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INFORMACIONO DRUŠTVO

INFORMATION SOCIETY

ELEKTRONSKE KOMUNIKACIJE, drugi kvartal 2026.

ELECTRONIC COMMUNICATIONS, second quarter 2026

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u drugom kvartalu 2026. godine iznosio je 461 890 što predstavlja rast od 7,0% u odnosu na drugi kvartal 2025. godine.

Total number of fixed telephone lines of dominant operators in the second quarter 2026 was 461 890 which represents a increase of 7.0% compared to the second quarter 2025.

Ukupni odlazni saobraćaj fiksne telefonske mreže u drugom kvartalu 2026. godine iznosio je 154 423 004 minuta, što pokazuje pad od 12,1% u odnosu na drugi kvartal 2025. godine.

The total traffic of fixed telephone network in the second quarter 2026 was je 154 423 004 minutes which shows a decrease of 12.1% compared to the second quarter 2025.

Broj korisnika mobilne mreže u drugom kvartalu 2026. godine iznosio je 3 623 359 i bilježi pad od 1,0% u odnosu na drugi kvartal 2025. godine. Ukupni odlazni saobraćaj mobilne mreže u drugom kvartalu 2026. godine iznosio je 749 054 227 minuta, što pokazuje rast od 18,3% u odnosu na drugi kvartal 2025. godine.

Number of mobile phone users in the second quarter 2026 was 3 623 359 which shows an decrease of 1.0% compared to the second quarter 2025. The total traffic of mobile telephone network in the second quarter of 2026 was 749 054 227 minutes, which shows a increase of 18.3% compared to the second quarter of 2025.

Broj poslanih SMS poruka u drugom kvartalu 2026. godine veći je za 17,2%, broj poslanih MMS poruka veći je za 5,6% u odnosu na drugi kvartal 2025. godine.

Number of SMS messages sent in the second quarter 2026 increased by 17.2%, while the number of MMS messages sent increased by 5.6%, compared to the second quarter 2025.

Ukupan broj internet priključaka putem fiksne mreže u drugom kvartalu 2026. godine iznosio 964 025 i bilježi rast od 2,8% u odnosu na drugi kvartal 2025. godine.

The total number of Internet connections via the fixed network in the second quarter of 2026 was 964 025 which shows an increase of 2.8% compared to the second quarter 2025.

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 2026 I 2026	II 2026 II 2025	
	2024.	2025.	2026.	2026.	Indeksi/Indicies		
Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora	451 669	431 494	466 742	461 890	103,4	107,0	Total number of fixed telephone lines of dominant operators
Broj novih operatera fiksne telefonije	10	8	8	8	100,0	100,0	The number of new fixed telephony operator
Ukupan broj vlastitih pretplatnika novih operatera	139 530	138 139	141 222	142 149	100,7	102,9	The total number of own subscribers to new operators
Ukupan broj prenesenih brojeva	111 637	114 310	115 726	116 110	100,3	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 operatora
Graph 1.1 Fixed telephone network - Total number of fixed telephone lines of incumbent operator

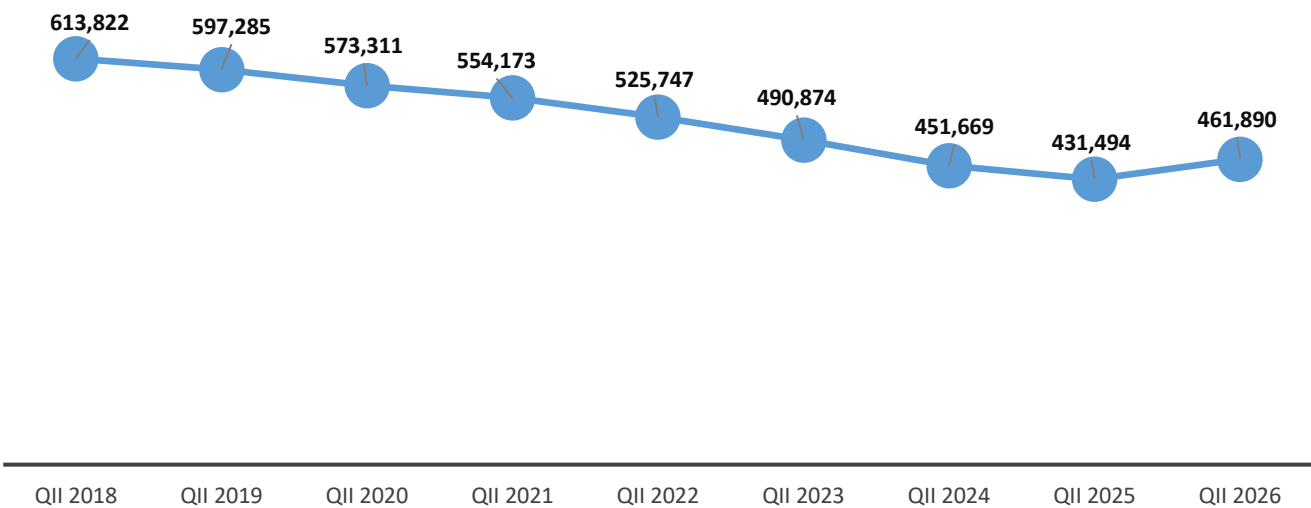


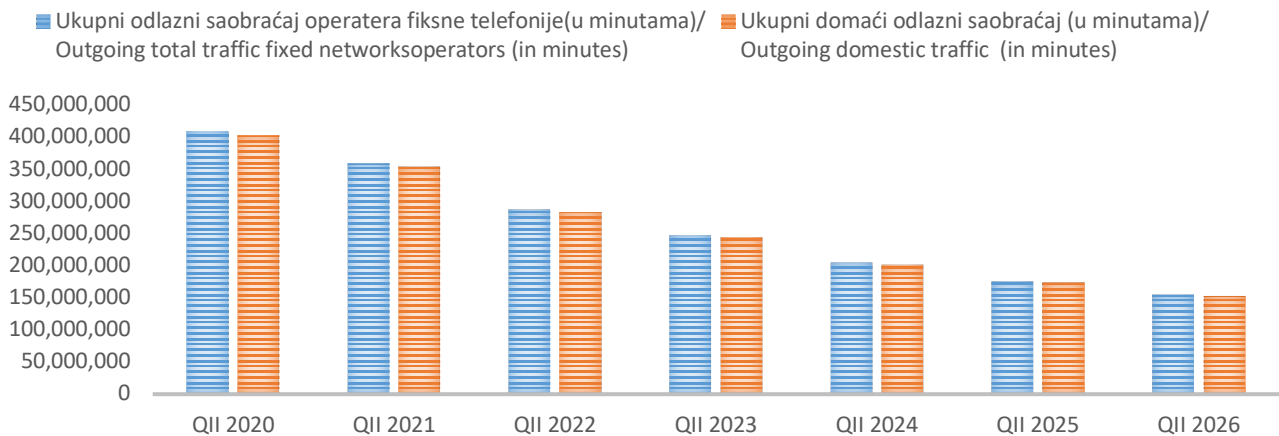
Tabela 1.2. Odlazni saobraćaj operatera fiksne telefonije
Table 1.2 Outgoing traffic fixed - line operator

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
	2023.	2024.	2025.	2026.	2026.	
Ukupno odlazni saobraćaj operatera fiksne telefonije	247 473 162	204 067 740	175 715 643	167 075 840	154 423 004	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	244 624 636	201 747 751	173 872 856	165 508 880	152 936 275	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	2 848 526	2 319 988	1 842 787	1 566 960	1 486 729	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)

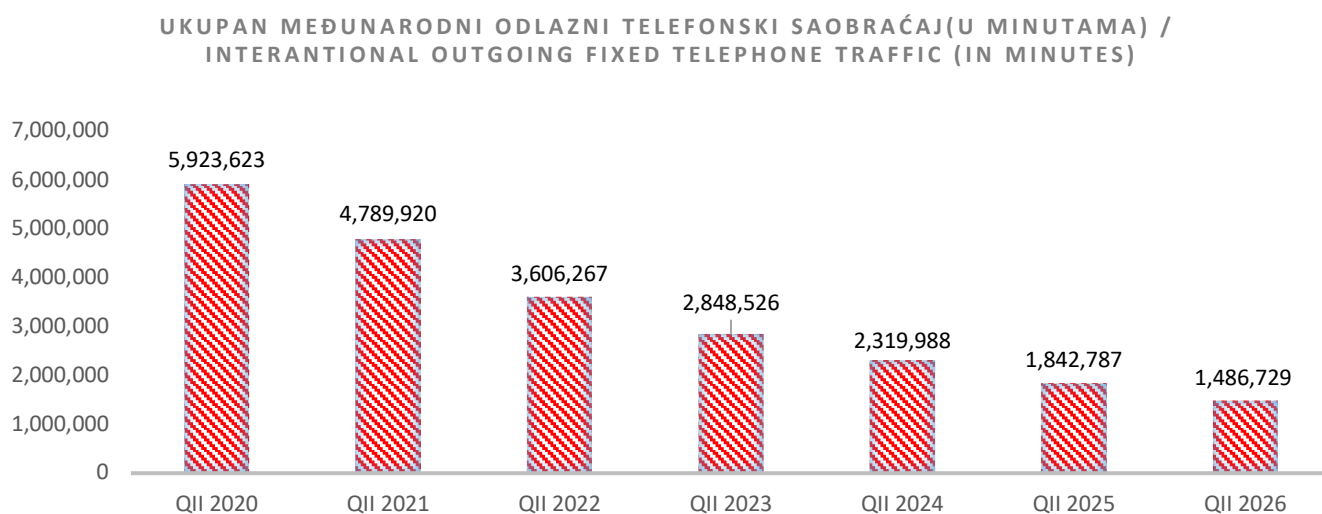
Indeksi po indikatorima odlaznog saobraćaja operatera fiksne telefonije	II 2026 II 2024	II 2026 II 2025	II 2026 I 2026	Indicies by indicators outgoing traffic fixed-line operator
Ukupno odlazni saobraćaj operatera fiksne telefonije	62,4	87,9	92,4	Outgoing total traffic fixed Networks operators
Ukupni domaći odlazni saobraćaj	62,5	88,0	92,4	Outgoing domestic traffic
Ukupni međunarodni odlazni telefonski saobraćaj	52,2	80,7	94,9	International outgoing fixed telephone traffic

Grafikon 1.2. Saobraćaj ostvaren putem fiksne telefonske mreže
Graph 1.2 Traffic accomplished via fixed telephone network



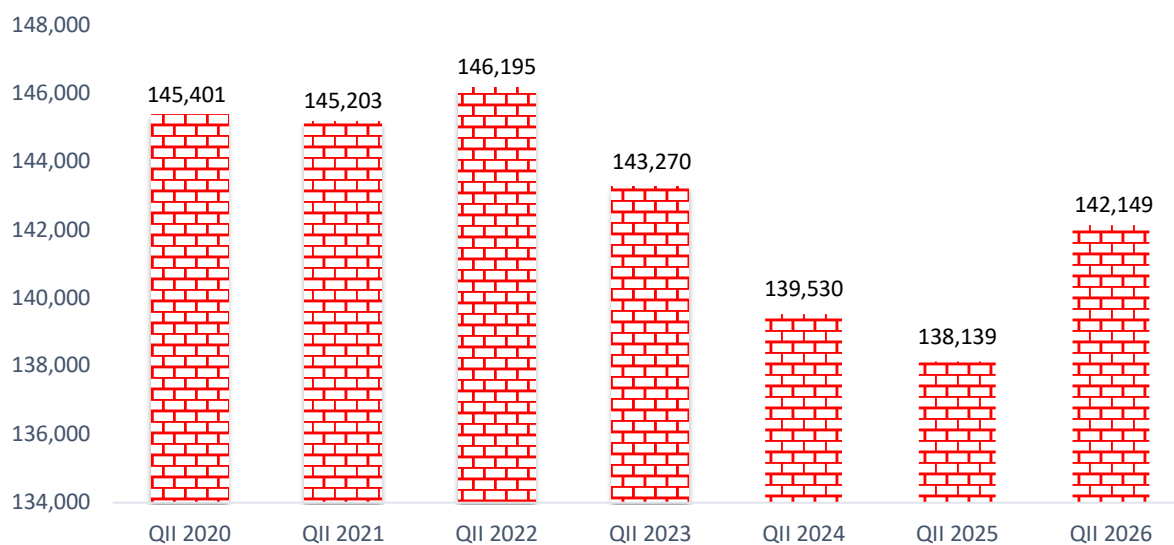
Grafikon 1.2.1 Saobraćaj ostvaren putem fiksne telefonske mreže

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



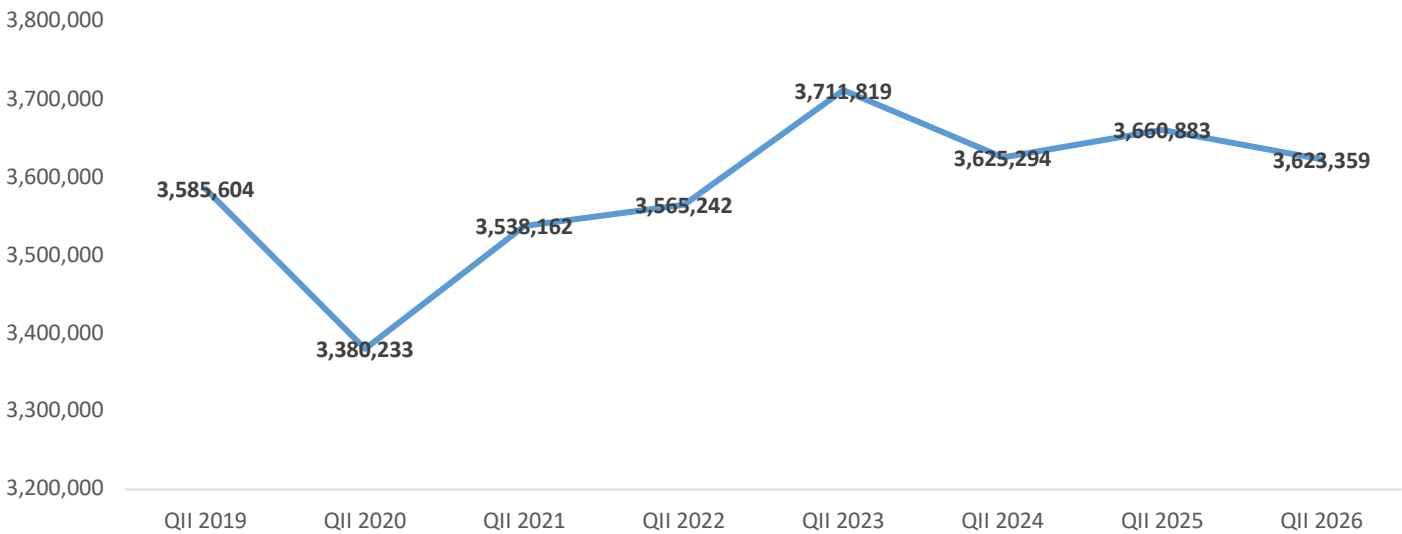
2. MOBILNA TELEFONSKA MREŽA

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

	II Kvartal <i>quarter</i>	II Kvartal <i>quarter</i>	I Kvartal <i>quarter</i>	II Kvartal <i>quarter</i>	II 2026 I 2026	II 2026 II 2025	
	2024.	2025.	2026.	2026.	Indeksi/ <i>Indicies</i>		
Ukupan broj korisnika mobilne mreže	3 625 294	3 660 883	3 636 571	3 623 359	99,6	99,0	<i>Total number of mobile network users</i>
Penetracija mobilne telefonije	105,57%	107,45%	106,58%	106,19%	99,6	98,8	<i>Penetration of mobile telephony</i>
Ukupan broj prenesenih brojeva	158 580	194 357	228 571	240 203	105,1	123,6	<i>The total number of transferred numbers</i>
Ukupan odlazni saobraćaj operatora mobilne telefonije (minutama)	640 526 034	633 174 368	693 936 881	749 054 227	107,9	118,3	<i>Total outgoing traffic of mobile operators (in minutes)</i>
Broj poslatih SMS poruka	63 105 881	53 010 612	59 645 508	62 105 887	104,1	117,2	<i>SMS sent</i>
Broj poslatih MMS poruka	310 938	291 150	346 894	307 480	88,6	105,6	<i>MMS sent</i>

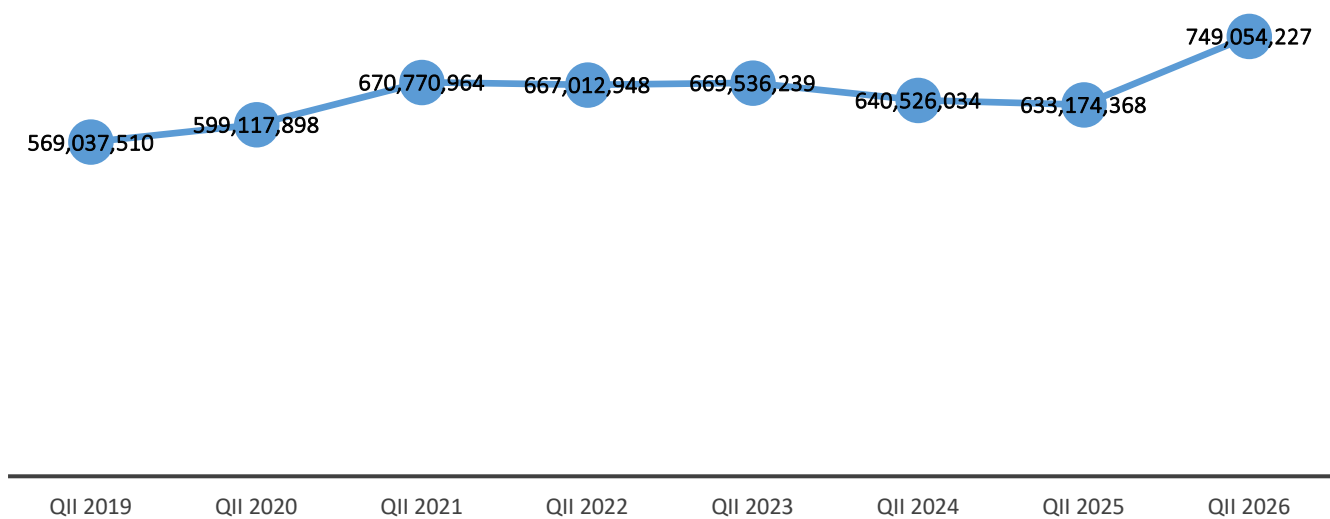
Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

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



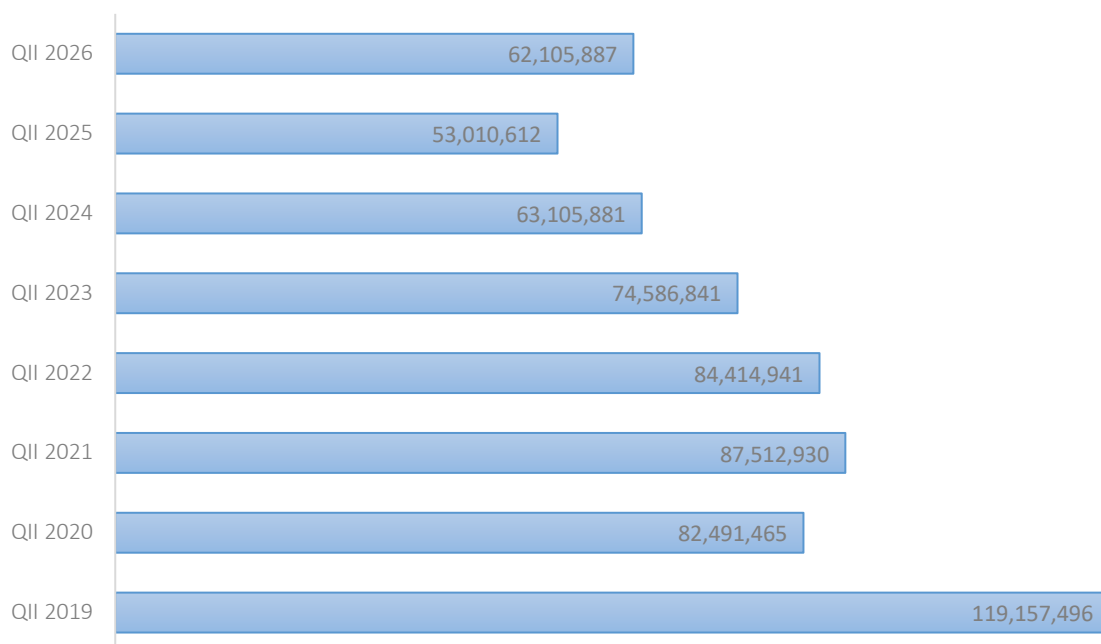
Grafikon 2.2. Odlazni saobraćaj mobilne telefonije (u minutama)

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



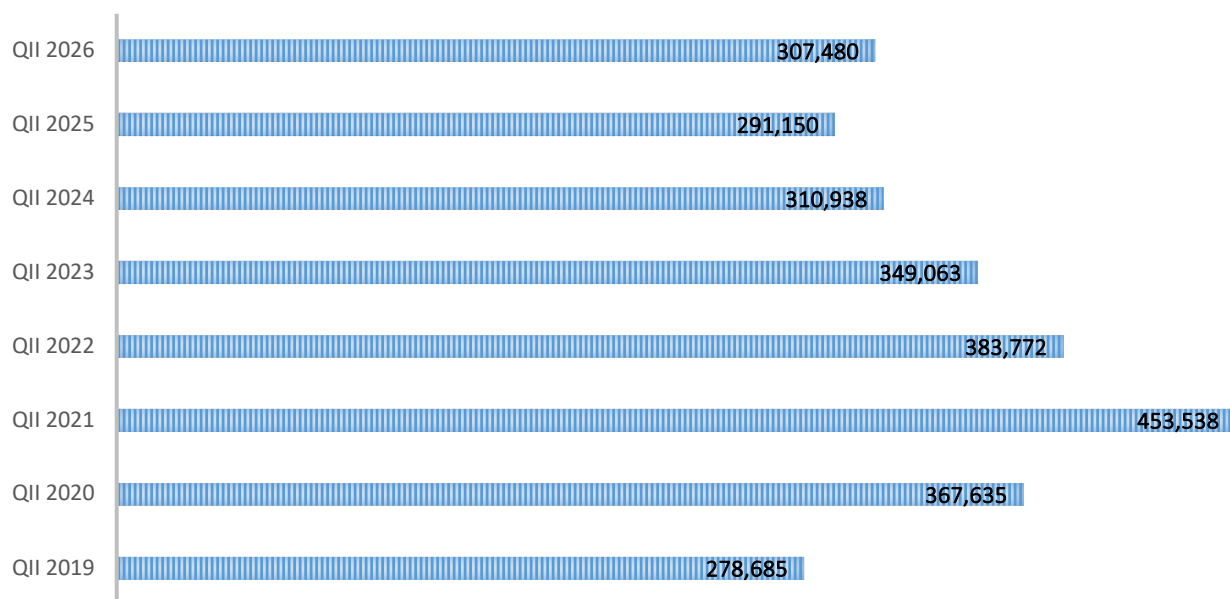
Grafikon 2.3. Broj poslatih SMS poruka

Graph 2.3 SMS sent



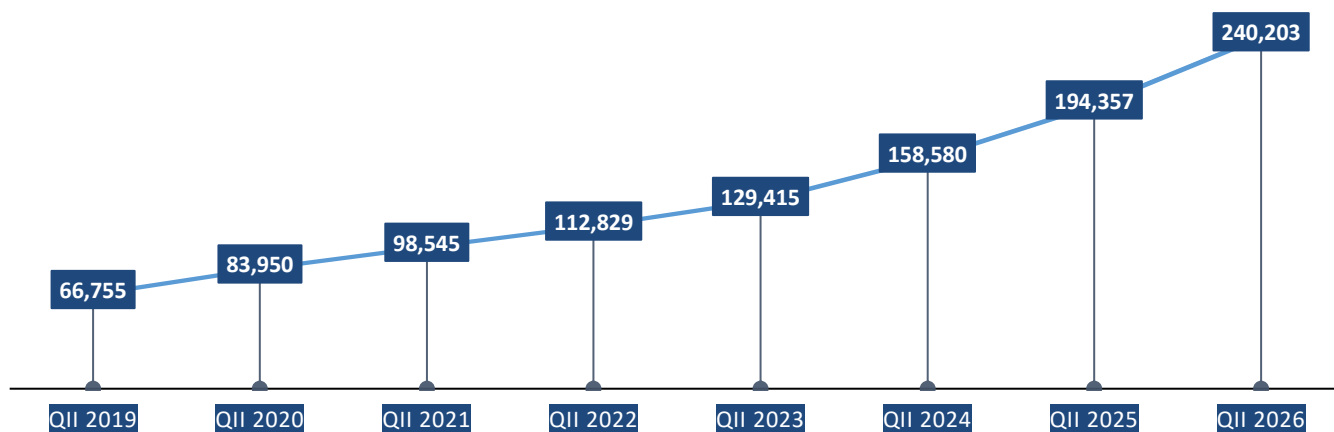
Grafikon 2.4. Broj poslatih MMS poruka

Graph 2.4 MMS sent



Grafikon 2.5. Ukupan broj prenesenih brojeva

Graph 2.5 The total number of transferred numbers



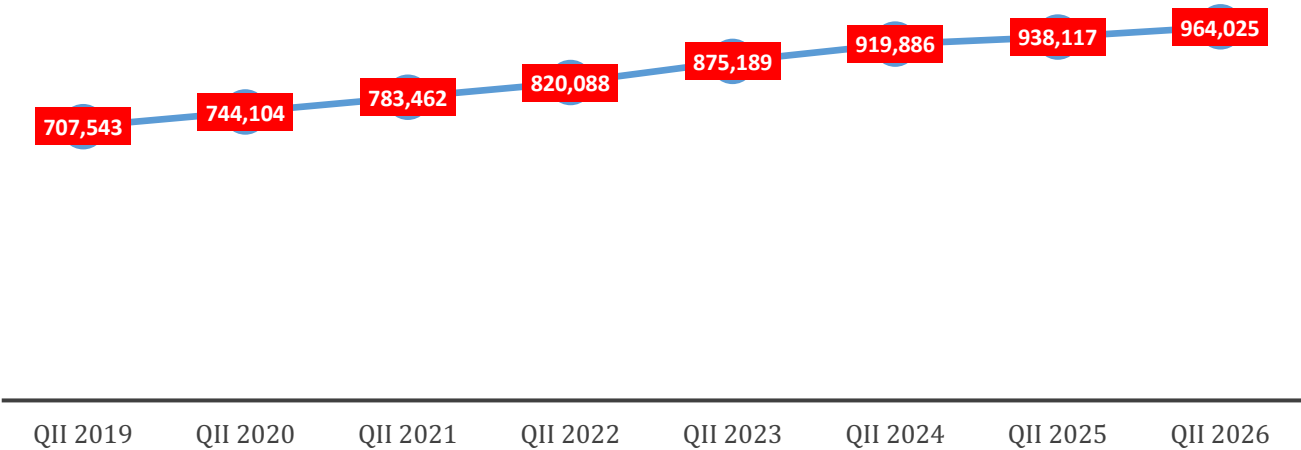
3. PRISTUP INTERNETU

Tabela 3. Pristup internetu
Table 3 Internet access

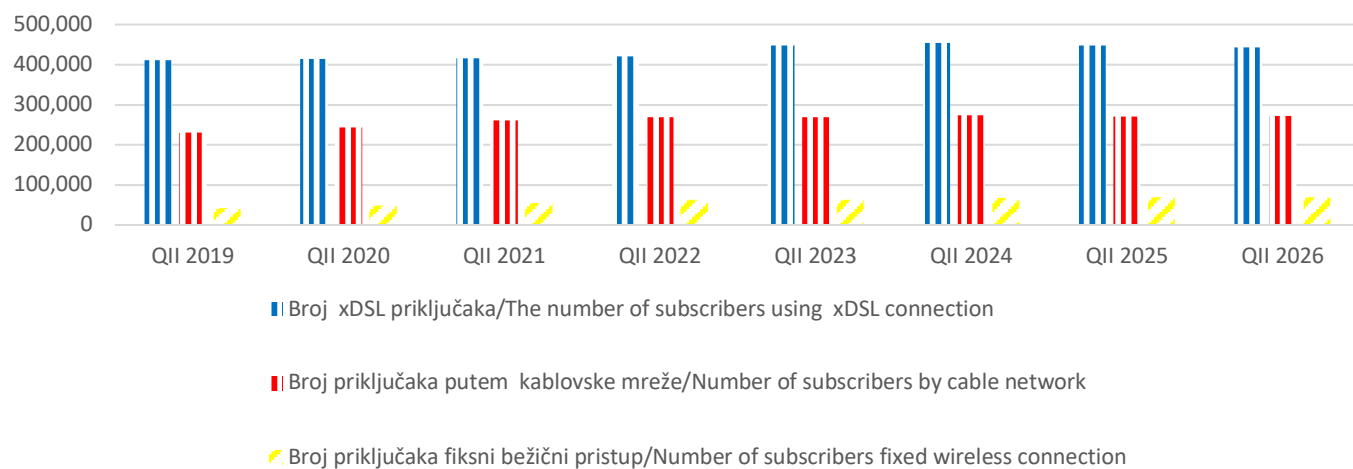
	II Kvartal <i>quarter</i>	II Kvartal <i>quarter</i>	I Kvartal <i>quarter</i>	II Kvartal <i>quarter</i>	<u>II 2026</u> I 2026	<u>II 2026</u> II 2025	
	2024.	2025.	2026.	2026.	Indeksi/ <i>Indicies</i>		
Ukupan broj priključaka širokopojasnog pristupa internetu putem fiksne mreže	919 886	938 117	954 114	964 025	101,0	102,8	<i>Total number of broadband subscribers</i>
Broj xDSL priključaka	453 862	448 539	443 952	443 651	99,9	98,9	<i>Number of subscribers using xDSL connection</i>
Broj priključaka putem kablovske mreže	272 891	270 146	270 421	272 197	100,7	100,8	<i>Number of subscribers by cable network</i>
Broj priključaka fiksni bežični pristup	67 805	68 511	67 594	69 982	103,5	102,1	<i>Number of subscribers fixed wireless connection</i>
Broj priključaka putem iznajmljene linije	2 115	2 205	2 251	2 158	95,9	97,9	<i>Number of subscribers via leased lines</i>
Broj priključaka FTTx	123 190	148 695	169 195	175 318	103,6	117,9	<i>Number of subscribers via FTTx connection</i>
Broj priključaka putem ostalih tehnologija	16	14	694	712	102,6	5085,7*	<i>Number of subscribers using other technologies</i>
Stopa penetracije korisnika interneta putem fiksne mreže	118,34%	118,46%	123,31%	124,44%	100,9	105,0	<i>Penetration rate of Internet users via the fixed network</i>

Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)
Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)
*Zbog prelaska na novi sistem evidencije i procesa usklađivanja podataka, BH Telecom d.d. je u kvartalnim izvještajima iskazao značajna odstupanja u odnosu na podatke sadržane u prethodnim izvještajima.
*Due to the transition to a new recording system and the data reconciliation process, BH Telecom d.d. reported significant discrepancies in its quarterly reports compared to the data contained in previous reports.

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 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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