**1. What are the elements of an enabling environment to promote Internet connectivity?**

Internet plays an increasing role in life's daily and increasingly affects the economic development of a country, so it is very important to create an environment that encourages the use of the Internet. First of all it is necessary to work on the digital literacy of the population in the way to get them engaged in the digital society. With the introduction of the Internet in everyday life, setting up various e-services, increasing local content in all respects will increase the need for its use. The apearence of new content and new e-services encourages the development of infrastructure for access to the Internet, but also the application of new technologies that allow faster access speeds makes room for offering a range of new content and services, so it means that the development of the infrastructure and content are interconnected to each other, so as to influence one another, and it affects in their constant evolving.

The regulatory framework needs to be predictable to encourage long-term investments in infrastructure. Of course, all this should be accompanied by regulations in other areas, primarily in the field of construction. In Montenegro is keept the register of operator`s infrastructure, so that the joint use of the existing infrastructure is increasingly represented, which greatly reduces the cost of construction.

It is very important to provide an environment that provides security and privacy to users while using the Internet.

And finally, there must be ensured the access to the Internet also in areas that are not economically viable for operators, usually in sparsely populated rural regions. In Montenegro, it is solved through the universal service, but also during the allocation of radio frequencies for mobile operators, it is put the requirement that operators have to cover with signal rural areas as well, and to make possible to customers in these areas to access to the Internet at high speeds.

At the state level a lot of this is supported through the Information Society Development Strategy of Montenegro by 2020.

**2. What are the elements of an enabling environment to promote an affordable Internet?**

Achieving affordable access to the Internet is best done through the promotion of competition. In order to ensure, competitive environment, where all market participants have equal conditions for business, it is necessary to adopt an appropriate regulatory framework in the field of electronic communications that will allow ease the entry in market and will remove all barriers of entering the market. Also, it is necessary to have mechanisms which will, in order to increase competition, enable interventions on the wholesale market, and if that is not enough, than allso on the retail market. It is necessary to ensure mechanisms for affordable prices for vulnerable population.

**3. What are the elements of an enabling environment to promote the quality of access to the Internet?**

From the Internet, which is based on a "best effort", it is expected more, so operators must provide a certain quality of Internet connection which will allow users to use various content available on the Internet, and which are more sensitive to quality variation of Internet connection. Quality parameters have to be stipulated, and their values have to be publicly available to all operators. Also, operators must publicly announce if they are performing traffic management, as well as possible slowing or blocking of traffick. It is necessary to provide tools to users with which they can examine the quality of the Internet connection and on that basis they can make the decision on the selection of the operator.