

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	Q3 2013	quarterly change Q3 2013 – Q2 2013	annual change Q3 2013 – Q3 2012
Total fixed telephony services revenue	681.653.477	-2,01%	-13,59%
Total number of fixed lines	1.591.248	-1,27%	-3,00%
Number of subscribers ¹	1.445.857	-1,26%	-3,08%
CPS subscribers	161.269	1,71%	-9,41%
Fixed originating voice minutes ²	746.516.041	-8,37%	-15,46%
Fixed ported numbers	904.401	4,13%	29,36%

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	Q3 2013	quarterly change Q3 2013 – Q2 2013	annual change Q3 2013 – Q3 2012
Total mobile telephony services revenue	1.594.657.101	3,83%	-15,01%
Total number of active subscribers ¹	5.150.767	2,79%	-2,13%
Mobile penetration ²	120,21%	2,79%	-2,00%
Mobile originating voice minutes ³	2.430.619.434	17,07%	30,05%
International <i>roaming</i> traffic – own subscribers	16.214.672	97,93%	102,68%
Total SMS sent	962.756.079	15,65%	12,82%
Total MMS sent	6.631.301	17,66%	6,74%
Mobile ported numbers	587.246	6,62%	49,00%

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 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	Q3 2013	quarterly change Q3 2013 – Q2 2013	annual change Q3 2013 – Q3 2012
Total access services revenue	643.989.626	4,25%	4,75%
Total number of broadband subscriptions (lines)	1.376.972	4,12%	10,08%
<i>Fixed broadband subscriptions (lines)</i>	915.705	0,69%	4,11%
<i>xDSL subscriptions (lines)</i>	776.094	0,43%	2,45%
<i>xDSL based broadband - Self-supply</i>	529.488	-0,40%	-2,10%
<i>xDSL based broadband using full local-loop unbundling</i>	179.106	0,66%	7,10%
<i>xDSL based broadband using shared access</i>	358	-6,04%	-24,15%
<i>xDSL based broadband using bitstream access</i>	67.142	6,87%	36,98%
<i>Cable broadband</i>	95.689	3,19%	19,31%
<i>Other</i>	43.922	-0,04%	4,96%
<i>Mobile broadband subscriptions (UMTS, HSDPA, i sl.)¹</i>	461.267	11,69%	24,25%
Broadband penetration ²	32,14%	4,15%	10,26%

¹ mobile broadband dedicated access lines through usb-keys/data cards/dongles for laptops

² Broadband penetration has been calculated according to the last census of population from 2011

Television services	Q3 2013	quarterly change Q3 2013 – Q2 2013	annual change Q3 2013 – Q3 2012
Television services revenue	138.552.147	4,24%	19,46%
Cable reception	152.449	1,65%	5,42%
IPTV	385.174	1,50%	8,23%
Satellite reception (SAT TV)	128.833	8,85%	25,37%
Digital terrestrial reception – pay TV	16.558	14,08%	n/a
Digital terrestrial reception ¹	812.694	-2,48%	-8,94%

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 + digital terrestrial reception-pay TV)**