

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	Q4 2013	quarterly change Q4 2013 – Q3 2013	annual change Q4 2013 – Q4 2012
Total fixed telephony services revenue	622.235.644	-8,72%	-12,32%
Total number of fixed lines	1.576.936	-0,90%	-3,84%
Number of subscribers ¹	1.430.334	-1,07%	-1,57%
CPS subscribers	153.182	-5,01%	-7,54%
Fixed originating voice minutes ²	828.681.744	11,01%	-9,73%
Fixed ported numbers	934.126	3,29%	16,79%

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	Q4 2013	quarterly change Q4 2013 – Q3 2013	annual change Q4 2013 – Q4 2012
Total mobile telephony services revenue	1.487.256.040	-6,74%	-4,87%
Total number of active subscribers ¹	4.912.133	-4,63%	-1,19%
Mobile penetration ²	114,64%	-4,63%	-1,06%
Mobile originating voice minutes ³	2.031.057.069	-16,44%	10,22%
International <i>roaming</i> traffic – own subscribers	15.961.395	-1,56%	106,72%
Total SMS sent	859.947.639	-10,68%	1,29%
Total MMS sent	5.005.444	-24,52%	-10,41%
Mobile ported numbers	622.647	6,03%	30,73%

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	Q4 2013	quarterly change Q4 2013 – Q3 2013	annual change Q4 2013 – Q4 2012
Total access services revenue	647.578.647	0,56%	5,57%
Total number of broadband subscriptions (lines)	1.347.157	-2,17%	10,73%
<i>Fixed broadband subscriptions (lines)</i>	923.885	0,89%	3,78%
<i>xDSL subscriptions (lines)</i>	781.549	0,70%	2,61%
<i>xDSL based broadband - Self-supply</i>	523.837	-1,07%	-3,06%
<i>xDSL based broadband using full local-loop unbundling</i>	183.721	2,58%	8,78%
<i>xDSL based broadband using shared access</i>	332	-7,26%	-23,33%
<i>xDSL based broadband using bitstream access</i>	73.659	9,71%	41,69%
<i>Cable broadband</i>	98.961	3,42%	16,46%
<i>Other</i>	43.375	-1,29%	-0,59%
<i>Mobile broadband subscriptions (UMTS, HSDPA, i sl.)¹</i>	423.272	-8,24%	29,70%
Broadband penetration ²	31,44%	-2,17%	10,86%

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	Q4 2013	quarterly change Q4 2013 – Q3 2013	annual change Q4 2013 – Q4 2012
Television services revenue	141.146.810	1,87%	17,34%
Cable reception	149.991	-1,61%	3,18%
IPTV	390.918	1,49%	6,52%
Satellite reception (SAT TV)	131.537	2,10%	23,87%
Digital terrestrial reception – pay TV	31.411	89,70%	n/a
Digital terrestrial reception ¹	791.851	-2,56%	-9,73%

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)**