

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.

	2016	2015	annual change 2016/2015
Fixed telephony services			
Total fixed telephony services revenue (HRK)	1.823.057.003	2.021.690.756	-9,83%
Number of subscribers ¹	1.295.134	1.314.654	-1,48%
CPS subscribers	90.226	126.843	-28,87%
Fixed originating voice minutes (min) ²	2.204.657.540	2.399.186.511	-8,11%
Mobile telephony services			
Total mobile telephony services revenue (HRK)	4.428.497.992	4.231.661.464	4,65%
Total number of active subscribers ³	4.414.347	4.415.660	-0,03%
Mobile penetration ⁴	103,02%	103,05%	-0,03%
Mobile originating voice minutes (min) ⁵	8.899.533.546	8.758.740.294	1,61%

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)	397.734.681	327.977.843	21,27%
International <i>roaming</i> traffic – own subscribers (min)	127.404.069	86.376.402	10203,20%
Total SMS sent	2.643.304.674	2.904.367.258	-8,99%
Total MMS sent	15.647.888	17.640.142	-11,29%
Internet access services			
Total access services revenue (HRK)	3.858.972.449	3.632.356.674	6,24%
Fixed broadband subscriptions (lines)	1.043.795	986.215	5,84%
xDSL subscriptions (lines)	802.174	800.256	0,24%
<i>xDSL based broadband - Self-supply</i>	448.882	473.343	-5,17%
<i>xDSL based broadband using full local-loop unbundling</i>	188.911	191.089	-1,14%
<i>xDSL based broadband using shared access</i>	124	167	-25,75%
<i>xDSL based broadband using bitstream access</i>	164.257	135.657	21,08%
Cable broadband (lines)	143.545	128.577	11,64%
Other	98.076	57.382	70,92%
Dedicated data subscriptions (cards/modems/keys etc.) ¹	390.843	381.147	2,54%
Internet connection through mobile phones ²	2.989.898	2.828.251	5,72%
Number of bundled services subscribers	921.859	829.060	11,19%
Broadband traffic (GB)	709.720.991	513.289.050	38,27%

¹ M2M are included

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

<i>Fixed broadband traffic (GB)</i>	660.547.056	480.880.574	37,36%
<i>Mobile broadband traffic (GB)</i>	49.173.935	32.408.476	51,73%
Television services			
Television services revenue (HRK)	694.273.144	632.330.324	9,80%
Cable reception	159.090	154.051	3,27%
IPTV	398.436	386.804	3,01%
Satellite reception (SAT TV)	178.428	164.418	8,52%
Digital terrestrial reception – pay TV	59.771	61.414	-2,68%
Digital terrestrial reception ¹	699.983	729.021	-3,98%

¹ 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)