

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.

Fixed telephony services	Q1 2012	quarterly change Q1 2012 – Q4 2011	annual change Q1 2012 – Q1 2011
Total fixed telephony services revenue	788.075.940	-6,98%	-4,53%
Number of subscribers ¹	1.613.209	0,62%	1,75%
CPS subscribers	234.909	-2,29%	-0,25%
Fixed originating voice minutes ²	1.098.520.673	-4,51%	-9,62%
Fixed ported numbers	632.370	5,47%	24,17%

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)

Mobile telephony services	Q1 2012	quarterly change Q1 2012 – Q4 2011	annual change Q1 2012 – Q1 2011
Total mobile telephony services revenue	1.433.389.759	-15,69%	-12,02%
Total number of active subscribers ¹	5.005.196	-2,15%	-3,61%
Mobile penetration ²	116,65%	-2,15%	-0,38%
Mobile originating voice minutes ³	1.529.416.643	-1,12%	7,30%
International <i>roaming</i> traffic – own subscribers	8.423.102	0,38%	-10,37%
Total SMS sent	753.047.116	-0,70%	3,21%
Total MMS sent	5.320.190	-3,58%	-3,56%
Mobile ported numbers	327.126	10,93%	49,38%

¹ 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).

² Mobile penetration since Q3 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)

Broadband access services	Q1 2012	quarterly change Q1 2012 – Q4 2011	annual change Q1 2012 – Q1 2011
Total access services revenue	542.689.169	5,58%	24,06%
Total number of broadband subscriptions (lines)	1.179.207	2,90%	2,42%
Fixed broadband subscriptions (lines)	869.596	1,35%	4,90%
<i>xDSL subscriptions (lines)</i>	758.624	0,56%	3,11%
<i>xDSL based broadband - Self-supply</i>	568.228	-1,71%	-3,20%
<i>xDSL based broadband using full local-loop unbundling</i>	155.165	7,04%	22,66%
<i>xDSL based broadband using shared access</i>	568	-10,55%	-32,62%
<i>xDSL based broadband using bitstream access¹</i>	34.663	13,07%	62,28%
<i>Cable broadband</i>	74.256	10,33%	22,01%
<i>Other</i>	36.716	1,06%	13,34%
Mobile broadband subscriptions (UMTS, HSDPA, i sl.)²	309.611	7,52%	-3,96%
Broadband penetration ³	27,48%	2,92%	5,86%

¹ ADSL transport service is included

² mobile broadband dedicated access lines through usb-keys/data cards/dongles for laptops

³ Broadband penetration since Q3 2011 has been calculated according to the last census of population from 2011

Television services	Q1 2012	quarterly change Q1 2012 – Q4 2011	annual change Q1 2012 – Q1 2011
Television services revenue	114.210.295	2,78%	35,72%
Cable reception	147.737	0,54%	4,57%
IPTV	346.035	-2,60%	6,23%
Satellite reception (SAT TV)	100.950	18,83%	0,25%
Digital terrestrial reception ¹	900.986	-0,83%	-2,91%

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)**