

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.

	2022	2021	annual change 2022/2021
Fixed telephony services			
Total fixed telephony services revenue (HRK)	1.009.901.427	1.083.334.752	-6,78%
Number of subscribers ¹	1.182.557	1.203.834	-1,77%
CPS subscribers	31.238	35.489	-11,98%
Fixed originating voice minutes (min) ²	1.277.943.992	1.508.115.967	-15,26%
Mobile telephony services			
Total mobile telephony services revenue (HRK)	3.808.690.436	3.670.666.830	3,76%
Total number of active subscribers ³	4.480.469	4.402.213	1,78%
Mobile penetration ⁴	115,22%	102,74%	12,15%
Mobile originating voice minutes (min) ¹	11.228.465.598	11.409.111.919	-1,58%

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)	832.381.633	722.783.790	15,16%
International <i>roaming</i> traffic – own subscribers (min)	593.041.024	578.334.294	2,54%
Total SMS sent	1.078.660.574	1.272.206.851	-15,21%
Total MMS sent	7.193.078	8.935.785	-19,50%
Internet access services	2022	2021	annual change 2022/2021
Total access services revenue (HRK)	5.683.978.152	5.368.090.235	5,88%
<i>Fixed broadband revenue²</i>	1.864.033.132	1.865.340.811	-0,07%
<i>Mobile broadband revenue</i>	3.819.945.020	3.502.749.424	9,06%
Fixed broadband subscriptions (lines) ³	1.087.689	1.048.489	3,74%
<i>Own copper access</i>	414.367	420.980	-1,57%
<i>xDSL based broadband using full local-loop unbundling</i>	52.733	90.365	-41,64%
<i>xDSL based broadband using shared access</i>	2	8	-75,00%
<i>FttX – own infrastructure</i>	198.428	157.590	25,91%
<i>Bitstream (xDSL, FttX)</i>	203.373	170.826	19,05%
<i>Cable broadband (lines)</i>	180.936	174.771	3,53%
<i>Fixed wireless access (FWA)</i>	31.519	28.141	12,00%
<i>Other</i>	6.331	5.808	9,00%
Mobile broadband subscriptions	4.905.027	4.716.731	3,99%
<i>Dedicated data subscriptions (cards/modems/keys etc.)</i>	585.182	562.107	4,11%

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.

<i>Internet connection through mobile phones¹</i>	4.027.891	3.886.221	3,65%
<i>M2M</i>	291.954	268.403	8,77%
Number of bundled services subscribers	925.814	912.565	1,45%
Broadband traffic (GB)	3.394.542.264	2.769.643.280	22,56%
<i>Fixed broadband traffic (GB)²</i>	2.342.365.022	1.892.607.425	23,76%
<i>Mobile broadband traffic (GB)</i>	1.052.177.242	877.035.855	19,97%
Television services	2022	2021	annual change 2022/2021
Television services revenue (HRK)	884.674.680	850.507.473	4,02%
Cable reception	182.024	180.660	0,76%
IPTV	457.613	449.125	1,89%
Satellite reception (SAT TV)	131.831	140.058	-5,87%
Digital terrestrial reception – pay TV	101.167	103.387	-2,15%
RH households with digital terrestrial reception only ³	528.389	607.275	-12,99%

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 = (1.438.423 (number of households in the Republic of Croatia according to the last census of population from 2021) – 2,6% households without TV) – (number of cable receptions + number of IPTV + number of satellite receptions + digital terrestrial reception pay TV)