

Croatia Profile (Latest data available: 2018)

Various statistics (Latest data available: 2018)

Fixed-telephone subscriptions per 100 inhabitants	32.6
Mobile-cellular subscriptions per 100 inhabitants	105.4
Fixed (wired)-broadband subscriptions per 100 inhabitants	23.1
Mobile-broadband subscriptions per 100 inhabitants	79.3
Households with a computer (%)	74.1
Households with Internet access at home (%)	76.4
Individuals using the Internet (%)	67.1

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

Regulatory Authority (Latest data available: 2018)

Name of the telecom/ICT regulator	Croatian Regulatory Authority for Network Industries
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
Legal document creating the regulator	Electronic Communications Act
Year separate regulator created	2008
Regulator also regulates other utilities	• Yes If Yes, specify utilities regulated: Post,
Regulator autonomous in decision making	Yes
Who is responsible for approving the budget of the Regulator? [2010]	Government
Sources of regulator's budget and % financed from each source	• 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,
Reporting requirements of the regulator	• Report to Legislature/Parliament

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 setting2015	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 content2015	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

Level of Competition (Latest data available: 2018)

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

M: Monopoly

P: Partial competition (year when competition was introduced)

C: Full competition (year when competition was introduced)

N: N/A

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 • 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 • 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 • Cross-subsidy between own services

Operational Universal Service Fund No

If Yes, when?

Operators/ service providers required to contribute to USF • None

Means of calculating USF contribution amounts • 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

Other financing mechanisms for the provision of Universal service No

If Yes, please explain