

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.

| | 2019 | 2018 | annual change 2019/2018 |
|---|---------------|---------------|----------------------------|
| Fixed telephony services | | | |
| Total fixed telephony services revenue (HRK) | 1.284.573.621 | 1.382.357.710 | -7,07% |
| Number of subscribers ¹ | 1.247.402 | 1.263.837 | -1,30% |
| CPS subscribers | 50.238 | 57.352 | -12,40% |
| Fixed originating voice minutes (min) ² | 1.639.377.673 | 1.861.302.149 | -11,92% |
| Mobile telephony services | | | |
| Total mobile telephony services revenue (HRK) | 4.254.413.237 | 4.345.997.432 | -2,11% |
| Total number of active subscribers ³ | 4.404.652 | 4.388.476 | 0,37% |
| Mobile penetration ⁴ | 102,80% | 102,42% | 0,37% |
| Mobile originating voice minutes (min) ⁵ | 9.569.123.407 | 9.255.542.146 | 3,39% |
| Roaming traffic – foreign subscribers (min) | 761.600.529 | 645.464.725 | 17,99% |

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)

| | | | |
|---|---------------|---------------|---------|
| International <i>roaming</i> traffic – own subscribers (min) | 675.644.679 | 551.479.068 | 22,52% |
| Total SMS sent | 1.836.895.626 | 2.101.715.761 | -12,60% |
| Total MMS sent | 10.575.023 | 12.588.526 | -15,99% |
| Internet access services | | | |
| Total access services revenue (HRK) | 4.677.401.522 | 4.512.271.289 | 3,66% |
| <i>Fixed broadband revenue</i> ¹ | 1.982.414.263 | 1.947.197.126 | 1,81% |
| <i>Mobile broadband revenue</i> | 2.694.987.259 | 2.565.074.162 | 5,06% |
| Fixed broadband subscriptions (lines) | 1.154.773 | 1.128.273 | 2,35% |
| <i>Own copper access</i> | 428.353 | 432.943 | -1,06% |
| <i>xDSL based broadband using full local-loop unbundling</i> | 137.416 | 156.380 | -12,13% |
| <i>xDSL based broadband using shared access</i> | 18 | 25 | -28,00% |
| <i>FttX – own infrastructure</i> | 105.780 | 86.630 | 22,11% |
| <i>Bitstream (xDSL, FttX)</i> | 156.154 | 158.341 | -1,38% |
| <i>Cable broadband (lines)</i> | 166.957 | 163.148 | 2,33% |
| <i>Fixed wireless access (FWA)</i> | 155.091 | 126.777 | 22,33% |
| <i>Other</i> | 5.004 | 4.029 | 24,20% |
| Mobile broadband subscriptions | 3.623.860 | 3.514.032 | 3,13% |
| <i>Dedicated data subscriptions (cards/modems/keys etc.)</i> | 293.171 | 276.908 | 5,87% |
| <i>Internet connection through mobile phones</i> ² | 3.097.605 | 3.025.447 | 2,39% |
| <i>M2M</i> | 233.084 | 211.677 | 10,11% |
| Number of bundled services subscribers | 1.029.359 | 999.739 | 2,96% |
| Broadband traffic (GB) | 1.542.603.365 | 1.262.984.590 | 22,14% |

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>Fixed broadband traffic (GB)¹</i> | 1.220.007.472 | 1.071.103.374 | 13,90% |
| <i>Mobile broadband traffic (GB)</i> | 322.595.893 | 191.881.216 | 68,12% |
| Television services | | | |
| Television services revenue (HRK) | 791.829.074 | 764.183.807 | 3,62% |
| Cable reception | 176.857 | 178.244 | -0,78% |
| IPTV | 436.609 | 424.389 | 2,88% |
| Satellite reception (SAT TV) | 146.749 | 143.806 | 2,05% |
| Digital terrestrial reception – pay TV | 69.845 | 73.299 | -4,71% |
| RH households with digital terrestrial reception only ² | 650.445 | 660.767 | -1,56% |

¹ Fixed wireless broadband traffic is included

² 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)