

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	Q2 2021	quarterly change Q2 2021 – Q1 2021	annual change Q2 2021 – Q2 2020
Total fixed telephony services revenue (HRK)	272.526.510.	1,14%	-2,94%
<i>Retail revenue</i>	237.069.459	0,24%	-3,90%
<i>Wholesale revenue</i>	35.457.051	7,61%	3,98%
Total number of fixed lines	1.282.954	-0,23%	-1,64%
Stand-alone – fixed voice telephony subscribers	473.723	1,95%	-0,68%
Number of subscribers ¹	1.220.876	-0,03%	-1,07%
CPS subscribers	37.233	-2,78%	-14,02%
Fixed originating voice minutes ² (min)	385.567.108	-4,62%	-12,28%

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	Q2 2021	quarterly change Q2 2021 – Q1 2021	annual change Q2 2021 – Q2 2020
Total mobile telephony services revenue (HRK)	892.556.742	0,42%	3,16%
Retail revenue	718.722.718	-2,35%	2,82%
<i>Retail revenue - Residential</i>	538.908.013	-0,63%	2,49%
<i>Prepaid subscribers</i>	191.437.902	-2,09%	-0,03%
<i>Postpaid subscribers</i>	347.470.111	0,18%	3,93%
<i>Retail revenue - Business</i>	179.814.706	-7,16%	3,84%
Wholesale revenue	173.834.024	13,77%	4,57%
Total number of active subscribers³	4.404.102	0,99%	1,76%
<u>Residential</u>	3.635.989	1,11%	1,72%
<i>Prepaid subscribers</i>	1.834.037	1,01%	-2,06%
<i>Postpaid subscribers</i>	1.801.952	1,22%	5,89%
<u>Business</u>	768.113	0,40%	1,90%
Mobile penetration ⁴	102,78%	0,99%	1,75%
Mobile originating voice minutes ⁵ (min)	2.953.037.343	4,28%	2,25%
International <i>roaming</i> traffic – own subscribers (min)	134.415.165	-7,68%	-3,62%
International roaming traffic – foreign subscribers (min)	127.339.628	121,29%	44,94%
Total SMS sent	322.232.218	4,89%	-6,97%

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)

Total MMS sent	2.215.469	-4,32%	-18,98%
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Broadband access services	Q2 2021	quarterly change Q2 2021 – Q1 2021	annual change Q2 2021 – Q2 2020
Total access services revenue (HRK)	1.289.910.270	5,81%	11,63%
<i>Fixed broadband revenue⁶</i>	471.810.155	1,91%	3,08%
<i>Mobile broadband revenue</i>	818.100.115	8,20%	17,23%
Total number of broadband subscriptions (lines)	5.743.809	2,05%	4,64%
<i>Fixed broadband subscriptions (lines)</i>	1.037.852	0,58%	1,22%
<i>Own copper access</i>	424.128	-0,39%	-1,17%
<i>xDSL based broadband using full local-loop unbundling</i>	111.193	-4,89%	-14,93%
<i>xDSL based broadband using shared access</i>	8	166,67%	-85,71%
<i>FttX – own infrastructure</i>	143.277	6,71%	24,76%
<i>Bitstream (xDSL, FttX)</i>	155.104	1,89%	0,61%
<i>Cable broadband</i>	170.675	0,61%	4,31%
<i>Fixed wireless access (FWA)</i>	27.855	0,66%	1,20%
<i>Other</i>	5.612	3,95%	5,23%
<i>Mobile broadband subscriptions</i>	4.705.957	2,38%	5,42%
<i>Residential</i>	3.629.581	2,65%	5,71%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	378.896	5,51%	23,22%

⁶ Dial up revenue is also included

<i>Mobile phones</i> ⁷	3.250.680	2,32%	3,99%
<i>M2M</i>	5	0,00%	0,00%
<i>Business</i>	1.076.376	1,48%	4,45%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	181.291	7,01%	6,93%
<i>Mobile phones</i> ⁸	625.101	-0,11%	1,96%
<i>M2M</i>	269.984	1,69%	8,91%
Number of bundled services subscribers – 2D	314.550	-0,64%	-2,48%
Number of bundled services subscribers – 3D	283.054	-0,62%	-1,66%
Number of bundled services subscribers – 4D	303.058	-1,07%	4,44%
Stand-alone – broadband subscribers	146.459	8,51%	5,67%
Broadband traffic (GB)	664.786.344	6,48%	23,18%
<i>Fixed broadband traffic (GB)</i>	460.067.707	7,61%	21,73%
<i>Mobile broadband traffic (GB)</i>	204.718.637	4,03%	26,56%
Television services	Q2 2021	quarterly change Q2 2021 – Q1 2021	annual change Q2 2021 – Q2 2020
Television services revenue (HRK)	211.325.133	1,43%	5,41%
Total number of pay-TV subscriptions (lines)	874.694	0,21%	4,68%
Cable reception	178.393	-0,83%	1,11%
<i>Residential</i>	173.540	-1,11%	0,45%
<i>Business</i>	4.853	10,52%	31,88%
IPTV	447.239	0,37%	1,80%

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

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

<i>Residential</i>	423.031	0,33%	1,84%
<i>Business</i>	24.208	1,14%	1,16%
Satellite reception (SAT TV)	145.748	0,79%	-1,37%
<i>Residential</i>	135.613	0,11%	-1,81%
<i>Business</i>	10.135	10,86%	4,88%
Digital terrestrial reception – pay TV	103.314	0,50%	43,45 ⁰ %
<i>Residential</i>	102.679	0,64%	44,51%
<i>Business</i>	635	-17,64%	-34,54%
Stand-alone – TV subscribers	112.221	3,38%	-4,96%
RH households with digital terrestrial reception only ⁹	605.811	-0,30%	-6,07%

⁹ 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)