

Croatia Profile (2018)

Various statistics (Latest data available: 2018)

Fixed-telephone subscriptions per 100 inhabitants	32.6162
Mobile-cellular subscriptions per 100 inhabitants	105.583
Fixed (wired)-broadband subscriptions per 100 inhabitants	26.955
Mobile-broadband subscriptions per 100 inhabitants	79.4522
Households with a computer (%)	76.2164
Households with Internet access at home (%)	81.5207
Individuals using the Internet (%)	72.6888

Regulatory Authority (Latest data available: 2018)

Please provide the name of the Head of the Regulatory Authority	Tonko Obuljen
Please provide the exact title of the Head of the Regulatory Authority.	President of Council
Name of the telecom/ICT regulator	Croatian Regulatory Authority for Network Industries

Policy Maker (Latest data available: 2018)

Please provide the name and contact details of the main Policy-Maker in charge of telecommunications/ICTs	Ministry of Maritime Affairs, Transport and Infrastructure
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Level of Competition (Latest data available: 2018)

Cable modem	C*	
Cable Television	C*	
Data2010	C*	
Domestic fixed long distance	C*	
Fixed Satellite Services (FSS)2010	C	
Fixed Wireless Broadband2010	C	
GMPCS (FSS/MSS)2008	N	
IMT (3G, 4G, etc.)	C*	
International Gateways2010	C	
International Fixed Long Distance	C*	
Internet Services2010	C*	
Leased Lines	C*	
Wireless Local Loop2008	C	
Local Fixed Line Services	C*	
Mobile	C*	P: 1998
Mobile Satellite Services (MSS)2008	N	
Paging2004	C	
VSAT2008	N	
DSL	C*	P: 2006

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]	Government
Legal document creating the regulator	Electronic Communications Act
Sources of regulator's budget and % financed from each source	<ul style="list-style-type: none"> • Numbering fees, percentage: 9, • Spectrum fees, percentage: 61, • Regulated telecom operators • Regulated telecom operators percentage: 28, percentage of operator revenue (turnover): 0,20, • Other • Other, Source: interests, refunds, percentage: 2,
Regulator also regulates other utilities	• Yes If Yes, specify utilities regulated: Post,
Reporting requirements of the regulator	• Report to Legislature/Parliament
Year separate regulator created	2008

Structure Regulator (Latest data available: 2018)

Please provide the name of the Head of the Regulatory Authority	Tonko Obuljen
Please provide the exact title of the Head of the Regulatory Authority.	President of Council
Regulator is a collegial body	Yes
If Yes, please provide the total number of members/commissioners (including the Head). [2013]	5
Is the Head of the Commission also responsible for day-to-day administrative matters?	No
What is the normal period of appointment for the members and the Head of the Regulatory Authority? [2011]	5 years
Please provide the total number of staff in the Regulatory Authority.	175

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 M*	M: Competition Authority
Entity in charge of technical standards setting	R Op	
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 ²⁰⁰⁴	R	
Entity in charge of service quality monitoring ²⁰¹⁵	R	
Entity in charge of universal service/access	R	
Quality of service standards setting ²⁰¹⁵	R	
Entity in charge of enforcement of quality of service obligations	R	
Broadcasting (sound transmission)	R	
Entity in charge of broadcasting content	O	
Entity in charge of Information Technology	R	
Entity in charge of Internet content ²⁰¹⁵	N	

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"> • Voice telephony services • 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"> • 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 • Services for impaired/ elderly • Directory services as part of universal service definition
Operators under universal access/service obligation	<ul style="list-style-type: none"> • Designated US Provider
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?	
Operators/ service providers required to contribute to USF	<ul style="list-style-type: none"> • None
Means of calculating USF contribution amounts	<ul style="list-style-type: none"> • Percentage of total gross revenues (turnover) Percentage: The amount of contribution by any individual operator of publicly available telephone services must be proportionate to the share of its annual revenue in relation to the total annual revenue of all operators who are under the obligation to make contributions in accordance with this Article. The total amount must correspond to the amount of compensations of net costs calculated,
USF financed by other sources	No
USF budget financing by source (in percentage)	
Regulator administrating USF	Yes
If No, name the entity responsible [2003]	Fund Commission

Interconnection issues (Latest data available: 2018)

Interconnection charging principle adopted	<ul style="list-style-type: none"> • Symmetric
If asymmetric charging, how it was decided?	<p>termination in mobile networks: -cost of network infrastructure setup, -market share by number of subscribers, -time of entry on Croatian market, termination in fixed networks: -market share by traffic (number of terminated minutes)</p>

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

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

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

NGN (Latest data available: 2018)

Stage of introduction of NGN system by operators • Completed

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

NGN - Regulation of IP networks (Latest data available: 2018)

Regulations that govern the use of IP networks for Data Services USO

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