

The report is based on data annually 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 and quarterly data are possible.

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

Fixed telephony services	2011	2010	annual change 2011/2010
Number of subscribers ¹	1.606.090	1.865.729	-13,92%
Fixed network penetration rate ²	37,43%	42,07%	-11,03%
CPS subscribers	240.645	236.673	1,68%
Fixed originating voice minutes ³	4.315.194.027	5.099.084.265	-15,37%
Fixed ported numbers	599.555	463.739	29,29%
Mobile telephony services			
Total number of active subscribers ⁴	5.115.140	6.362.106	-19,60%
Mobile penetration ¹	119,22%	143,45%	-16,89%

¹ CPS (carrier pre-selection) subscribers are included

² Penetration for 2011 has been calculated according to the last census of population from 2011

³ includes all types of calls (local, national, international calls, calls to mobile networks and calls to VAS numbers)

⁴ 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).

Mobile originating voice minutes ²	6.168.867.972	5.937.356.352	3,90%
Roaming traffic – foreign subscribers	182.861.902	192.082.399	-4,80%
International <i>roaming</i> traffic – own subscribers	39.777.333	38.256.374	3,98%
Total SMS sent	2.407.216.800	3.072.101.279	-21,64%
Total MMS sent	22.672.503	23.169.144	-2,14%
Mobile ported numbers	294.879	194.892	51,30%
Broadband access services			
Total number of broadband subscriptions (lines)	1.149.229	1.132.212	1,50%
Fixed broadband subscriptions (lines)	861.276	803.823	7,15%
xDSL subscriptions (lines)	746.657	719.921	3,71%
<i>xDSL based broadband - Self-supply</i>	582.344	580.409	0,33%
<i>xDSL based broadband using full local-loop unbundling</i>	140.445	118.642	18,38%
<i>xDSL based broadband using shared access</i>	1.891	919	105,77%
<i>xDSL based broadband using bitstream access³</i>	21.977	11.075	10,15%
<i>ADSL transport service</i>		8.876	
Cable broadband	69.794	55.646	25,43%
Other	44.825	28.256	58,64%
Mobile broadband subscriptions (UMTS, HSDPA, i sl.) ⁴	287.953	328.389	-12,31%
Broadband penetration ⁵	26,78%	25,52%	4,94%

¹ Penetration for 2011 has been calculated according to the last census of population from 2011

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

³ For 2011 - ADSL transport service is included

⁴ mobile broadband dedicated access lines through usb-keys/data cards/dongles for laptops

⁵ Broadband penetration since 2011 has been calculated according to the last census of population from 2011

Television services			
Cable reception	143.705	151.315	-5,03%
IPTV	344.206	n/a	n/a
Satellite reception (SAT TV)	96.858	n/a	n/a
Digital terrestrial reception ¹	910.939	n/a	n/a

¹ 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)