

Bosnia and Herzegovina Profile (2018)

Various statistics (Latest data available: 2018)

Fixed-telephone subscriptions per 100 inhabitants	19.6305
Mobile-cellular subscriptions per 100 inhabitants	104.126
Fixed (wired)-broadband subscriptions per 100 inhabitants	20.8655
Mobile-broadband subscriptions per 100 inhabitants	55.3806
Households with a computer (%)	63.7587
Households with Internet access at home (%)	69.1942
Individuals using the Internet (%)	70.1201

Regulatory Authority (Latest data available: 2018)

Please provide the name of the Head of the Regulatory Authority	Predrag Kovac
Please provide the exact title of the Head of the Regulatory Authority.	Director General
Name of the telecom/ICT regulator	Communications Regulatory Agency

Policy Maker (Latest data available: 2018)

Please provide the name and contact details of the main Policy-Maker in charge of telecommunications/ICTs	Council of Ministers of Bosnia and Herzegovina
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Level of Competition (Latest data available: 2018)

Cable modem	C*	
Cable Television	C*	
Data2014	C*	
Domestic fixed long distance	C*	
Fixed Satellite Services (FSS)	N	
Fixed Wireless Broadband	C*	
GMPCS (FSS/MSS)2010	N	
IMT (3G, 4G, etc.)	P*	P: 2009
International Gateways	N	
International Fixed Long Distance	C*	
Internet Services	C*	
Leased Lines	C*	
Wireless Local Loop	C*	
Local Fixed Line Services	C*	
Mobile	P*	P: 2001
Mobile Satellite Services (MSS)	N	
Paging2006	C	
VSAT	C*	
DSL	C*	

M: Monopoly
P: Partial competition (year when competition was introduced)
C: Full competition (year when competition was introduced)
N: N/A

Institutional Details (Latest data available: 2018)

Regulator autonomous in decision making	Yes
Who is responsible for approving the budget of the Regulator? [2010]	Council of Ministers of BiH
Legal document creating the regulator	Decision Combining the Competencies of the Independent Media Commission and the Telecommunications Regulatory Agency
Sources of regulator's budget and % financed from each source	<ul style="list-style-type: none"> • Licence fees, percentage: 83, • Numbering fees, percentage: 14, • Spectrum fees, percentage: 3,
Regulator also regulates other utilities	<ul style="list-style-type: none"> • Yes If Yes, specify utilities regulated: spectrum management, broadcasting,
Reporting requirements of the regulator	<ul style="list-style-type: none"> • Report to Government
Year separate regulator created	2001

Structure Regulator (Latest data available: 2018)

Please provide the name of the Head of the Regulatory Authority	Predrag Kovac
Please provide the exact title of the Head of the Regulatory Authority.	Director General
Regulator is a collegial body	No
If Yes, please provide the total number of members/commissioners (including the Head). [2010]	1
Is the Head of the Commission also responsible for day-to-day administrative matters? [2010]	Yes
What is the normal period of appointment for the members and the Head of the Regulatory Authority? [2011]	four (4) years, two (2) mandates maximum
Please provide the total number of staff in the Regulatory Authority.	120

Regulatory Functions (Latest data available: 2018)

Entity in charge of licensing	R	
Entity in charge of interconnection rates	R	
Entity in charge of price regulation	R	
Entity in charge of technical standards setting	O	
Entity in charge of radio frequency allocation and assignment	R	
Spectrum Monitoring and Enforcement	R	
Entity in charge of numbering	R	
Entity in charge of type approval	N	
Entity in charge of service quality monitoring	R	
Entity in charge of universal service/access	R	
Quality of service standards setting	Op	
Entity in charge of enforcement of quality of service obligations	N	
Broadcasting (sound transmission)	R	
Entity in charge of broadcasting content	R	
Entity in charge of Information Technology	S	
Entity in charge of Internet content	R M*	M: The Regulatory Authority is responsible for the supervision and control of audio visual content transmitted over the Internet. The Press Council is a self-regulatory body that deals with print and online media.

S: Sector Ministry
 O: Other Ministry or Government body
 R: Regulatory Authority
 Op: Operator
 N: Not regulated
 M: If more than one entity or another body is involved in this function, please explain

Universal Service - services covered and operator obligations (Latest data available: 2018)

Definition of universal service/access exists	Yes
Universal access/service policy adopted	Yes
Voice services included in Universal service/access definition	<ul style="list-style-type: none"> • Fixed line private residential service as part of universal service definition • Fixed line public payphone service as part of universal service definition
Internet services included in Universal service/access definition	<ul style="list-style-type: none"> • Dial-up Internet access as part of universal service definition • Broadband as part of universal service definition
Other services included in Universal service/access definition	<ul style="list-style-type: none"> • Emergency services as part of universal service definition • Directory services as part of universal service definition
Operators under universal access/service obligation	<ul style="list-style-type: none"> • Incumbent fixed line operator(s) • Fixed-line operators
Operators/service providers required to offer below-cost prices	Yes

Financing of Universal Service activities and/or Universal Service Funds (Latest data available: 2018)

Means of financing operator(s) universal access/service obligations	<ul style="list-style-type: none"> • Cross-subsidy between own services
Other financing mechanisms for the provision of Universal service	No
If Yes, please explain	
Operational Universal Service Fund	No
If Yes, when? [2014]	Information about date of establishing Universal Service Fund is not available in this moment. It depends on decision of Council of Ministers.
Operators/ service providers required to contribute to USF	
Means of calculating USF contribution amounts	
USF financed by other sources	
USF budget financing by source (in percentage)	
Regulator administrating USF	
If No, name the entity responsible	

Interconnection issues (Latest data available: 2017)

Interconnection charging principle adopted	<ul style="list-style-type: none"> • Symmetric
If asymmetric charging, how it was decided?	Asymmetric fixed termination rates is adopted and begins implementation July 1, 2014. An asymmetry is the based on market share (based on number of subscribers and revenues).

Approach used to regulate interconnection prices (Latest data available: 2014)

Approach used to regulate fixed termination rates	B
Approach used to regulate mobile termination rates	B

LRIC: LRIC cost model
FDC: FDC cost model
B: Benchmarking
O: Other
N: None

NGN (Latest data available: 2017)

Stage of introduction of NGN system by operators • Implementation

Cost model used (or planned) to calculate costs/tariffs of NGN Services • FDHC model

NGN - Regulation of IP networks (Latest data available: 2017)

Regulations that govern the use of IP networks for Data Services No

Regulations that govern the use of IP networks for Voice Services I

USO: Regulatory arrangements subject to universal service obligations
I: Regulatory interconnection arrangements with networks using switching circuits
B: Banning of services based on IP
No: No regulatory arrangements defined at present
O: Other