

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 2020	quarterly change Q3 2020 – Q2 2020	annual change Q3 2020 – Q3 2019
<b>Total fixed telephony services revenue (HRK)</b>	<b>279.983.337</b>	<b>-0,29%</b>	<b>-13,09%</b>
<i>Retail revenue</i>	<i>244.555.930</i>	<i>-0,87%</i>	<i>-10,29%</i>
<i>Wholesale revenue</i>	<i>35.427.407</i>	<i>3,90%</i>	<i>-28,53%</i>
Total number of fixed lines	1.298.208	-0,47%	-3,03%
Stand-alone – fixed voice telephony subscribers	465.938	-2,31%	22,22%
Number of subscribers <sup>1</sup>	1.228.936	-0,41%	-2,76%
CPS subscribers	41.423	-4,35%	-18,38%
Fixed originating voice minutes <sup>2</sup> (min)	382.618.704	-12,95%	-1,19%

<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)

Mobile telephony services	Q3 2020	quarterly change Q3 2020 – Q2 2020	annual change Q3 2020 – Q3 2019
<b>Total mobile telephony services revenue (HRK)</b>	<b>985.686.911</b>	<b>13,92%</b>	<b>-12,06%</b>
<b>Retail revenue</b>	<b>779.117.725</b>	<b>11,46%</b>	<b>-11,67%</b>
<u>Retail revenue - Residential</u>	595.686.910	13,29%	-9,20%
<i>Prepaid subscribers</i>	225.804.983	17,91%	-13,99%
<i>Postpaid subscribers</i>	369.881.927	10,64%	-6,01%
<u>Retail revenue - Business</u>	183.430.814	5,93%	-18,82%
<b>Wholesale revenue</b>	<b>206.569.186</b>	<b>24,27%</b>	<b>-13,51%</b>
<b>Total number of active subscribers<sup>3</sup></b>	<b>4.471.710</b>	<b>3,32%</b>	<b>-2,89%</b>
<u>Residential</u>	3.714.857	3,93%	-3,90%
<i>Prepaid subscribers</i>	1.987.026	6,11%	-10,52%
<i>Postpaid subscribers</i>	1.727.831	1,54%	5,04%
<u>Business</u>	756.853	0,41%	2,40%
Mobile penetration <sup>4</sup>	104,36%	3,32%	-2,89%
Mobile originating voice minutes <sup>5</sup> (min)	2.731.044.846	-5,44%	12,54%
International <i>roaming</i> traffic – own subscribers (min)	147.343.651	5,65%	-11,60%
International <i>roaming</i> traffic – foreign subscribers (min)	305.724.630	247,97%	-29,08%
Total SMS sent	380.843.649	9,95%	-15,97%
Total MMS sent	2.583.586	-5,52%	0,09%

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

<sup>4</sup> Mobile penetration has been calculated according to the last census of population from 2011

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

Broadband access services <sup>6</sup>	Q3 2020	quarterly change Q3 2020 – Q2 2020	annual change Q3 2020 – Q3 2019
<b>Total access services revenue (HRK)</b>	<b>1.337.567.337</b>	<b>15,75%</b>	<b>2,23%</b>
<i>Fixed broadband revenue<sup>7</sup></i>	459.033.448	0,29%	-7,72%
<i>Mobile broadband revenue</i>	878.533.889	25,89%	8,34%
<b>Total number of broadband subscriptions (lines)</b>	<b>5.640.972</b>	<b>2,76%</b>	<b>16,55%</b>
<b>Fixed broadband subscriptions (lines)</b>	<b>1.026.891</b>	<b>0,15%</b>	<b>-11,20%</b>
<i>Own copper access</i>	428.969	-0,04%	-0,61%
<i>xDSL based broadband using full local-loop unbundling</i>	126.693	-3,07%	-10,50%
<i>xDSL based broadband using shared access</i>	47	-16,07%	147,37%
<i>FttX – own infrastructure</i>	120.067	4,55%	16,80%
<i>Bitstream (xDSL, FttX)</i>	152.609	-1,00%	-3,21%
<i>Cable broadband</i>	164.690	0,65%	0,08%
<i>Fixed wireless access (FWA)</i>	28.602	3,91%	-81,35%
<i>Other</i>	5.214	-2,23%	6,52%
<b>Mobile broadband subscriptions<sup>8</sup></b>	<b>4.614.081</b>	<b>3,36%</b>	<b>25,26%</b>
<i>Residential</i>	3.573.617	4,08%	29,62%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	316.561	2,95%	120,60%

<sup>6</sup> From Q1 2020 subscriptions that are realized on chosen fixed location over the mobile network, which do not satisfy minimum obligations related to guaranteed speed, will not be reported under the number of fixed broadband subscriptions anymore. Until now, these subscriptions were reported under the fixed wireless access category. They are reported under mobile broadband subscriptions and corresponding indicators instead.

<sup>7</sup> Dial up revenue is also included

<sup>8</sup> Due to a change in the reporting system, one operator had a deviation in the number of users reported in previous periods.

<i>Mobile phones</i> <sup>9</sup>	3.257.051	4,19%	24,63%
<i>M2M</i>	5	0,00%	-84,85%
<i>Business</i>	1.040.464	0,96%	12,28%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	169.537	0,00%	13,03%
<i>Mobile phones</i> <sup>10</sup>	616.662	0,58%	13,76%
<i>M2M</i>	254.265	2,57%	8,37%
Number of bundled services subscribers – 2D	323.508	0,29%	-33,13%
Number of bundled services subscribers – 3D	291.759	1,37%	4,16%
Number of bundled services subscribers – 4D	293.186	1,04%	11,09%
Stand-alone – broadband subscribers	132.263	-4,57%	-7,62%
<b>Broadband traffic (GB)</b>	<b>567.126.955</b>	<b>5,08%</b>	<b>35,96%</b>
<i>Fixed broadband traffic (GB)</i>	376.448.636	-0,39%	19,59%
<i>Mobile broadband traffic (GB)</i>	190.678.319	17,88%	86,32%
<b>Television services</b>	<b>Q3 2020</b>	<b>quarterly change Q3 2020 – Q2 2020</b>	<b>annual change Q3 2020 – Q3 2019</b>
<b>Television services revenue (HRK)</b>	<b>205.764.060</b>	<b>2,64%</b>	<b>3,74%</b>
<b>Total number of pay-TV subscriptions (lines)</b>	<b>837.623</b>	<b>0,25%</b>	<b>1,25%</b>
<b>Cable reception</b>	<b>178.610</b>	<b>1,23%</b>	<b>1,58%</b>
<i>Residential</i>	174.496	1,01%	1,20%
<i>Business</i>	4.114	11,79%	20,72%
<b>IPTV</b>	<b>440.999</b>	<b>0,38%</b>	<b>1,33%</b>

<sup>9</sup> Number of subscribers which have made an internet mobile connection in the last 90 days through mobile phones

<sup>10</sup> Number of subscribers which have made an internet mobile connection in the last 90 days through mobile phones

<i>Residential</i>	417.067	0,40%	1,34%
<i>Business</i>	23.932	0,01%	1,07%
<b>Satellite reception (SAT TV)</b>	<b>146.299</b>	<b>-1,00%</b>	<b>-1,24%</b>
<i>Residential</i>	137.337	-0,56%	-0,96%
<i>Business</i>	8.962	-7,25%	-5,45%
<b>Digital terrestrial reception – pay TV</b>	<b>71.715</b>	<b>-0,43%</b>	<b>5,37%</b>
<i>Residential</i>	70.727	-0,46%	5,36%
<i>Business</i>	988	1,86%	6,35%
Stand-alone – TV subscribers	113.941	-3,50%	-21,67%
RH households with digital terrestrial reception only <sup>11</sup>	642.882	-0,32%	-1,59%

<sup>11</sup> 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)