

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.

	2021	2020	annual change 2021/2020
Fixed telephony services			
Total fixed telephony services revenue (HRK)	1.083.334.752	1.117.227.282	-3,03%
Number of subscribers ¹	1.203.834	1.230.649	-2,18%
CPS subscribers	35.489	40.425	-12,21%
Fixed originating voice minutes (min) ²	1.508.115.967	1.719.006.491	-12,27%
Mobile telephony services			
Total mobile telephony services revenue (HRK)	3.670.666.830	3.825.935.505	-4,06%
Total number of active subscribers ³	4.402.213	4.375.699	0,61%
Mobile penetration ⁴	102,74%	102,12%	0,61%
Mobile originating voice minutes (min) ¹	11.409.111.919	11.325.354.122	0,74%

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)	722.783.790	523.156.946	38,16%
International <i>roaming</i> traffic – own subscribers (min)	578.334.294	613.857.731	-5,79%
Total SMS sent	1.272.206.851	1.496.629.348	-15,00%
Total MMS sent	8.935.785	10.282.994	-13,10%
Internet access services	2021	2020	annual change 2021/2020
Total access services revenue (HRK)	5.368.090.235	4.827.977.003	11,19%
<i>Fixed broadband revenue</i> ²	1.865.340.811	1.823.404.519	2,30%
<i>Mobile broadband revenue</i>	3.502.749.424	3.004.572.484	16,58%
Fixed broadband subscriptions (lines) ³	1.048.489	1.030.973	1,70%
<i>Own copper access</i>	420.980	428.469	-1,75%
<i>xDSL based broadband using full local-loop unbundling</i>	90.365	121.886	-25,86%
<i>xDSL based broadband using shared access</i>	8	59	-86,44%
<i>FttX – own infrastructure</i>	157.590	126.614	24,46%
<i>Bitstream (xDSL, FttX)</i>	170.826	151.724	12,59%
<i>Cable broadband (lines)</i>	174.771	168.016	4,02%
<i>Fixed wireless access (FWA)</i>	28.141	28.830	-2,39%
<i>Other</i>	5.808	5.375	8,06%
Mobile broadband subscriptions	4.716.731	4.598.772	2,57%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	562.107	534.367	5,19%

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.

	2021	2020	annual change 2021/2020
<i>Internet connection through mobile phones¹</i>	3.886.221	3.803.826	2,17%
<i>M2M</i>	268.403	260.579	3,00%
Number of bundled services subscribers	912.565	912.820	-0,03%
Broadband traffic (GB)	2.769.643.280	2.213.177.797	25,14%
<i>Fixed broadband traffic (GB)²</i>	1.892.607.425	1.534.158.228	23,36%
<i>Mobile broadband traffic (GB)</i>	877.035.855	679.019.569	29,16%
Television services			
Television services revenue (HRK)	850.507.473	815.767.042	4,26%
Cable reception	180.660	180.517	0,08%
IPTV	449.125	444.129	1,12%
Satellite reception (SAT TV)	140.058	145.165	-3,52%
Digital terrestrial reception – pay TV	103.387	81.170	27,37%
RH households with digital terrestrial reception only ³	607.275	629.524	-3,53%

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)