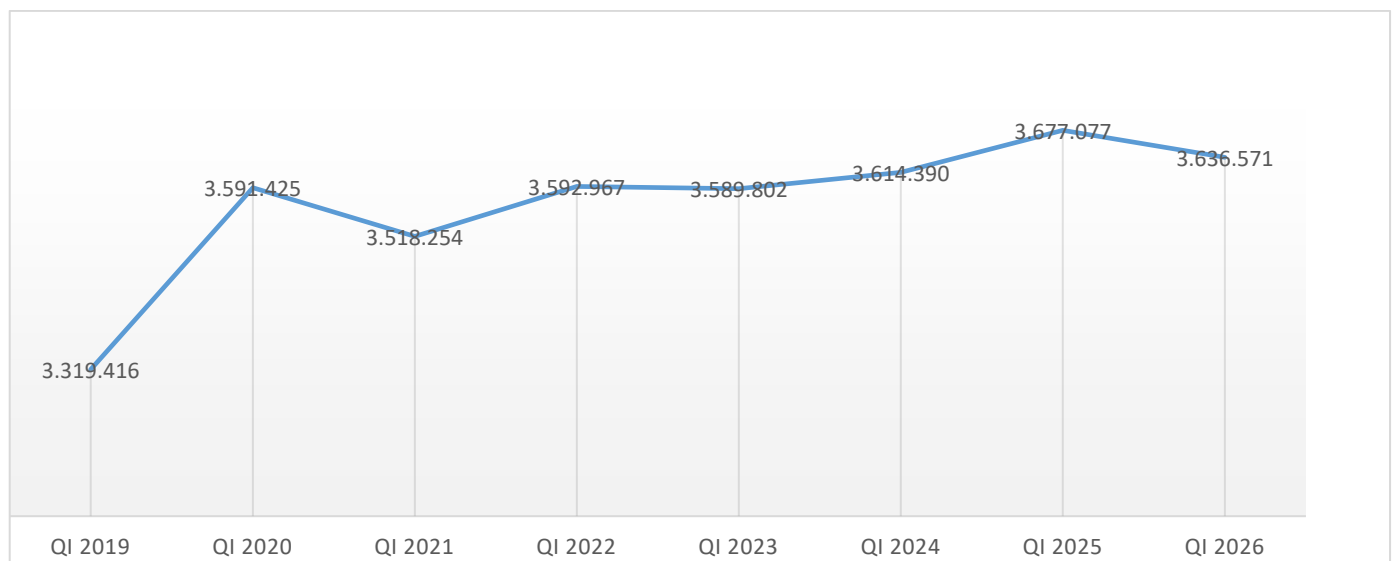
Table 2 Mobile telephone network

	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2026. IV 2025.	I 2026. I 2025.	
	2024.	2025.		2026.	Indeksi/Indicies		
Ukupan broj korisnika mobilne mreže	3 614 390	3 677 077	3 791 707	3 636 571	95,9	98,9	Total number of mobile network users
Penetracija mobilne telefonije	105,25%	107,45%	111,13%	106,58%	95,9	99,2	Penetration of mobile telephony
Ukupan broj prenesenih brojeva	152 628	184 002	216 724	228 571	105,5	124,2	The total number of transferred numbers
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	609 312 203	598 069 878	691 221 388	693 936 881	100,4	116,0	Total outgoing traffic of mobile operators (in minutes)
Broj poslatih SMS poruka	60 795 568	50 202 288	64 161 836	59 645 508	93,0	118,8	SMS sent
Broj poslatih MMS poruka	277 971	318 767	407 385	346 894	85,2	108,8	MMS sent

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

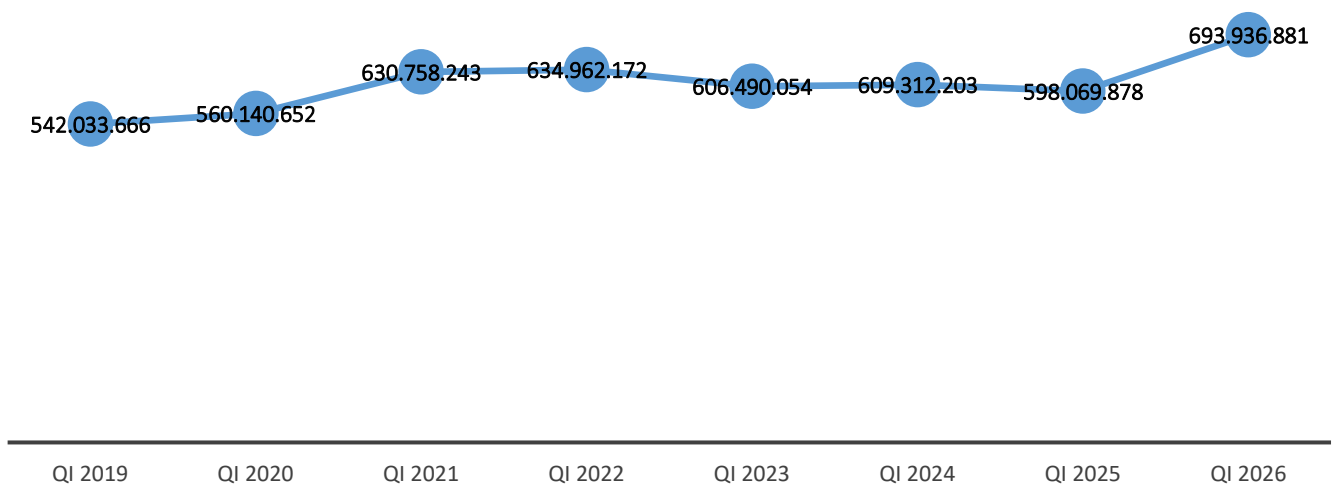
Grafikon 2.1. Broj korisnika telefonskih usluga u mobilnoj telefoniji

Graph 2.1 Number of users of telephone services in mobile telephony



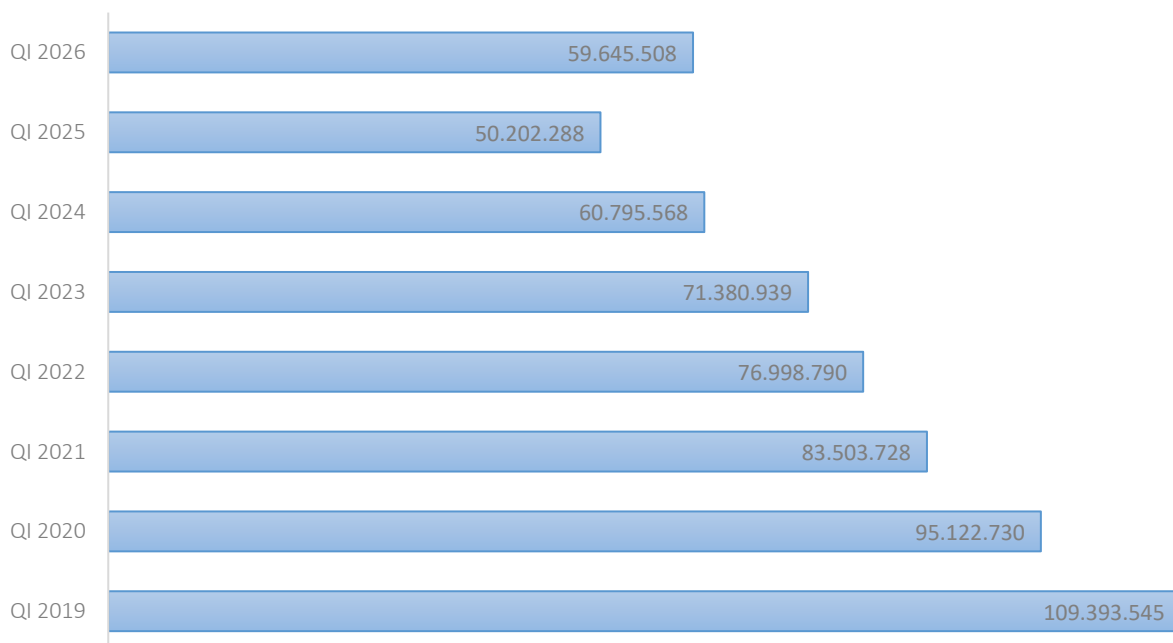
Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama)

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



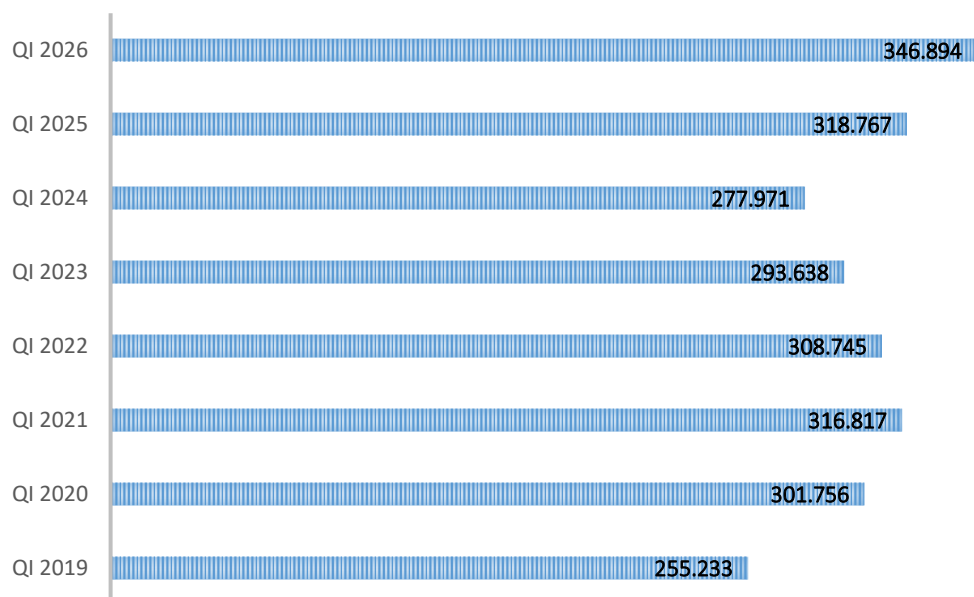
Grafikon 2.3. Broj poslatih SMS poruka

Graph 2.3 SMS sent



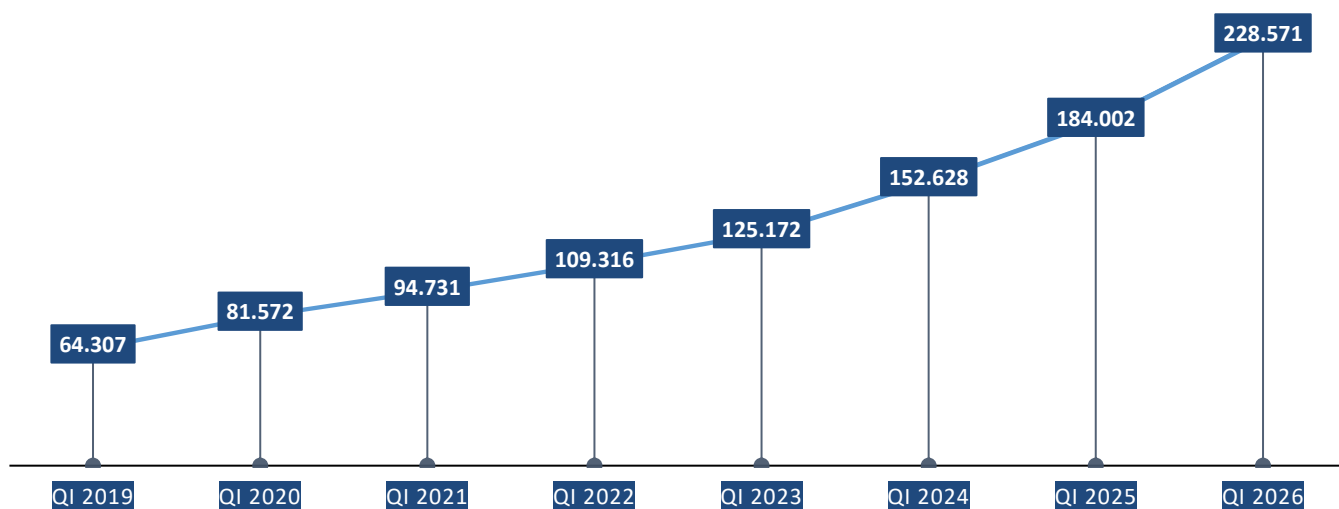
Grafikon 2.4. Broj poslatih MMS poruka

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

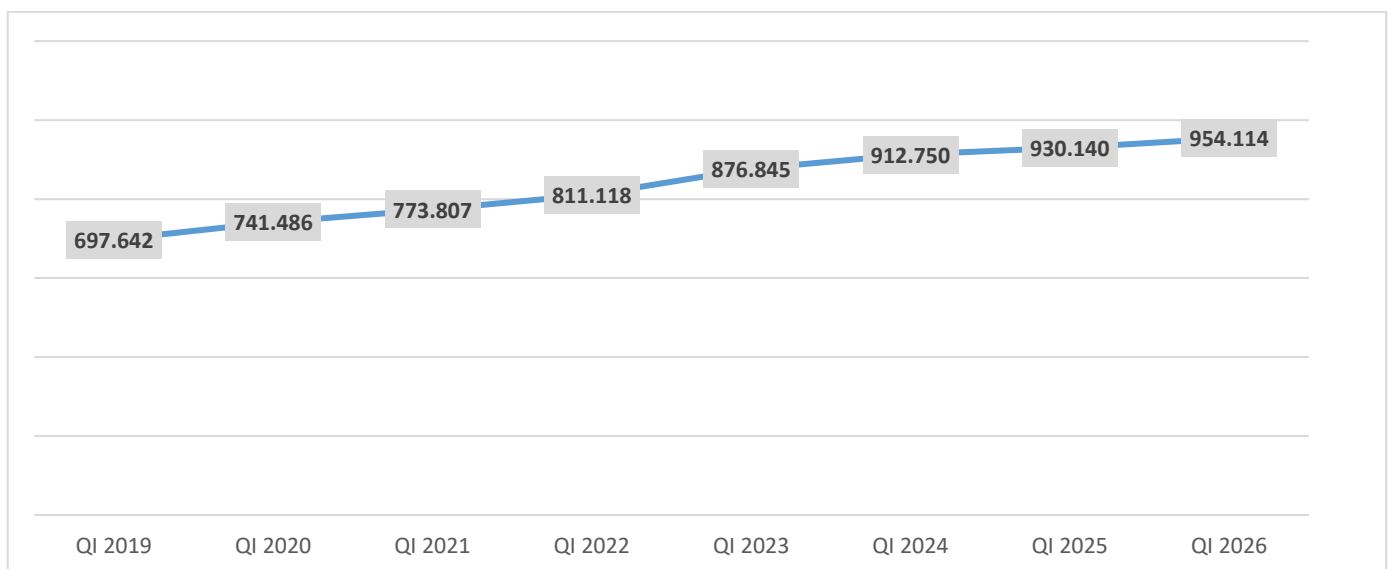
Table 3 Internet access

	I Kvartal quarter	I Kvartal quarter	IV Kvartal quarter	I Kvartal quarter	I 2026. IV 2025.	I 2026. I 2025.	
	2024.	2025.		2026.	Indeksi/Indicies		
Ukupan broj priključaka širokopojsnog pristupa internetu putem fiksne mreže	912 750	930 140	950 958	954 114	100,3	104,5	Total number of broadband subscribers
Broj xDSL priključaka	453 597	447 936	445 329	443 952	99,7	97,9	Number of subscribers using xDSL connection
Broj priključaka putem kablovske mreže	271 093	269 024	270 842	270 421	99,8	99,8	Number of subscribers by cable network
Broj priključaka fiksni bežični pristup	67 177	67 183	70 792	67 594	95,5	100,6	Number of subscribers fixed wireless connection
Broj priključaka putem iznajmljene linije	2 105	2 204	2 264	2 251	99,4	106,9	Number of subscribers via leased lines
Broj priključaka FTTx	118 755	143 771	161 710	169 195	104,6	142,5	Number of subscribers via FTTx connection
Broj priključaka putem ostalih tehnologija	16	15	14	694	4957,1	4337,5	Number of subscribers using other technologies
Stopa penetracije korisnika interneta putem fiksne mreže	116,06%	118,46%	122,19%	123,31%	100,9	106,2	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)

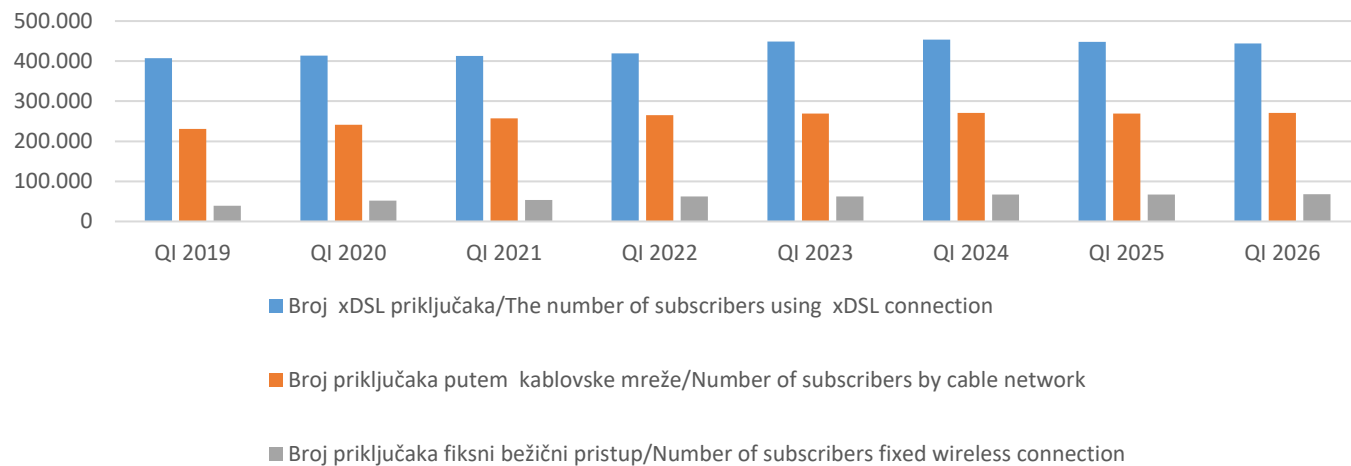
Grafikon 3.1. Ukupan broj priključaka širokopojsnog pristupa internetu putem fiksne mreže

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 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.

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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