

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 2018	quarterly change Q3 2018 – Q2 2018	annual change Q3 2018 – Q3 2017
Total fixed telephony services revenue (HRK)	352.264.202	0,17%	-11,83%
<i>Retail revenue</i>	296.942.941	-1,65%	-11,93%
<i>Wholesale revenue</i>	55.321.261	11,24%	-11,28%
Total number of fixed lines	1.360.525	-0,14%	-1,25%
Stand-alone – fixed voice telephony subscribers	483.229	-1,17%	-7,18%
Number of subscribers ¹	1.267.029	0,12%	-0,60%
CPS subscribers	59.104	-5,04%	-20,65%
Fixed originating voice minutes ² (min)	431.722.221	-6,94%	-10,03%

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 2018	quarterly change Q3 2018 – Q2 2018	annual change Q3 2018 – Q3 2017
Total mobile telephony services revenue (HRK)	1.166.943.651	11,70%	1,15%
<i>Retail revenue</i>	908.932.233	5,57%	2,12%
<i>Retail revenue - Residential</i>	694.418.777	4,50%	2,83%
<i>Prepaid subscribers</i>	287.388.954	6,46%	2,57%
<i>Postpaid subscribers</i>	407.029.823	3,16%	3,02%
<i>Retail revenue - Business</i>	214.513.456	9,17%	-0,14%
<i>Wholesale revenue</i>	258.011.419	40,42%	-2,11%
Total number of active subscribers³	4.546.527	3,72%	1,00%
<i>Residential</i>	3.826.698	4,30%	0,59%
<i>Prepaid subscribers</i>	2.276.458	6,49%	-3,92%
<i>Postpaid subscribers</i>	1.550.240	1,25%	8,03%
<i>Business</i>	719.829	0,75%	3,22%
Mobile penetration ⁴	106,11%	3,72%	1,00%
Mobile originating voice minutes ⁵ (min)	2.327.895.946	-1,69%	-0,62%
International <i>roaming</i> traffic – own subscribers (min)	142.020.323	0,23%	70,90%
International <i>roaming</i> traffic – foreign subscribers (min)	349.802.376	104,20%	-11,56%
Total SMS sent	522.989.363	-3,24%	-12,19%
Total MMS sent	3.143.123	-7,06%	-14,01%

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. Before 2011 each operator used a different active pre-paid subscriber definition (90/180/270 days).

⁴ Mobile penetration has been calculated according to the last census of population from 2011

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

Broadband access services	Q3 2018	quarterly change Q3 2018 – Q2 2018	annual change Q3 2018 – Q3 2017
Total access services revenue (HRK)	1.273.156.853	15,85%	1,90%
<i>Fixed broadband revenue⁶</i>	489.385.464	0,88%	0,56%
<i>Mobile broadband revenue</i>	783.771.389	27,68%	2,76%
Total number of broadband subscriptions (lines)	4.694.739	1,99%	2,85%
<i>Fixed broadband subscriptions (lines)</i>	1.113.330	0,27%	2,59%
<i>Own copper access</i>	436.358	1,98%	-1,13%
<i>xDSL based broadband using full local-loop unbundling</i>	160.819	-3,53%	-9,20%
<i>xDSL based broadband using shared access</i>	32	-20,00%	-57,33%
<i>FttX – own infrastructure</i>	78.617	-9,08%	11,50%
<i>Bitstream (xDSL, FttX)</i>	155.827	-0,71%	-3,15%
<i>Cable broadband</i>	159.653	1,34%	4,55%
<i>Fixed wireless access (FWA)</i>	118.324	6,39%	48,98%
<i>Other</i>	3.700	5,26%	16,43%
<i>Mobile broadband subscriptions</i>	3.581.409	2,54%	2,93%
<i>Residential</i>	2.688.086	2,12%	1,39%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	138.532	0,65%	-6,68%
<i>Mobile phones⁷</i>	2.549.524	2,20%	1,87%
<i>M2M</i>	30	7,14%	7,14%
<i>Business</i>	893.323	3,82%	7,85%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	148.563	0,71%	4,56%

⁶ Dial up revenue is also included

⁷ Number of subscribers which have made an internet mobile connection in the last 90 days through mobile phones

<i>Mobile phones</i> ⁸	543.908	0,57%	1,74%
<i>M2M</i>	200.852	16,70%	32,48%
Number of bundled services subscribers – 2D	466.408	-1,93%	-3,57%
Number of bundled services subscribers – 3D	293.430	-1,29%	-6,74%
Number of bundled services subscribers – 4D	185.874	11,43%	62,71%
Stand-alone – broadband subscribers	183.846	-1,49%	-2,73%
Broadband traffic (GB)	347.529.052	21,60%	24,05%
<i>Fixed broadband traffic (GB)</i> ⁹	281.476.719	13,62%	14,11%
<i>Mobile broadband traffic (GB)</i>	66.052.333	73,53%	97,25%
Television services	Q3 2018	quarterly change Q3 2018 – Q2 2018	annual change Q3 2018 – Q3 2017
Television services revenue (HRK)	193.146.452	1,44%	5,09%
Stand-alone – TV subscribers	217.950	-3,83%	-15,25%
Cable reception	173.949	2,04%	4,11%
IPTV	415.441	0,24%	1,21%
Satellite reception (SAT TV)	183.432	1,15%	1,74%
Digital terrestrial reception – pay TV	71.987	1,11%	19,94%

⁸ Number of subscribers which have made an internet mobile connection in the last 90 days through mobile phones

⁹ Fixed wireless broadband traffic is included