

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.

	2014	2013	annual change 2014/2013
Fixed telephony services			
Total fixed telephony services revenue (HRK)	2.230.058.828	2.654.818.827	-16,00%
Number of subscribers ¹	1.355.421	1.430.644	-5,26%
CPS subscribers	148.106	154.326	-4,03%
Fixed originating voice minutes (min) ²	2.654.551.538	3.293.308.723	-19,40%
Mobile telephony services			
Total mobile telephony services revenue (HRK)	4.878.129.846	6.049.590.466	-19,36%
Total number of active subscribers ³	4.461.352	4.912.134	-9,18%
Mobile penetration ⁴	104,12%	114,64%	-9,18%
Mobile originating voice minutes (min) ⁵	8.582.351.349	8.329.469.024	3,04%

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)

³ 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.

⁴ As a % of population

⁵ includes all types of calls (local, national, international calls, calls to mobile networks and calls to VAS numbers)

Roaming traffic – foreign subscribers (min)	279.351.502	280.241.918	-0,32%
International <i>roaming</i> traffic – own subscribers (min)	74.928.421	48.299.755	55,13%
Total SMS sent	3.199.054.257	3.493.983.845	-8,44%
Total MMS sent	20.143.822	22.688.334	-11,22%
Internet access services			
Total access services revenue (HRK)	3.207.030.477	2.511.504.924	27,69%
Total number of broadband subscriptions (lines)	1.340.967	1.347.159	-0,46%
Fixed broadband subscriptions (lines)	952.969	923.887	3,15%
xDSL subscriptions (lines)	790.482	781.663	1,13%
<i>xDSL based broadband - Self-supply</i>	499.218	523.837	-4,70%
<i>xDSL based broadband using full local-loop unbundling</i>	186.706	183.721	1,62%
<i>xDSL based broadband using shared access</i>	242	332	-27,11%
<i>xDSL based broadband using bitstream access</i>	104.316	73.773	41,40%
Cable broadband (lines)	114.422	98.842	15,76%
Other	48.065	43.382	10,79%
Dedicated data subscriptions (cards/modems/keys etc.) ¹	387.998	423.272	-8,33%
Internet connection through mobile phones ²	2.539.270	2.379.637	6,71%

¹ M2M are included

² number of subscribers which have made an internet mobile connection in the last 90 days through mobile phones

Broadband penetration ¹	31,30%	31,44%	-0,46%
Number of bundled services subscribers	707.713	561.095	26,13%
Broadband traffic (GB)	384.752.944	315.602.622	21,91%
<i>Fixed broadband traffic (GB)</i>	362.482.038	299.890.465	20,87%
<i>Mobile broadband traffic (GB)</i>	22.270.907	15.712.157	41,74%
Television services			
Television services revenue (HRK)	597.319.179	543.001.021	10,00%
Cable reception	152.829	148.061	3,22%
IPTV	393.724	390.918	0,72%
Satellite reception (SAT TV)	147.382	131.537	12,05%
Digital terrestrial reception – pay TV	47.899	31.411	52,49%
Digital terrestrial reception ²	753.874	793.781	-5,03%

¹ as a % of population

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+digital terrestrial reception_pay TV)