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GODINA/YEAR XVI

SARAJEVO, 31.07.2026.

BROJ/NUMBER 1

INFORMACIJSKO DRUŠTVO

INFORMATION SOCIETY

TELEKOMUNIKACIJSKA OPREMA, MREŽA I USLUGE, BIH, 2025. TELECOMMUNICATIONS EQUIPMENT, NETWORK AND SERVICES, BIH, 2025.

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u 2025. godini iznosio 422 636 što predstavlja pad od 4,7% u odnosu na 2024. godinu.

Total number of fixed telephone lines of dominant operators in 2025 was 422 636 which represents a decreased of 4.7% compared to the 2024 year.

Ukupan broj vlastitih pretplatnika alternativnih operatora u 2025. godini iznosio je 140 393, što pokazuje rast od 0,7% u odnosu na prethodnu godinu.

The total number of own subscribers of alternative operators in the year of 2025 was 140 393 which shows an increased of 0.7% compared to previous year.

Ukupni promet fiksne telefonske mreže u 2025. godini iznosio je 1 011 725 536 minuta, što pokazuje pad od 14,1% u odnosu na 2024.

The total traffic of fixed telephone network in the year of 2025 was 1 011 725 536 minutes which shows an decreased of 14.1% compared to 2024.

Ukupni domaći odlazni promet alternativnih operatora u 2025. godini iznosio je 149 468 426 minuta, što pokazuje pad od 58,4% u odnosu na prethodnu godinu.

The total outgoing domestic traffic alternative operators in the year of 2025 was 149 468 426 minutes minutes which shows an decreased of 58.4% compared to previous year.

Broj pretplatnika mobilne mreže u 2025. godini iznosio je 3 791 734 što predstavlja pad od 1,2% u odnosu na prethodnu godinu.

The number of mobile telephone subscribers in the year of 2025 was 3 791 734 which represents a decreased of 1.2% compared to previous year.

Ukupni odlazni saobraćaj mobilne mreže u 2025. godini iznosio 2 535 866 649, što pokazuje rast od 0,2% u odnosu na prethodnu godinu.

The total traffic of mobile telephone network in the year of 2025 was 2 535 866 649 which shows an increased 0.2% compared to the previous year.

Broj poslanih SMS poruka u 2025. godini manji je za 10,4%, u odnosu na 2024. godinu.

Number of SMS messages sent in the 2025 year decreased by 10.4%, compared to the 2024 year.

Ukupan broj pretplatnika fiksnog interneta u 2025. godini iznosio je 951 190 što pokazuje rast od 2,0% u odnosu na prethodnu godinu.

Total number of fixed Internet subscribers in the year of 2025 was 951 190 which shows an increased of 2.0% compared to previous year.

Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog pristupa u 2025. godini iznosio je 2 991 643 što predstavlja rast od 36,2% u odnosu na 2024. godinu.

Number of subscribers of mobile Internet via a standard mobile broadband access in the year of 2025 was 2 991 643 which represents an increased of 36.2% compared to the 2024 year.

TELEKOMUNIKACIJSKI INDIKATORI¹ TELECOMMUNICATION INDICATORS

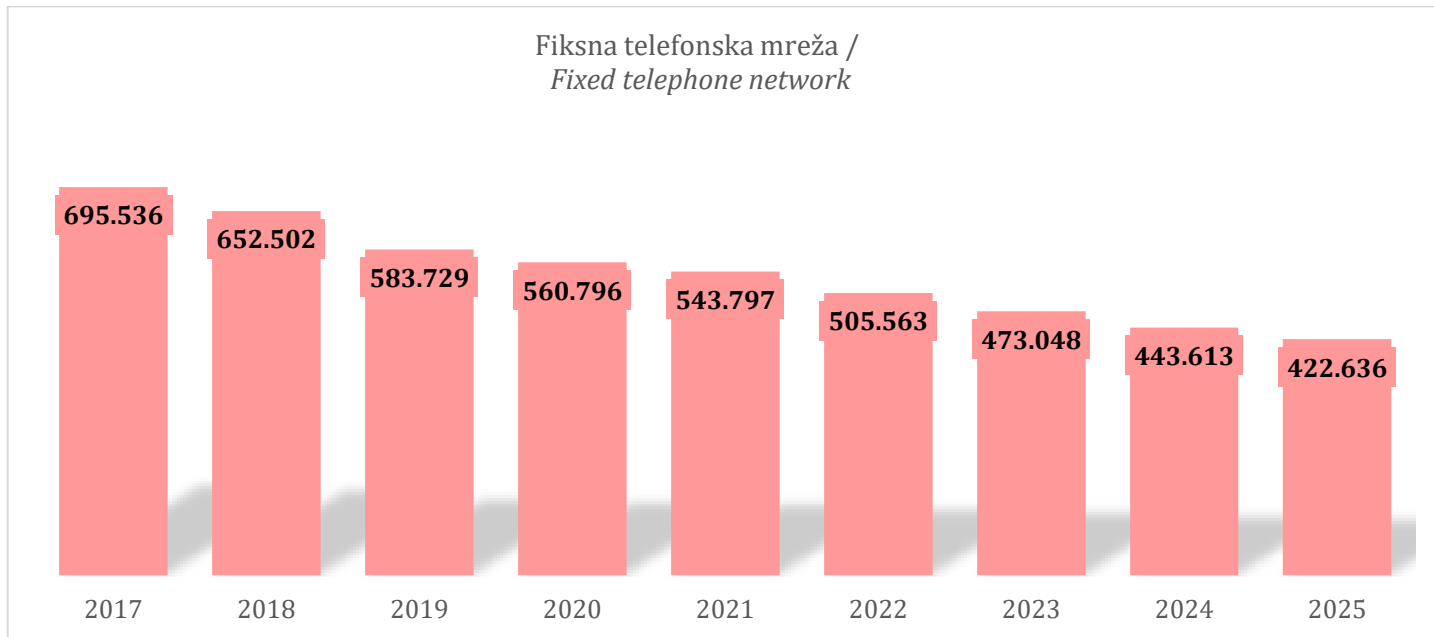
T.1. Fiksna telefonska mreža

T.1 Fixed telephone network

	2025.	
Ukupan broj aktivnih fiksnih telefonskih linija incumbent operatera¹	422 636	Total number of fixed telephone lines of Incumbent operators
Broj aktivnih analognih linija- PSTN linije	186 557	Number of active analog lines- PSTN lines
Broj ISDN linija izraženo u B kanalima	36 095	Number of ISDN lines (expressed in B channels)
Broj pretplata putem fiksne bežične petlje (CLL ili WLL)	8 144	CLL subscriptions
Broj pretplata IP telefonije	191 666	Number of IP telephone subscribers ³
Ukupan broj javnih telefonskih govornica	174	Number of public payphones
Broj linija pretplatnika fizičkih osoba	415 577	Number of main lines which are residential (analog and B channels)
Broj linija pretplatnika pravnih osoba	147 452	Number of main lines which are business (analog and B channels)
Broj alternativnih operatera fiksne telefonije ²	8	Total number of alternative operators
Ukupan broj vlastitih pretplatnika alternativnih operatera	140 393	Alternative operators -Number of Direct Access Subscribers
Ukupan broj prenesenih fiksnih brojeva sa 31.12. 2025. godine	115 085	The total number off transferred fixed numbers (with 31.12.2025 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



¹ Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)

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

¹ 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.

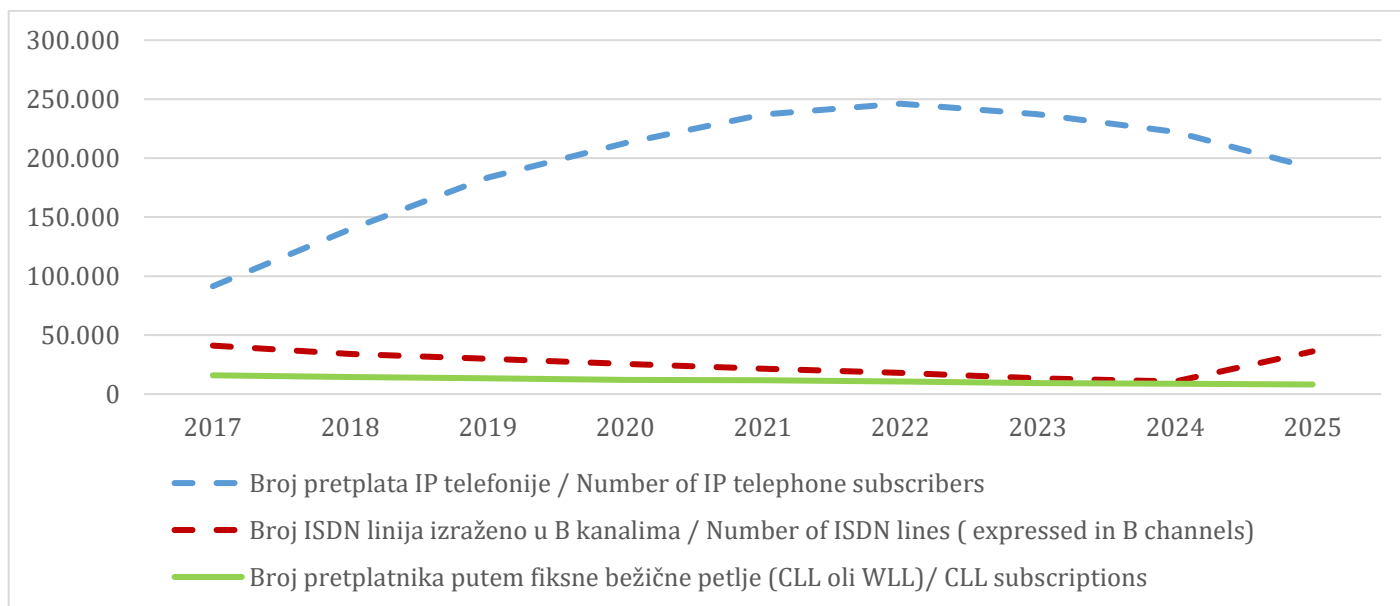
The term incumbent refers to operators who had public (legal) monopoly before liberalization markets; in Bosnia and Herzegovina these are: BH Telecom, Telekom Srpske and HT Mostar.

¹ Termin alternativni operatori se odnosi na operatore koji su se na tržištu pojavili nakon početka liberalizacije tržišta i korisnici su dozvole za obavljanje djelatnosti davatelja 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



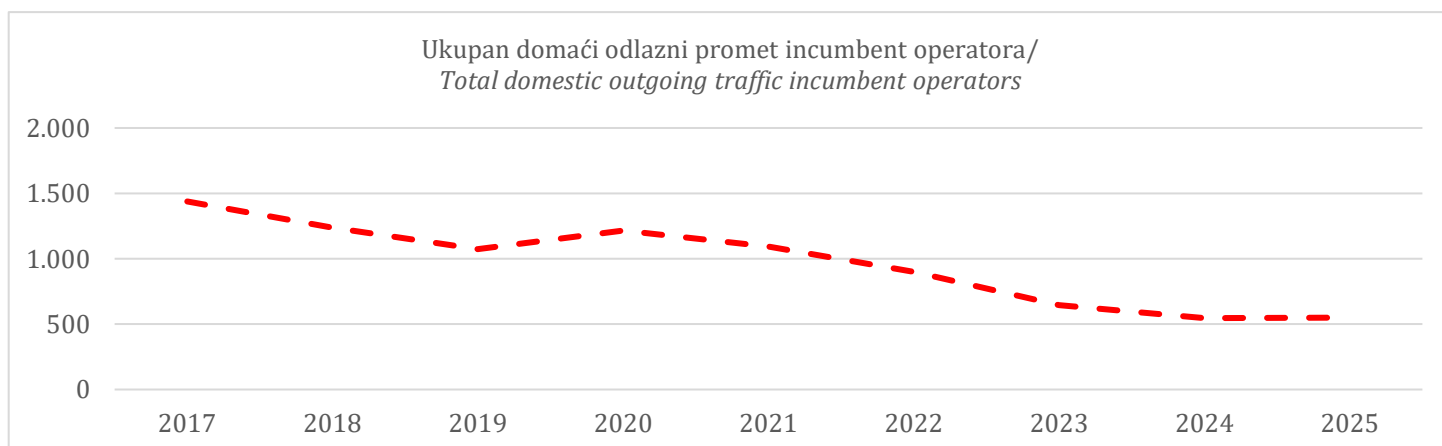
T.1.1. Promet ostvaren putem fiksne telefonske mreže, incumbent operateri

T.1.1 Traffic accomplished via fixed telephone network, Incumbent operators

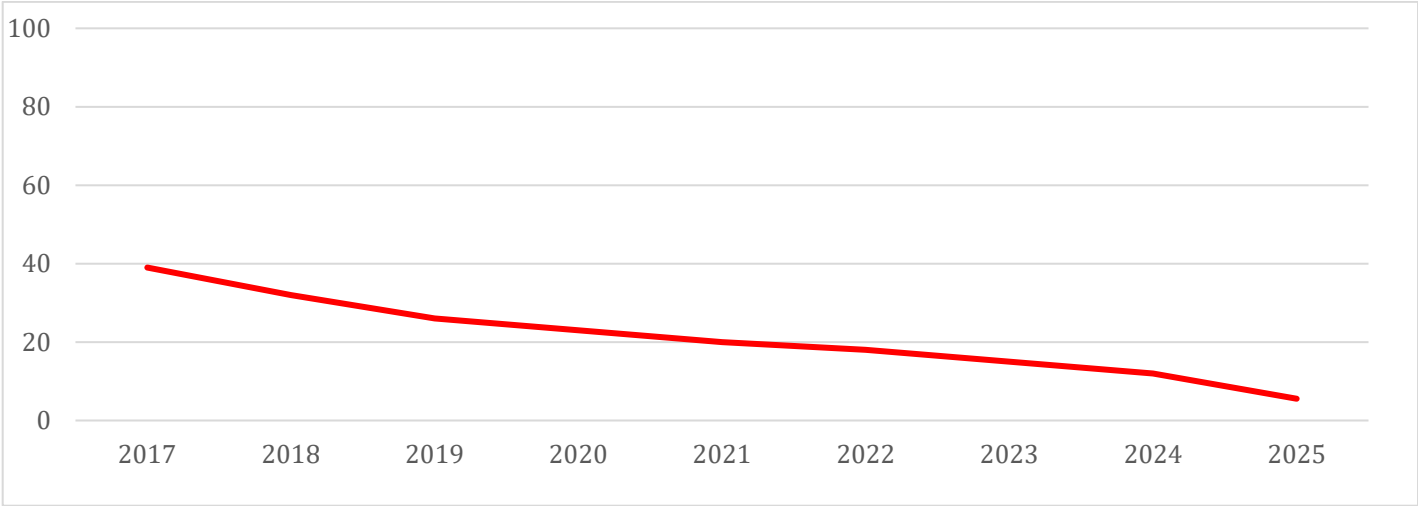
	2025.	
Ukupan promet incumbent operatora (u minutama)	1 011 725 536	Total traffic incumbent operators (in minutes)
Ukupni domaći odlazni promet (u minutama)	549 595 028	Outgoing domestic traffic SMP operators (in minutes)
Odlazni lokalni i međumjesni promet unutar vlastite fiksne mreže (u minutama)	376 886 335	Outgoing local and trunk telephone traffic- traffic inside same network group (in minutes)
Odlazni promet prema drugim fiksnim mrežama u BiH (u minutama)	88 991 678	Outgoing traffic to other fixed networks in BiH (in minutes)
Odlazni promet prema mobilnim mrežama u BiH (u minutama)	83 717 015	Outgoing traffic to mobile networks in BiH (in minutes)
Međunarodni odlazni telefonski promet (u minutama)	5 551 652	Interantional outgoing fixed telephone traffic (in minutes)
Međunarodni dolazni telefonski promet (u minutama)	26 277 076	Interantional incoming fixed telephone traffic (in minutes)
Dial-up internet promet (u minutama)	430 301 780	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)



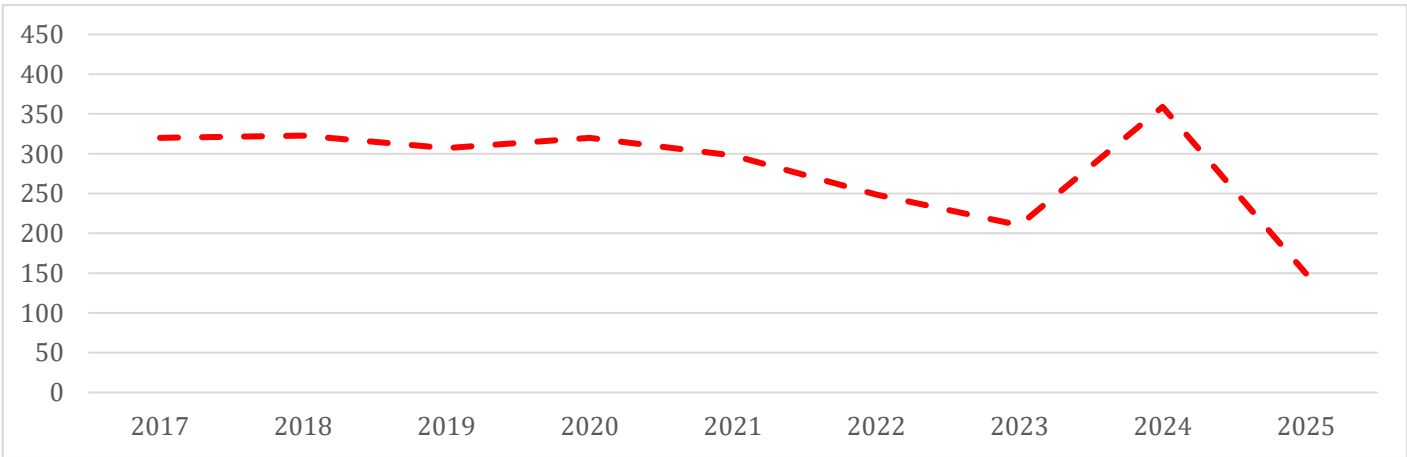
G.4. Ukupan međunarodni odlazni promet incumbent operatora (u milijunima minuta)
G.4 Total Interantional outgoing traffic incumbent operators (in millions minutes)



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

	2025.	
Ukupni domaći odlazni promet alternativnih operatora (u minutama)	149 468 426	Outgoing domestic traffic alternative operators (in minutes)
Međunarodni odlazni telefonski promet alternativnih operatora (u minutama) ⁴	1 637 695	International outgoing fixed telephone traffic alternative operators (in minutes) ⁵
Međunarodni dolazni telefonski promet alternativnih operatora (u minutama) ⁵	2 906 380	Interantional incoming fixed telephone traffic alternative operators (in minutes) ⁶
Međunarodni dolazni promet koji je došao preko alternativnih operatora i završio u fiksnim mrežama dominantnih operatora (u minutama)	4 000 733	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)	12 438 531	International incoming traffic that came through the alternative operator and ended in the mobile networks of dominant operators (in minutes)

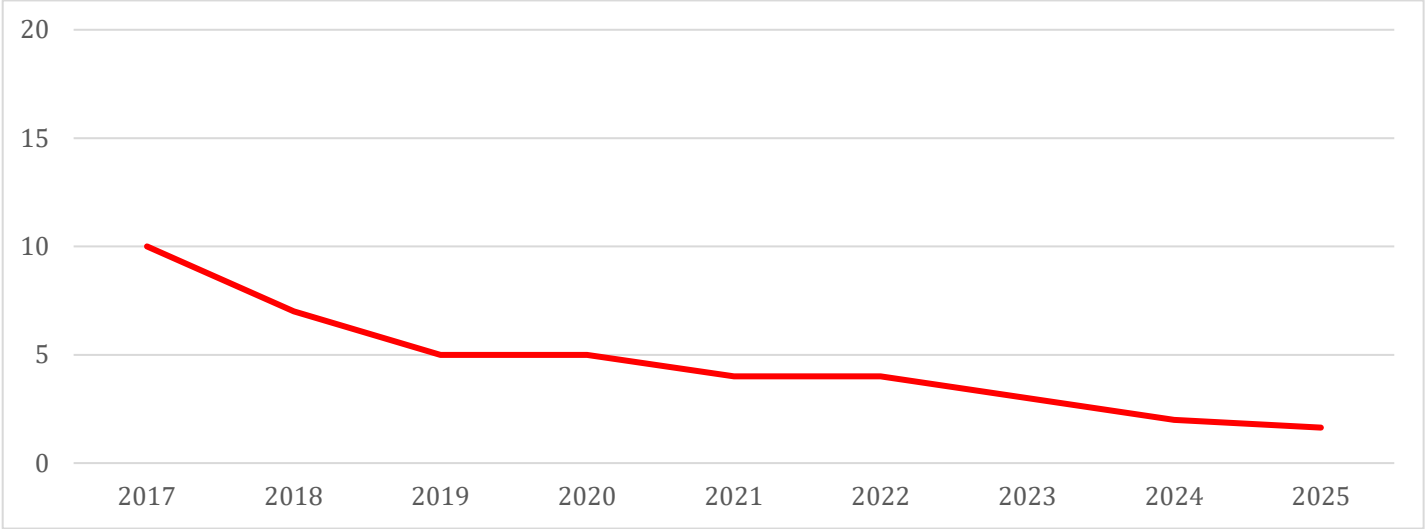
G.5. Ukupan domaći odlazni promet alternativnih operatora (u milijunima minuta)
G.5 Total domestic outgoing traffic alternative operators (in millions minutes)



⁴ Promet vlastitih pretplatnika i pretplatnika koji koriste neizravni 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.

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

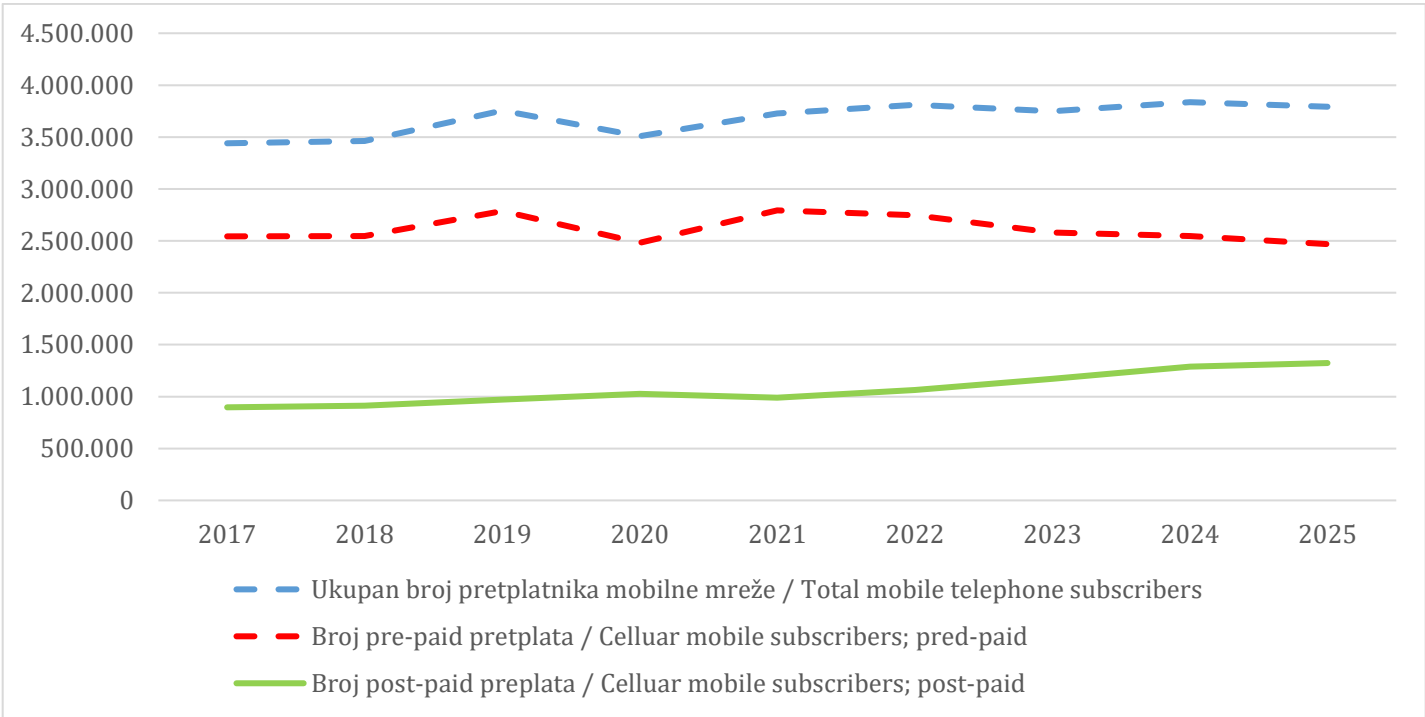
G.6. Ukupan međunarodni odlazni promet alternativnih operatora (u milijunima minuta)
G.6 Total Interantional outgoing traffic alternative operators (in millions minutes)



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

	31.12.2025.	
Ukupan broj pretplatnika mobilne mreže	3 791 734	Total mobile telephone subscribers
Broj pre-paid pretplata	2 468 584	Cellular mobile subscribers: pre-paid
Broj post-paid pretplata	1 323 150	Cellular mobile subscribers: post-paid

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



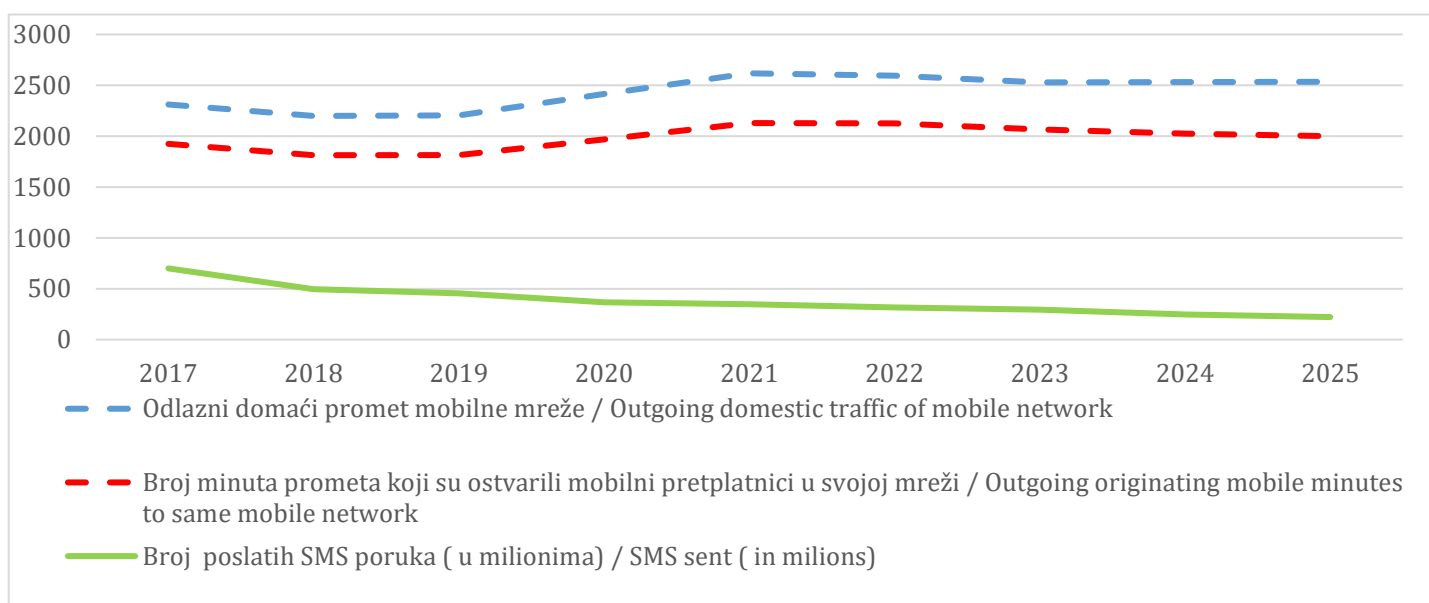
T.2.1. Promet ostvaren putem mobilne mreže

T.2.1 Traffic accomplished via mobile cellular network

	2025.	
Ukupni odlazni promet mobilne mreže u minutama (domaći saobraćaj), od toga:	2 535 866 649	Total Outgoing traffic of mobile network in minute (domestic traffic), of which:
Broj minuta prometa koji su ostvarili mobilni pretplatnici u svojoj mreži	1 999 022 564	Outgoing/originating mobile minutes to samemobile network.
Broj minuta prometa koji su ostvarili mobilni pretplatnici prema drugim mobilnim mrežama u BiH	398 128 449	Outgoing/originating mobile minutes to other mobile networks in BiH.
Broj minuta prometa mobilna - fiksna	138 715 636	Outgoing mobile minutes to fixed networks
Međunarodni odlazni promet (u minutama)	19 005 907	International outgoing mobile traffic (in minutes)
Međunarodni dolazni promet (u minutama)	142 312 883	International incoming mobile traffic (in minutes)
Broj poslanih SMS poruka	221 707 641	SMS sent
Broj poslanih MMS poruka	1 390 446	MMS sent

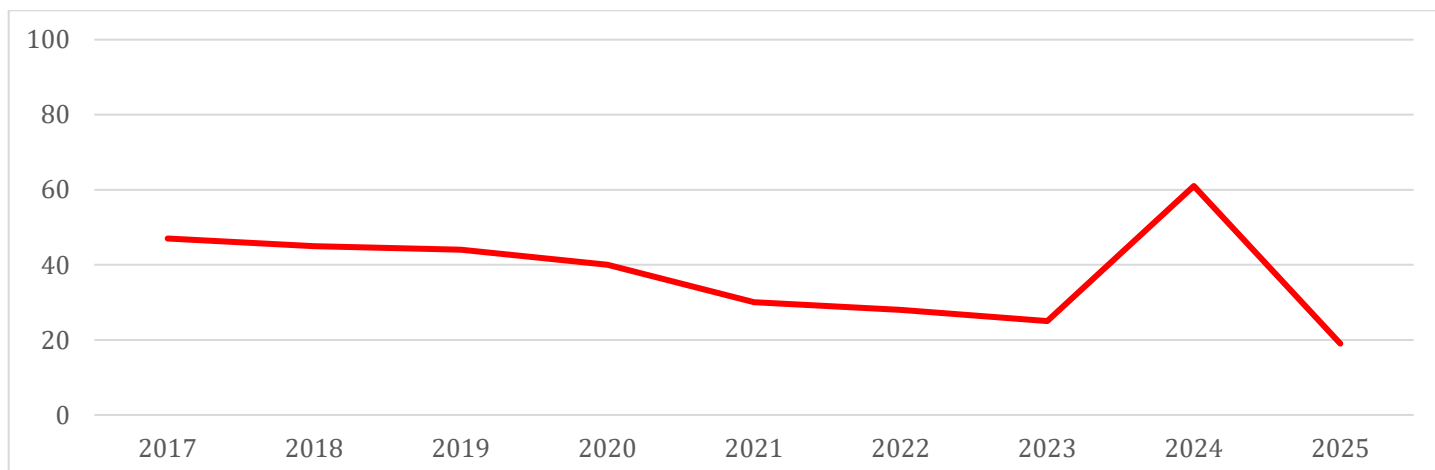
G.8. Promet ostvaren putem mobilne mreže (u milionima minuta)

G.8 Traffic accomplished via mobile cellular network (in millions minutes)



G.9. Međunarodni odlazni promet (u milionima minuta)

G.9 International outgoing mobile traffic (in millions minutes)



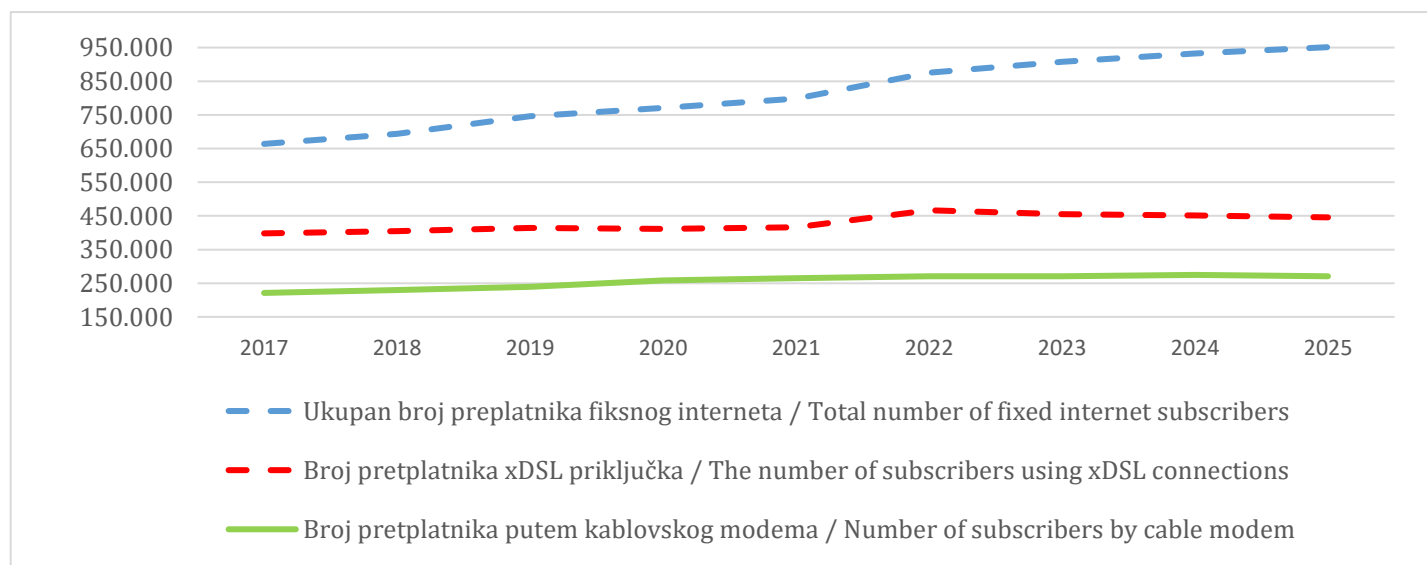
T.3. Fiksni internet

T.3 Fixed internet

	2025.	
Broj ISP-ova	58	<i>Number of ISPs</i>
Ukupan broj pretplatnika fiksnog interneta	951 190	<i>Total number of fixed internet subscribers</i>
Broj pretplatnika putem xDSL priključaka	445 329	<i>The number of subscribers using xDSL connection</i>
Broj pretplatnika putem kablovskog modema	270 842	<i>Number of subscribers by cable modem</i>
Broj pretplatnika putem FWA (fiksni bežični pristup) priključaka	70 862	<i>Number of subscribers by FWA (fixed wireless) connection</i>
Broj pretplatnika putem iznajmljenih linija	2 264	<i>The number of subscribers via leased lines</i>
Broj pretplatnika putem FTTH priključaka	161 872	<i>The number of subscribers via FTTH connection</i>
Broj pretplatnika putem ostalih tehnologija	21	<i>The number of subscribers using other technologies</i>

G.10 Fiksni internet

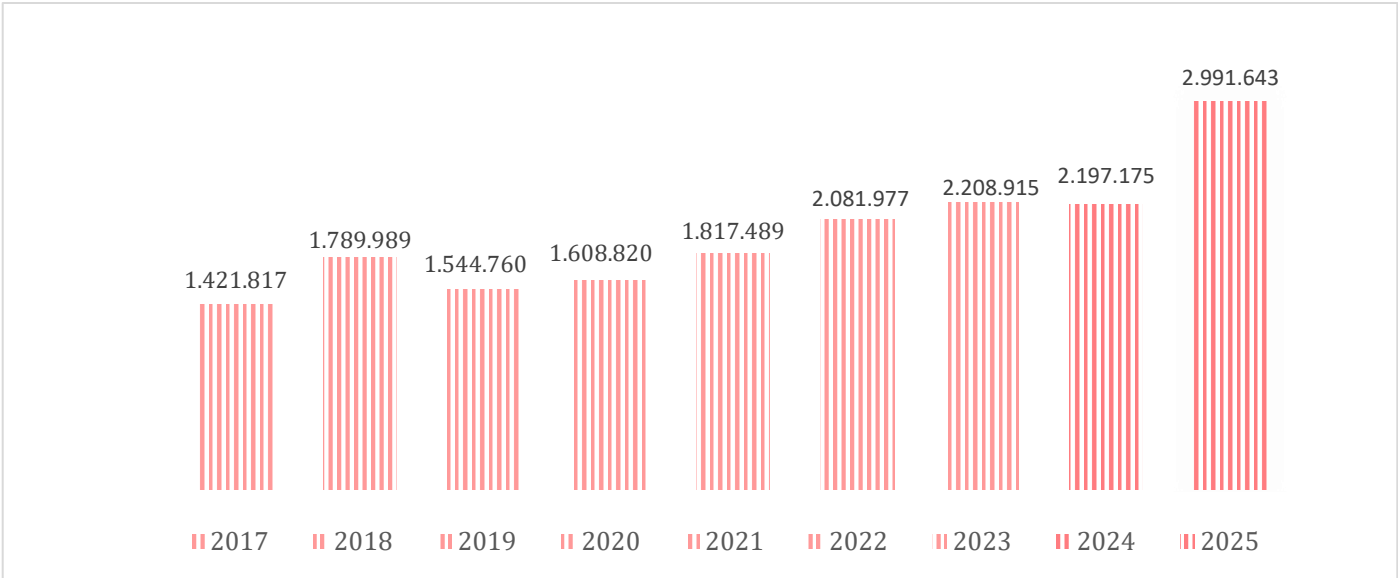
G.10 Fixed internet



T.4. Mobilni internet
T.4 Mobile internet

	2025.	
Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog (broadband) pristupa	2 991 643	The number of subscribers of mobile Internet via a standard mobile broadband access
Broj pretplatnika mobilnog interneta putem namjenskog širokopojasnih (broadband) pristupa	26 081	The number of subscribers of mobile Internet via dedicated broadband access

G.11. Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog (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 sistemima uključujući omogućavanje uporabe tih sistema 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
Elektronska pošta/E-mail: bhas@bhas.gov.ba | Internetska stranica/Web site: www.bhas.gov.ba

Odgovorne osobe/Responsible persons:

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

Vesna Ćužić, ravnateljica
Vesna Ćužić, Director

Priopćenje priredila: Dženita Babić
Prepared by: Dženita Babić



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