

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 2014	quarterly change Q1 2014 – Q4 2013	annual change Q1 2014 – Q1 2013
Total fixed telephony services revenue	577.766.773	-7,15%	-16,84%
<i>Retail revenue</i>	495.231.098	-3,94%	-13,27%
<i>Wholesale revenue</i>	82.535.675	-22,64%	-33,31%
Total number of fixed lines	1.557.837	-1,21%	-4,00%
Number of subscribers <sup>1</sup>	1.397.615	-2,29%	-4,99%
CPS subscribers	146.252	-4,52%	-7,30%
Fixed originating voice minutes <sup>2</sup>	746.455.064	-9,92%	-14,37%
Fixed ported numbers	985.083	5,46%	17,84%

<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)

Mobile telephony services	Q1 2014	quarterly change Q1 2014 – Q4 2013	annual change Q1 2014 – Q1 2013
Total mobile telephony services revenue	1.286.547.833	-13,50%	-8,18%
<i>Retail revenue</i>	1.048.367.588	-12,81%	-2,70%
<i>Wholesale revenue</i>	238.180.244	-25,58%	-26,45%
Total number of active subscribers <sup>1</sup>	4.852.583	-1,21%	-1,66%
Mobile penetration <sup>2</sup>	113,25%	-1,21%	-1,66%
Mobile originating voice minutes <sup>3</sup>	2.036.349.105	0,26%	8,62%
International <i>roaming</i> traffic – own subscribers	16.308.774	2,18%	105,62%
Total SMS sent	818.020.771	-4,88%	-2,48%
Total MMS sent	4.802.965	-4,05%	-11,31%
Mobile ported numbers	692.135	11,16%	33,31%

<sup>1</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. Before 2011 each operator used a different active pre-paid subscriber definition (90/180/270 days).

<sup>2</sup> Mobile penetration has been calculated according to the last census of population from 2011

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

Broadband access services	Q1 2014	quarterly change Q1 2014 – Q4 2013	annual change Q1 2014 – Q1 2013
Total access services revenue	659.466.254	1,84%	8,94%
<i>Fixed broadband revenue<sup>1</sup></i>	433.549.602	0,07%	4,04%
<i>Mobile broadband revenue</i>	225.916.652	5,41%	19,77%
Total number of broadband subscriptions (lines)	1.348.367	0,09%	5,56%
<i>Fixed broadband subscriptions (lines)</i>	932.619	0,95%	3,57%
<i>xDSL subscriptions (lines)</i>	785.934	0,56%	1,93%
<i>xDSL based broadband - Self-supply</i>	516.661	-1,37%	-3,63%
<i>xDSL based broadband using full local-loop unbundling</i>	187.408	2,01%	7,03%
<i>xDSL based broadband using shared access</i>	302	-9,04%	-25,98%
<i>xDSL based broadband using bitstream access</i>	81.563	10,73%	37,24%
<i>Cable broadband</i>	105.306	6,41%	18,06%
<i>Other</i>	41.379	-4,60%	2,87%
<i>Mobile broadband subscriptions (UMTS, HSDPA, i sl.)</i>	2.790.932	-0,43%	7,07%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	415.748	-1,78%	10,34%
<i>Mobile phones<sup>2</sup></i>	2.375.184	-0,19%	6,52%
Broadband penetration <sup>3</sup>	31,47%	0,09%	5,56%
Number of bundled services subscribers	597.042	6,38%	38,42%
<b>Broadband traffic (GB)</b>	109.841.566	31,66%	45,58%

<sup>1</sup> Dial up revenue is also included

<sup>2</sup> Number of subscribers which have made an internet mobile connection in the last 90 days through mobile phones

<sup>3</sup> Broadband penetration has been calculated according to the last census of population from 2011

Television services	Q1 2014	quarterly change Q1 2014 – Q4 2013	annual change Q1 2014 – Q1 2013
Television services revenue	144.546.746	2,41%	13,03%
Cable reception	148.705	-0,86%	1,15%
IPTV	390.997	0,02%	5,26%
Satellite reception (SAT TV)	137.268	4,36%	20,91%
Digital terrestrial reception – pay TV	36.241	15,38%	236,50%
Digital terrestrial reception <sup>1</sup>	782.497	-1,18%	-8,26%

<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)**