**4. What are the elements of an enabling environment to build confidence and security in the use of the Internet?**

1)      Improving institutional and legislative framework for cyber security in Montenegro

2)      Protection of critical information infrastructures in Montenegro

3)      Strengthening capacities of state law enforcement authorities

4)      Strengthening capacities of the National Computer Incident Response Team  (CIRT-ME)

5)      Establishing and maintaining an effective Public-private partnership

6)      Raising public awareness about the safe usage of the Internet

**5. What is the role of Governments in building an enabling environment?”**

The Montenegrin government is trying to provide the best possible conditions for a higher quality of life for citizens in all aspects of life and work, especially in the field of development of information - communication technologies, respectively in building an information society in the country. The development of the information society as well as the use of ICT in order to raise the level of efficiency of economic and social processes, requires coordinated efforts and activities of all government institutions. In order to build a favorable environment in the field of ICT, and hence to create an enabling environment of access to the internet, the government is trying to:

1) Improve the overall price / feature of all electronic communications services;

2) Encourage competition in the market of electronic communication, such as fixed network and services, international traffic, internet access and internet services;

3) Provide a favorable investment climate for technology broadband networks, both for existing and potential investors;

4) change and amend the existing legislation relating to electronic communications in order to be harmonised with the policy and principles of the EU Directive for electronic communications. This goal is in accordance with the Government's efforts to achieve closer economic, trade and political relations with the EU, including, as the ultimate goal, the full membership;

5) Promotes the use of the Internet by individuals and legal entities, government bodies, in accordance with the provisions of the strategy of ICT and the development of a wide range of online applications and services (G2B, G2C, B2B and B2C);

6) Restructures planning and use of electronic services and networks for own needs, in order to improve their efficiency and cost / performance ratio;

7) Remove all barriers to attract new investments in the telecommunications sector relating to: the introduction of new services that depend on the timely availability of reasonable offer wholesale services of existing operators; construction of new systems, particularly cable distribution network (which can provide telecommunications services and distribute entertainment programs); and use other selected technologies such as broadband wireless transmission;

Montenegro has established the National Internet exchange point (IXP) whose benefits are: encouraging the development of Internet services in Montenegro, lowering the cost of Internet access services, unburden of links for global Internet access, improving the quality of Internet access services, increasing the security of communications, etc.

The government creates a legal environment that encourages competition, and it leads to the formation of prices that are affordable for all citizens. The increase of the number of internet users, whether via fixed or mobile networks, testified that the Internet is accessible to most Montenegrin citizens, and with the application of the universal service it is more accessible allso in rural areas. Today, all internet providers in Montenegro offer special, cheaper internet packages for socially vulnerable groups, students, people with disabilities, non-governmental organizations, and so on. In addition, in many municipalities in Montenegro there are locations where you can use free wi-fi Internet .

The new Law on Electronic Communications, which was adopted in 2013, is in compliance with the EU regulatory framework in 2009, as well as with the Information Society Development Strategy 2012-2016, and it aimed to:

* accelerate the development of electronic communications networks and services,
* create conditions for fair competition in the market,
* facilitate an open and equal access to networks and services of electronic communications,
* encourage efficiency, economicality and introduction of new technologies and services in this sector,
* ensure effective protection of the interests of users of electronic communications services,
* creating the conditions for the provision of enhanced telecommunication services (Universal Service) in Montenegro, with lower prices and higher quality,
* ensure the rational use of scarce resources (radio frequencies, numbering and addresses)
of transparency in all subjects on the market
* provide easy access to information about prices, consumption and terms of providing electronic communications services,
* ensure effective control over the activities of operators and service providers with respect to the application of the general conditions and subscription contracts
* allow communication security, declared quality and respect of technical regulations and standards,
* protects national interests and defines participants and owners of electronic communications networks which are important in the field of defense and security, and define their rights in the systems of other communication networks and operators regarding the activity of electronic communications.

Amendments to the Law on Electronic Communications have been completed and sent to the European Commission for an opinion and is expected to be adopted in parliament by the end of the current year.

There were adopted the new Strategy for Information Society development 2016 - 2020, of which the broadband strategy is an integral part, which determines the strategic directions of development in the information society, with the goal to reaching EU standards set out in the Digital Agenda 2020 and the Strategy for unique digital market.

This legislation will influence in the creation of a more favorable environment for access to the Internet.