

Pursuant to Article 82, paragraph 2 of the Law on Electronic Communications ("Official Gazette of Montenegro", No 40/13), the Government of Montenegro, at its session of 11 September 2014, adopted

THE DECREE

on a minimum set of services included in the Universal Service

The Decree was published in the "Official Gazette of Montenegro", No 46 of 31.10.2014.

Subject

Article 1

The Decree defines a minimum set of services included in the Universal Service, which are available to all end-users at an affordable price, regardless of their geographical location.

Minimum set of services included in the Universal Service

Article 2

Minimum set of services from the scope of the Univerzalnog comprises the following services:

- 1) the fulfillment of reasonable requests for access to public electronic communications network and publicly available electronic communications services at a fixed location, thus enabling voice communication and data transfer speed that allows functional Internet access;
- 2) the provision of universal service directory (hereinafter referred to as the Universal Directory) and universal directory enquiry service for information on the subscriber numbers (hereinafter referred to as the Universal Directory Enquiry Service); and
- 3) special measures and benefits for persons with reduced mobility, as well as for persons with disabilities, including access to emergency services, to directory enquiry service and to directories of subscribers, which allow equal opportunities for access to publicly available telephone services as other end-users enjoy, as well as the appropriate choice of operators available to most end-users.

Access to public electronic communications network and publicly available electronic communications services at a fixed location

Article 3

The service of access to public electronic communications network and publicly available electronic communications services at a fixed location referred to in Article 2, paragraph 1, subparagraph 1 of this Decree includes:

- 1) providing a connection to public electronic communications network at a fixed location, upon a reasonable user request, within the user's premises, household or business premises, regardless of the technology used;
- 2) enabling the use of publicly available telephone service for all types of calls where this service is provided 24 hours a day, seven days a week;
- 3) enabling free calls to emergency service numbers, to the single European number 112 for emergency calls and to numbers from the 116 range;

- 4) allowing data downloading and uploading between a remote website and the user's terminal device;
- 5) calculation of provided services according to realized traffic volume and the use of the unit time interval of one second (1s) for calculating the volume of realized telephone traffic and billing unit of one kilobyte (1KB) for estimating the amount of data transferred;
- 6) free submission of monthly bills for services rendered;
- 7) organizing a service for reporting faults that will be available to customers 24 hours a day, seven days a week; and
- 8) organizing a fault repair service.

Universal directory and Universal directory enquiry service

Article 4

Universal directory service that ensures that data on subscribers to publicly available telephone services is included in the Universal Directory, except for subscribers who have demanded a ban on the introduction and publication of such data.

The Universal Service operator shall provide at least 500 printed copies of the Universal directory.

Universal information service must be available 24 hours a day, seven days a week.

Special measures and benefits for persons with reduced mobility and persons with disabilities

Article 5

The Universal Service operator who provides the service referred to in Article 2, paragraph 1, sub-paragraph 1 of this Decree shall:

- 1) provide for the Universal Service users with visual impairments the handsets which are, in addition to usual numbering, supplied with Braille symbols alphabet;
- 2) provide for the users with hearing impairments a communication with emergency services via short messaging system (SMS), if the provision of the service is based on a mobile network; and
- 3) offer price options or packages for disadvantaged persons, persons with reduced mobility and persons with disabilities.

Termination of validity

Član 6

On the date of entry into force of this Decree, the Decree on the minimum set of services included in the Universal Service ("Official Gazette of Montenegro", No 60/10 and 20/12), the Rulebook on conditions and manner of use of the minimum set of leased lines ("Official Gazette of Montenegro", No 70/09) and the Rulebook on conditions for interoperability of user digital television equipment ("Official Gazette of Montenegro ", No 43/10) will cease to be valid.

Entry into force

Article 7

This Decree shall enter into force on the eighth day of its publication in the "Official Gazette of Montenegro".

No: 08-2084/4

Podgorica, 11.09.2014

Government of Montenegro

Milo Đukanović

Prime Minister

m.p.