

Pursuant to Article 83 paragraph 3 and Article 154 paragraph 5 of the Law on Electronic Communications ("Official Gazette of Montenegro", No 40/13), the Ministry for Information Society and Telecommunications, subject to approval of the Ministry of Labour and Social Welfare, has adopted

THE RULEBOOK

on the types of benefits and special measures for access to public electronic communications services for persons with reduced mobility and persons with disabilities

The Rulebook was published in the Official Gazette of Montenegro, No 43 of 15.10.2014.

Subject

Article 1

This Rulebook defines the types of benefits and special measures for access to public electronic communications services for persons with reduced mobility and persons with disabilities.

Persons with disabilities and reduced mobility

Article 2

A person with a disability within the meaning of this Rulebook is a person with long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder full and effective participation of that person in society on an equal basis with others.

A person with reduced mobility, within the meaning of this Rulebook, is a person who has a temporary or permanent disability in movement due to disability, age, pregnancy or other reasons, in relation with access to public electronic communications services and in compliance with accessibility standards.

Benefits for providing access to public electronic communications services

Article 3

Benefits from providing access to electronic communications services for persons with disabilities include the provision of physical and economic opportunities for access to publicly available electronic communications services, which are equal to respective opportunities for other end-users.

The Universal Service Operator will ensure and the operator of electronic communication services (hereinafter referred to as the operator) will provide the users with disabilities with the following benefits within their objective technical feasibility:

- 1) unrestricted access to its services, including unrestricted access to emergency numbers and the single European number "112";
- 2) priority in gaining access to the network, as well as in repairing faults;
- 3) the availability of appropriate terminal equipment, tailored to the needs of such persons;
- 4) unrestricted access to their offices and retail outlets; and
- 5) regular information about all aspects of services that are intended for that group of users.

In addition to the measures referred to in paragraph 2 of this Article, the operator shall, in accordance with the law, enable the persons with disabilities to use electronic communications services at lower prices.

Terminal equipment

Article 4

Operators shall enable the persons with disabilities to purchase or rent appropriate terminal equipment at preferential terms, and Universal Service operators shall do it without compensation.

Terminal equipment, depending on the type of disability, should be adapted to the needs of persons with disabilities, meeting in particular the following needs:

- 1) to have a keyboard designed for the use by the blind, visually impaired or immobile persons (where there are larger, easily accessible and recognizable keys);
- 2) to allow the hands-free use;
- 3) to have a visual and audible alarm signal with the audio or sound volume setting that can be easily managed;
- 4) to enable reading from the screen and have an easily adjustable screen contrast;
- 5) to have the beeps of incoming calls and messages that can be replaced by visual ones;
- 6) to allow two-way text communication instead of voice communication;
- 7) to allow connection of hearing aids or other means to facilitate the use of telephone devices for persons with hearing aid; and
- 8) to have a setting for a speed dial.

Terminal equipment is rented to persons with disabilities by the operator for the period of time prescribed by the subscriber agreement and in case of loss of or intentional damage to the equipment the user is obliged to replace the equipment with the possibility of its purchase at purchase price and of repayment in installments within the duration of the subscriber agreement.

Access to public electronic communications services

Article 5

The operator shall ensure that users with disabilities:

- 1) have priority in the implementation of requests for connection;
- 2) are offered favorable prices for services, which are tailored according to the income of such persons, in accordance with special regulation;
- 3) can have communication with emergency services and the single European number "112" by using sign language or other non-verbal language or via SMS, in accordance with the technical capabilities of emergency services and the Operational communication center 112;
- 4) have priority in eliminating faults on access lines and terminal equipment; and
- 5) have subscription contracts and invoices that are at their request printed in a way that allows reading by the blind or by persons with visual impairment.

Special benefits provided by the Universal Service Operator

Article 6

In addition to benefits under Articles 3, 4 and 5 of this Rulebook, the Universal Service Operator shall, within the services related to the Universal Service, provide the persons with disabilities with the following benefits free of charge:

- connection to the public electronic communications network; and
- monthly subscription for publicly available electronic communications services.

Lower prices of services

Article 7

Lower prices of services are created to correspond to the income of persons with disabilities, so that electronic communications services could be affordable to them, provided that the prices of services should be lower than the most widely used package in the operator's offer.

Evidence for the right to use benefits

Article 8

Benefits for persons with disabilities can be achieved by the user who submits to the operator the decision of the competent authority, which proves the status of the person with disabilities.

Information about terminal equipment, services and advantages

Article 9

The operator shall inform persons with disabilities about available terminal equipment, services and advantages, publishing this information on its website in the form of audio and video recording or in electronic form, which can be easily converted into a form understandable to these persons, and the same information shall be made available in its offices.

Operator's offices and retail outlets

Article 10

The operator is obliged to ensure the priority of persons with reduced mobility and persons with disabilities when providing information and assistance in its offices and retail outlets.

Cooperation with associations of users

Article 11

In order to provide the conditions for enjoying the benefits referred to in Article 3 of this Rulebook, operators will cooperate with organizations of persons with disabilities and the Agency for Electronic Communications and Postal Services, for monitoring the degree to which the benefits are available to those persons, as well as for determining what improvements need to be made.

Entry into force

Article 12

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

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Podgorica, 06.10.2014.

Minister,

Prof. Vujica Lazović, PhD, m.p.