

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.

	2013	2012	annual change 2013/2012
<b>Fixed telephony services</b>			
Total fixed telephony services revenue	2.654.818.827	3.080.619.292	-13,82%
Number of subscribers <sup>1</sup>	1.430.644	1.454.133	-1,62%
CPS subscribers	154.326	165.679	-6,85%
Fixed originating voice minutes <sup>2</sup>	3.293.308.723	3.885.456.759	-15,24%
<b>Mobile telephony services</b>			
Total mobile telephony services revenue	6.049.590.466	6.134.587.734	-1,39%
Total number of active subscribers <sup>3</sup>	4.912.134	4.971.351	-1,19%
Mobile penetration	114,64%	116,02%	-1,19%
Mobile originating voice minutes <sup>4</sup>	8.329.469.024	6.943.974.124	19,95%
Roaming traffic – foreign subscribers	280.241.918	182.304.894	53,72%

<sup>1</sup> CPS (carrier pre-selection) subscribers are included

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

<sup>3</sup> 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.

<sup>4</sup> includes all types of calls (local, national, international calls, calls to mobile networks and calls to VAS numbers)

International <i>roaming</i> traffic – own subscribers	48.299.755	32.496.879	48,63%
Total SMS sent	3.493.983.845	3.252.107.069	7,44%
Total MMS sent	22.688.334	22.803.819	-0,51%
<b>Internet access services</b>			
Total access services revenue	2.511.504.924	2.340.015.440	7,33%
Total number of broadband subscriptions (lines)	1.347.159	1.216.659	10,73%
Fixed broadband subscriptions (lines)	923.887	890.324	3,77%
xDSL subscriptions (lines)	781.663	761.669	2,63%
<i>xDSL based broadband - Self-supply</i>	523.837	542.073	-3,36%
<i>xDSL based broadband using full local-loop unbundling</i>	183.721	167.178	9,90%
<i>xDSL based broadband using shared access</i>	332	433	-23,33%
<i>xDSL based broadband using bitstream access</i>	73.773	51.985	41,91%
Cable broadband	98.842	84.948	16,36%
Other	43.382	43.707	-0,74%
Dedicated data subscriptions (cards/modems/keys etc.)	423.272	326.335	29,70%
Internet connection through mobile phones <sup>1</sup>	2.379.637	1.966.527	21,01%
Broadband penetration	31,44%	28,40%	10,70%
Number of bundled services subscribers	561.095	359.527	56,06%

<sup>1</sup> number of subscribers which have made an internet mobile connection in the last 90 days through mobile phones

Broadband traffic (GB)	315.602.622	246.738.487	27,91%
<i>Fixed broadband traffic (GB)</i>	299.890.465	238.408.926	32,38%
<i>Mobile broadband traffic (GB)</i>	15.712.157	8.329.561	88,63%
<b>Television services</b>			
Television services revenue	543.001.021	462.594.899	17,38%
Cable reception	148.061	148.062	0,00%
IPTV	390.918	366.974	6,52%
Satellite reception (SAT TV)	131.537	108.447	21,29%
Digital terrestrial reception – pay TV	31.411	n/a	n/a
Digital terrestrial reception <sup>1</sup>	793.781	872.225	-8,99%

<sup>1</sup> 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)