

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	2012	2011	annual change 2012/2011
Number of subscribers ¹	1.454.133	1.606.090	-9,46%
Fixed network penetration rate ²	33,94%	37,43%	-9,32%
CPS subscribers	165.679	240.645	-31,15%
Fixed originating voice minutes ³	3.885.456.759	4.315.194.027	-9,96%
Fixed ported numbers	799.844	599.555	33,41%
Mobile telephony services			
Total number of active subscribers ⁴	4.971.351	5.115.140	-2,81%
Mobile penetration ⁵	116,02%	119,22%	-2,68%

¹ CPS (carrier pre-selection) subscribers are included

² 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)

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).

⁵ Penetration has been calculated according to the last census of population from 2011

Mobile originating voice minutes ¹	6.943.974.124	6.168.867.972	12,56%
Roaming traffic – foreign subscribers	182.304.894	182.861.902	-0,30%
International <i>roaming</i> traffic – own subscribers	32.496.879	39.777.333	-18,30%
Total SMS sent	3.252.107.069	2.407.216.800	35,10%
Total MMS sent	22.803.819	22.672.503	0,58%
Mobile ported numbers	476.281	294.879	61,52%
Broadband access services			
Total number of broadband subscriptions (lines)	1.216.659	1.149.229	5,87%
Fixed broadband subscriptions (lines)	890.324	861.276	3,37%
xDSL subscriptions (lines)	761.669	746.657	2,01%
<i>xDSL based broadband - Self-supply</i>	542.073	582.344	-6,92%
<i>xDSL based broadband using full local-loop unbundling</i>	167.178	140.445	19,03%
<i>xDSL based broadband using shared access</i>	433	1.891	-77,10%
<i>xDSL based broadband using bitstream access²</i>	51.985	21.977	136,54%
Cable broadband	84.948	69.794	21,71%
Other	43.707	44.825	-2,49%
Mobile broadband subscriptions (UMTS, HSDPA, i sl.) ³	326.335	287.953	13,33%

¹ includes all types of calls (local, national, international calls, calls to mobile networks and calls to VAS numbers)

² For 2011 - ADSL transport service is included

³ mobile broadband dedicated access lines through usb-keys/data cards/dongles for laptops

Broadband penetration ¹	28,40%	26,78%	6,05%
Television services			
Cable reception	148.062	143.705	3,03%
IPTV	366.974	344.206	6,61%
Satellite reception (SAT TV)	108.447	96.858	11,96%
Digital terrestrial reception ²	872.225	910.939	-4,25%

¹ Broadband penetration has been calculated according to the last census of population from 2011

² 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)