

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 2016	quarterly change Q4 2016 – Q3 2016	annual change Q4 2016 – Q4 2015
Total fixed telephony services revenue (HRK)	433.844.364	-4,68%	-11,10%
<i>Retail revenue</i>	364.672.984	-3,67%	-12,39%
<i>Wholesale revenue</i>	69.171.381	-9,69%	-3,61%
Total number of fixed lines	1.405.010	-0,03%	-1,52%
Stand-alone – fixed voice telephony subscribers	537.031	-4,19%	-17,67%
Number of subscribers ¹	1.295.134	0,29%	-1,48%
CPS subscribers	90.226	-7,75%	-23,73%
Fixed originating voice minutes ² (min)	559.194.911	10,41%	-7,15%
Fixed ported numbers	1.362.931	2,95%	12,06%

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 2016	quarterly change Q4 2016 – Q3 2016	annual change Q4 2016 – Q4 2015
Total mobile telephony services revenue (HRK)	1.155.407.199	-6,48%	0,44%
<i>Retail revenue</i>	931.683.569	0,0001%	1,81%
<i>Retail revenue - Residential</i>	703.793.961	1,90%	3,29%
<i>Prepaid subscribers</i>	296.088.794	-0,66%	-2,54%
<i>Postpaid subscribers</i>	407.705.167	3,84%	7,98%
<i>Retail revenue - Business</i>	227.889.608	-5,44%	-2,49%
<i>Wholesale revenue</i>	223.723.631	-26,34%	-4,89%
Total number of active subscribers ¹	4.414.347	-5,49%	0,003%
<i>Residential</i>	3.641.958	-6,84%	-0,66%
<i>Prepaid subscribers</i>	2.287.978	-11,34%	-3,28%
<i>Postpaid subscribers</i>	1.353.980	1,90%	4,09%
<i>Business</i>	772.389	1,24%	3,07%
Mobile penetration ²	103,02%	-5,52%	-0,03%
Mobile originating voice minutes ³ (min)	2.233.857.789	-2,19%	2,52%
International <i>roaming</i> traffic – own subscribers (min)	38.595.997	5,92%	71,17%
International <i>roaming</i> traffic – foreign subscribers (min)	44.954.119	-81,09%	32,06%
Total SMS sent	660.818.541	-0,08%	-6,43%

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	3.801.723	-6,66%	-8,14%
Mobile ported numbers	1.188.137	4,68%	17,47%

Broadband access services	Q4 2016	quarterly change Q4 2016 – Q3 2016	annual change Q4 2016 – Q4 2015
Total access services revenue (HRK)	983.851.998	-0,44%	9,98%
<i>Fixed broadband revenue¹</i>	465.694.270	1,12%	7,30%
<i>Mobile broadband revenue</i>	518.157.728	-1,81%	12,51%
Total number of broadband subscriptions (lines)	4.424.536	0,39%	5,46%
<i>Fixed broadband subscriptions (lines)</i>	1.043.795	1,91%	5,84%
<i>Own copper access</i>	448.882	-1,44%	-5,17%
<i>xDSL based broadband using full local-loop unbundling</i>	188.911	0,11%	-1,14%
<i>xDSL based broadband using shared access</i>	124	-5,34%	-25,75%
<i>FttX</i>	56.271	30,38%	126,83%
<i>Bitstream</i>	164.257	4,48%	21,08%
<i>Cable broadband</i>	143.545	4,09%	11,64%
<i>Other</i>	41.805	0,30%	28,34%
<i>Mobile broadband subscriptions</i>	3.380.741	-0,07%	5,34%
<i>Residential</i>	2.574.241	-1,99%	3,38%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	133.809	-18,51%	-13,56%
<i>Mobile phones²</i>	2.440.412	-0,89%	5,28%
<i>M2M</i>	20	0,00%	-99,88%

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>Business</i>	806.500	6,63%	12,11%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	129.588	-2,25%	1,26%
<i>Mobile phones¹</i>	549.486	7,93%	7,68%
<i>M2M</i>	127.426	11,15%	57,16%
Number of bundled services subscribers – 2D	488.917	1,91%	7,36%
Number of bundled services subscribers – 3D	336.192	-2,02%	0,09%
Number of bundled services subscribers – 4D	96.750	29,83%	170,46%
Stand-alone – broadband subscribers	139.599	-3,64%	-21,59%
Broadband traffic (GB)	200.616.516	5,76%	41,68%

Television services	Q4 2016	quarterly change Q4 2016 – Q3 2016	annual change Q4 2016 – Q4 2015
Television services revenue (HRK)	176.370.988	0,81%	8,05%
Stand-alone – TV subscribers	231.469	-2,24%	-11,67%
Cable reception	159.090	1,16%	3,27%
IPTV	398.436	1,46%	3,01%
Satellite reception (SAT TV)	178.428	1,94%	8,52%
Digital terrestrial reception – pay TV	59.771	-0,03%	-2,68%
Digital terrestrial reception ²	699.983	0,61%	-3,98%

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 = (1.520.026** (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) Note: Before Q3 2016 1.535.635 was used as relevant number of households