

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	Q3 2015	quarterly change Q3 2015 – Q2 2015	annual change Q3 2015 – Q3 2014
Total fixed telephony services revenue (HRK)	511.287.007	-1,89%	-8,12%
<i>Retail revenue</i>	427.031.047	-1,60%	-10,59%
<i>Wholesale revenue</i>	84.255.960	-3,32%	6,91%
Total number of fixed lines	1.434.934	-0,92%	-5,35%
Stand-alone – fixed voice telephony subscribers	668.208	-5,08%	
Number of subscribers ¹	1.315.485	-1,00%	-3,75%
CPS subscribers	121.682	-13,23%	-18,11%
Fixed originating voice minutes ² (min)	559.148.694	-3,94%	-11,70%
Fixed ported numbers	1.180.205	2,23%	11,59%

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	Q3 2015	quarterly change Q3 2015 – Q2 2015	annual change Q3 2015 – Q3 2014
Total mobile telephony services revenue (HRK)	1.140.369.974	14,87%	-11,75%
<i>Retail revenue</i>	861.146.324	11,65%	-6,40%
<i>Retail revenue - Residential</i>	650.074.709	14,09%	-4,45%
<i>Prepaid subscribers</i>	311.464.118	18,43%	-6,33%
<i>Postpaid subscribers</i>	338.610.590	10,37%	-2,65%
<i>Retail revenue - Business</i>	211.071.616	4,75%	-11,94%
<i>Wholesale revenue</i>	279.223.649	26,11%	-24,96%
Total number of active subscribers ¹	4.629.517	3,92%	-0,62%
<i>Residential</i>	3.886.317	4,70%	-0,77%
<i>Prepaid subscribers</i>	2.615.452	6,85%	-2,34%
<i>Postpaid subscribers</i>	1.270.865	0,53%	2,62%
<i>Business</i>	743.200	0,04%	0,19%
Mobile penetration ²	108,04%	3,92%	-0,62%
Mobile originating voice minutes ³ (min)	2.257.107.864	1,73%	1,62%
International <i>roaming</i> traffic – own subscribers (min)	22.396.517	3,60%	9,43%
International <i>roaming</i> traffic – foreign subscribers (min)	204.992.869	207,95%	16,27%
Total SMS sent	729.318.268	-0,57%	-7,45%

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)

Total MMS sent	4.575.529	-3,14%	-13,71%
Mobile ported numbers	963.786	4,24%	20,15%

Broadband access services	Q3 2015	quarterly change Q3 2015 – Q2 2015	annual change Q3 2015 – Q3 2014
Total access services revenue (HRK)	984.416.592	9,27%	12,09%
<i>Fixed broadband revenue¹</i>	436.786.153	-0,35%	-3,31%
<i>Mobile broadband revenue</i>	547.630.439	18,38%	28,41%
Total number of broadband subscriptions (lines)	4.192.828	3,20%	6,21%
<i>Fixed broadband subscriptions (lines)</i>	972.335	0,65%	3,01%
<i>Own copper access</i>	479.006	-0,94%	-5,14%
<i>xDSL based broadband using full local-loop unbundling</i>	189.576	0,04%	-0,33%
<i>xDSL based broadband using shared access</i>	179	-10,05%	-33,46%
<i>FttX</i>	21.936	7,57%	n/a
<i>Bitstream</i>	127.787	6,56%	36,56%
<i>Cable broadband</i>	122.523	2,64%	12,74%
<i>Other</i>	31.328	-5,35%	n/a
<i>Mobile broadband subscriptions</i>	3.220.493	3,99%	7,22%
<i>Residential</i>	2.504.500	4,89%	7,63%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	200.469	11,12%	-11,12%
<i>Mobile phones²</i>	2.287.189	4,30%	9,56%

¹ Dial up revenue is also included

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

<i>M2M</i>	16.842	16,76%	21,59%
Business	715.993	0,99%	5,81%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	129.745	1,38%	5,13%
<i>Mobile phones¹</i>	509.504	0,72%	5,94%
<i>M2M</i>	76.744	2,18%	6,07%
Number of bundled services subscribers – 2D	440.769	4,50%	25,56%
Number of bundled services subscribers – 3D	344.230	1,69%	7,24%
Number of bundled services subscribers – 4D	32.081	-2,68%	
Stand-alone – broadband subscribers	174.479	-9,26%	
Broadband traffic (GB)	141.784.422	22,13%	37,90%

Television services	Q3 2015	quarterly change Q3 2015 – Q2 2015	annual change Q3 2015 – Q3 2014
Television services revenue (HRK)	159.413.540	3,25%	5,33%
Stand-alone – TV subscribers	251.969	-1,02%	
Cable reception	151.641	-1,12%	-1,06%
IPTV	383.830	-0,76%	-2,36%
Satellite reception (SAT TV)	162.387	5,23%	12,74%
Digital terrestrial reception – pay TV	52.417	-0,87%	38,06%
Digital terrestrial reception ²	745.433	-0,39%	-2,86%

¹ Number of subscribers which have made an internet mobile connection in the last 90 days through mobile phones

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)**