

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.

	2020	2019	annual change 2020/2019
Fixed telephony services			
Total fixed telephony services revenue (HRK)	1.117.227.282	1.284.573.621	-13,03%
Number of subscribers ¹	1.230.649	1.247.402	-1,34%
CPS subscribers	40.425	50.238	-19,53%
Fixed originating voice minutes (min) ²	1.719.006.491	1.639.377.673	4,86%
Mobile telephony services			
Total mobile telephony services revenue (HRK)	3.825.935.505	4.254.413.237	-10,07%
Total number of active subscribers ³	4.375.699	4.404.652	-0,66%
Mobile penetration ⁴	102,12%	102,80%	-0,66%
Mobile originating voice minutes (min) ¹	11.325.354.122	9.569.123.407	18,35%

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

Roaming traffic – foreign subscribers (min)	523.156.946	761.600.529	-31,31%
International <i>roaming</i> traffic – own subscribers (min)	613.857.731	675.644.679	-9,14%
Total SMS sent	1.496.629.348	1.836.895.626	-18,52%
Total MMS sent	10.282.994	10.575.023	-2,76%
Internet access services	2020	2019	annual change 2020/2019
Total access services revenue (HRK)	4.827.977.003	4.677.401.522	3,22%
<i>Fixed broadband revenue</i> ²	1.823.404.519	1.982.414.263	-8,02%
<i>Mobile broadband revenue</i>	3.004.572.484	2.694.987.259	11,49%
Fixed broadband subscriptions (lines) ³	1.030.973	1.154.773	-10,72%
<i>Own copper access</i>	428.469	428.353	0,03%
<i>xDSL based broadband using full local-loop unbundling</i>	121.886	137.416	-11,30%
<i>xDSL based broadband using shared access</i>	59	18	227,78%
<i>FttX – own infrastructure</i>	126.614	105.780	19,70%
<i>Bitstream (xDSL, FttX)</i>	151.724	156.154	-2,84%
<i>Cable broadband (lines)</i>	168.016	166.957	0,63%
<i>Fixed wireless access (FWA)</i>	28.830	155.091	-81,41%
<i>Other</i>	5.375	5.004	7,41%
Mobile broadband subscriptions	4.598.772	3.623.860	26,90%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	534.367	293.171	82,27%

¹ includes all types of calls (local, national, international calls, calls to mobile networks and calls to VAS numbers)

² Dial up revenue is also included

³ From 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.

	2020	2019	annual change 2020/2019
<i>Internet connection through mobile phones¹</i>	3.803.826	3.097.605	22,80%
<i>M2M</i>	260.579	233.084	11,80%
Number of bundled services subscribers	912.820	1.029.359	-11,32%
Broadband traffic (GB)	2.213.177.797	1.542.603.365	43,47%
<i>Fixed broadband traffic (GB)²</i>	1.534.158.228	1.220.007.472	25,75%
<i>Mobile broadband traffic (GB)</i>	679.019.569	322.595.893	110,49%
Television services			
Television services revenue (HRK)	815.767.042	791.829.074	3,02%
Cable reception	180.517	176.857	2,07%
IPTV	444.129	436.609	1,72%
Satellite reception (SAT TV)	145.165	146.749	-1,08%
Digital terrestrial reception – pay TV	81.170	69.845	16,21%
RH households with digital terrestrial reception only ³	629.524	650.445	-3,22%

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)