

CROATIAN QUARTERLY ELECTRONIC COMMUNICATIONS MARKET DATA – 2011

The report is based on data regularly collected from all operators in the Croatian electronic communications market. In certain cases HAKOM cannot observe irregularities in reports/data until several consequent periods are compared. As a result, HAKOM emphasises that minor discrepancies from actual data are possible.

HAKOM does not assume the responsibility for the quality of data reports delivered by the operators.

2011	Q1 2011	Q2 2011	Q3 2011	Q4 2011
FIXED TELEPHONY SERVICES				
Total fixed telephony services revenue	825.474.125	857.409.504	943.917.570	847.171.797
Number of subscribers ¹	1.585.430	1.594.750	1.593.795	1.603.288
CPS subscribers	235.502	233.641	234.772	240.422
Fixed originating voice minutes ²	1.215.502.560	1.122.847.696	1.096.239.406	1.150.388.879
Fixed ported numbers	509.259	549.397	589.380	599.555
MOBILE TELEPHONY SERVICES				
Total mobile telephony services revenue	1.629.298.664	1.727.525.338	1.961.037.246	1.700.147.038
Total number of active subscribers ³	5.192.852	5.240.343	5.422.339	5.115.140
Mobile penetration ⁴	117,09%	122,14%	126,38%	119,22%
Mobile originating voice minutes ⁵	1.425.388.988	1.556.217.664	1.616.508.526	1.546.681.405
International roaming traffic – own subscribers	9.397.889	8.917.990	9.328.820	8.391.583
Total SMS sent	729.646.600	694.493.622	743.649.582	758.320.605
Total MMS sent	5.516.373	5.796.378	6.239.870	5.517.881

¹ CPS (carrier pre-selection) subscribers are included

² Includes all types of calls (local, national, international calls, calls to mobile networks and calls to VAS numbers)

³ Definition of active pre-paid subscriber: Subscriber who has used a mobile service or refilled the account in the last 90 days. This definition applies to all operators. Before 2011 each operator used a different active pre-paid subscriber definition (90/180/270 days).

⁴ Mobile penetration since Q3 has been calculated according to the last census of population from 2011

⁵ includes all types of calls (local, national, international calls, calls to mobile networks and calls to VAS numbers)

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Mobile ported numbers	218.981	245.980	269.865	294.879
BROADBAND ACCESS SERVICES				
Total access services revenue	437.456.938	489.346.853	512.730.526	513.994.339
Total number of broadband subscriptions (lines)	1.151.366	1.170.333	1.177.544	1.145.973
<u>Fixed broadband subscriptions (lines)</u>	<u>828.997</u>	<u>837.380</u>	<u>844.849</u>	<u>858.020</u>
<i>xDSL subscriptions (lines)</i>	735.741	742.256	745.189	754.389
<i>xDSL based broadband - Self-supply</i>	587.039	587.719	582.257	578.141
<i>xDSL based broadband using full local-loop unbundling</i>	126.499	131.117	137.248	144.958
<i>xDSL based broadband using shared access</i>	843	719	661	635
<i>xDSL based broadband using bitstream access⁶</i>	21.360	22.701	25.023	30.655
Cable broadband	60.862	63.596	65.074	67.301
Other	32.394	31.528	34.586	36.330
<u>Mobile broadband subscriptions (UMTS, HSDPA, i sl.)⁷</u>	<u>322.369</u>	<u>332.953</u>	<u>332.695</u>	<u>287.953</u>
Broadband penetration ⁸	25,96%	27,28%	27,44%	26,70%
TELEVISION SERVICES				
Television services revenue	84.153.252	99.320.260	103.625.744	111.121.176
Cable reception	141.285	145.057	144.439	146.950
IPTV	325.731	333.570	349.138	355.254
Satellite reception (SAT TV)	100.700	97.443	84.976	84.955
Digital terrestrial reception ⁹	927.992	919.638	917.155	908.549

⁶ ADSL transport service is included

⁷ mobile broadband dedicated access lines through usb-keys/data cards/dongles for laptops

⁸ Broadband penetration since Q3 2011 has been calculated according to the last census of population from 2011

⁹ The number of Digital terrestrial receptions = (1.535.635 (number of households in the Republic of Croatia according to the last census of population from 2011) – 2,6% households without TV) – (number of Cable receptions + number of IPTV + number of Satellite receptions)