

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.

	2017	2016	annual change 2017/2016
<b>Fixed telephony services</b>			
Total fixed telephony services revenue (HRK)	1.603.255.003	1.823.057.003	-12,06%
Number of subscribers <sup>1</sup>	1.276.083	1.295.134	-1,47%
CPS subscribers	70.156	90.226	-22,24%
Fixed originating voice minutes (min) <sup>2</sup>	2.046.811.611	2.204.657.540	-7,16%
<b>Mobile telephony services</b>			
Total mobile telephony services revenue (HRK)	4.345.849.132	4.428.497.992	-1,87%
Total number of active subscribers <sup>3</sup>	4.315.580	4.414.347	-2,24%
Mobile penetration <sup>4</sup>	100,72%	103,02%	-2,23%
Mobile originating voice minutes (min) <sup>5</sup>	9.053.176.719	8.899.533.546	1,73%

<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)

<sup>3</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.

<sup>4</sup> As a % of population

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

Roaming traffic – foreign subscribers (min)	624.539.532	397.734.681	57,02%
International <i>roaming</i> traffic – own subscribers (min)	269.027.089	127.404.069	111,16%
Total SMS sent	2.407.785.390	2.643.304.674	-8,91%
Total MMS sent	14.100.266	15.647.888	-9,89%
<b>Internet access services</b>			
Total access services revenue (HRK)	4.313.787.043	3.858.972.449	11,79%
Fixed broadband subscriptions (lines)	1.095.881	1.043.795	4,99%
xDSL subscriptions (lines)	768.021	802.174	-4,26%
<i>xDSL based broadband - Self-supply</i>	436.884	448.882	-2,67%
<i>xDSL based broadband using full local-loop unbundling</i>	174.485	188.911	-7,64%
<i>xDSL based broadband using shared access</i>	65	124	-47,58%
<i>xDSL based broadband using bitstream access</i>	156.587	164.257	-4,67%
Cable broadband (lines)	155.421	143.545	8,27%
Other	172.439	98.076	75,82%
Dedicated data subscriptions (cards/modems/keys etc.) <sup>1</sup>	436.996	390.843	11,81%
Internet connection through mobile phones <sup>2</sup>	3.052.723	2.989.898	2,10%
Number of bundled services subscribers	946.991	921.859	2,73%
Broadband traffic (GB)	961.446.272	709.720.991	35,47%

<sup>1</sup> M2M are included

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

<i>Fixed broadband traffic (GB)</i>	867.204.755	660.547.056	31,29%
<i>Mobile broadband traffic (GB)</i>	94.241.517	49.173.935	91,65%
<b>Television services</b>			
Television services revenue (HRK)	724.406.496	694.273.144	4,34%
Cable reception	169.229	159.090	6,37%
IPTV	413.640	398.436	3,82%
Satellite reception (SAT TV)	178.001	178.428	-0,24%
Digital terrestrial reception – pay TV	67.402	59.771	12,77%
Digital terrestrial reception <sup>1</sup>	652.233	699.983	-6,82%

<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)