

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.

	2018	2017	annual change 2018/2017
Fixed telephony services			
Total fixed telephony services revenue (HRK)	1.382.425.639	1.603.255.003	-13,77%
Number of subscribers ¹	1.263.837	1.276.083	-0,96%
CPS subscribers	57.352	70.156	-18,25%
Fixed originating voice minutes (min) ²	1.861.302.149	2.046.811.611	-9,06%
Mobile telephony services			
Total mobile telephony services revenue (HRK)	4.345.997.432	4.345.849.132	0,003%
Total number of active subscribers ³	4.388.476	4.315.580	1,69%
Mobile penetration ⁴	102,42%	100,72%	1,69%
Mobile originating voice minutes (min) ⁵	9.255.542.146	9.053.176.719	2,24%

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)	645.464.725	624.539.532	3,35%
International <i>roaming</i> traffic – own subscribers (min)	551.479.068	269.027.089	104,99%
Total SMS sent	2.101.715.761	2.407.785.390	-12,71%
Total MMS sent	12.588.526	14.100.266	-10,72%
Internet access services			
Total access services revenue (HRK)	4.512.271.289	4.313.787.043	4,60%
<i>Fixed broadband revenue¹</i>	1.947.197.126	1.915.975.992	1,63%
<i>Mobile broadband revenue</i>	2.565.074.162	2.397.811.051	6,98%
Fixed broadband subscriptions (lines)	1.128.273	1.095.881	2,96%
<i>Own copper access</i>	432.943	436.884	-0,90%
<i>xDSL based broadband using full local-loop unbundling</i>	156.380	174.485	-10,38%
<i>xDSL based broadband using shared access</i>	25	65	-61,54%
<i>FttX – own infrastructure</i>	86.630	78.430	10,46%
<i>Bitstream (xDSL, FttX)</i>	158.341	156.587	1,12%
<i>Cable broadband (lines)</i>	163.148	155.421	4,97%
<i>Fixed wireless access (FWA)</i>	126.777	91.027	39,27%
<i>Other</i>	4.029	2.982	35,11%
Mobile broadband subscriptions	3.514.032	3.489.719	0,70%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	276.908	284.342	-2,61%

¹ Dial up revenue is also included

<i>Internet connection through mobile phones</i> ¹	3.025.447	3.052.723	-0,89%
<i>M2M</i>	211.677	152.654	38,66%
Number of bundled services subscribers	999.739	946.991	5,57%
Broadband traffic (GB)	1.262.984.590	961.446.272	31,36%
<i>Fixed broadband traffic (GB)</i> ²	1.071.103.374	867.204.755	23,51%
<i>Mobile broadband traffic (GB)</i>	191.881.216	94.241.517	103,61%
Television services			
Television services revenue (HRK)	764.183.807	724.406.496	5,49%
Cable reception	178.244	169.229	5,33%
IPTV	424.389	413.640	2,60%
Satellite reception (SAT TV)	143.806	178.001	-19,21%
Digital terrestrial reception – pay TV	73.299	67.402	8,75%
RH households with digital terrestrial reception only ³	660.767	652.233	1,31%

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

² Fixed wireless broadband traffic is included

³ RH households with digital terrestrial reception only = (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)