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Universal services

- ➤ Adequate broadband Internet access and voice communication service at a fixed location, of the prescribed quality;
- ➤ Universal service may also include the provision of a universal directory service and a universal telephone directory enquiry service;
- Universal service is provided on a technology-neutral basis;
- ➤ The right to universal service also applies to entrepreneurs, small and medium-sized enterprises, and non-profit organizations.

New regulatory framework for universal services in Montenegro

Old regulatory framework	New regulatory framework		
Rulebook on the method of assessing the affordability of service prices and special universal service packages for socially vulnerable persons and persons with disabilities			
Regulation on the minimum set of services covered by the universal service			
Rulebook on the quality of universal service	Rulebook on the manner of providing universal services		
Rulebook on determining the data transmission speed for functional internet access through the universal service			
Rulebook on the criteria for assessing the justification of users' requests for access to the public electronic communications network through the universal service			

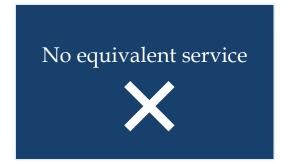
New regulatory framework for universal services in Montenegro

Old regulatory framework	New regulatory framework		
	Rulebook on conducting public tenders and the conditions for designating the operator of universal services		
Rulebook on the methodology for calculating the net cost of providing universal service	Rulebook on the methodology for calculating the net costs of providing universal services		
Rulebook on the types of benefits and special measures for access to public electronic communications services for persons with disabilities	Rulebook on types of benefits and measures for persons with disabilities and persons in a state of social need		

New Rulebook on the manner of providing universal services

Reasonable request - 6 conditions:













New Rulebook on the manner of providing universal services

Additional changes in the Rulebook:

- ➤ If the connection costs exceed €3,600 (excl. VAT), the user may cover the excess cost, with written consent; operator may offer instalments;
- ➤ The supply time: Service must be provided within 65 days of request submission;
- > Operator responds within 15 days on request validity; user confirms within 5 days;
- ➤ User signs a minimum 24-month contract for universal service.

New Rulebook on the methodology for calculating the net costs of providing universal services

The general principles and criteria for assessing unfair burden (net costs) include:

- ➤ The avoided cost principle;
- Taking into account the benefits of providing the universal service (both material and non-material benefits);
- ➤ The reference model of an efficient operator;
- ➤ The obligation to keep separate accounting records;
- ➤ Identification of unprofitable versus profitable areas and users;
- ➤ The significance of the financial impact.



New Rulebook on the methodology for calculating the net costs of providing universal services

Universal operator – reporting obligations

- ➤ Submit, with the annual report, a separate study proving the unfair burden, based on criteria in the Rulebook;
- ➤ Deadline: by 30 June each year, send the report and net cost calculation for the previous calendar year to the Agency.

New Rulebook on conducting public tenders and the conditions for designating the operator of universal services

Main changes:

- ➤ The universal operators are designated for a period of three years;
- > The universal operators can be designated either at the national level or at the level of municipalities.

New Rulebook on types of benefits and measures for persons with disabilities and persons in a state of social need

Key rules:

- ➤ This Rulebook is currently in the process of being adopted by the Ministry of Economic Development;
- ➤ The Agency has submitted the expert basis for the Rulebook;
- ➤ The Agency proposed that the universal operators must provide free terminal equipment to persons with disabilities and persons in a state of social need, and ensure priority in the implementation of connections.

Analysis of the quality of providing universal services





Main conclusion: The need for universal operators is justified – 15% of households have no network access or have Internet speeds of ≤2 Mbps

Main goal: To ensure a minimum level of availability of universal services in areas without commercial interest.

- ➤ The Agency conducts the analysis every three years to determine whether universal service is necessary;
- ➤ The Agency defined adequate broadband of at least 10 Mbps (download) and 1 Mbps (upload) speed, with a minimum data usage of 100 GB per month;
- ➤ Based on the Review of service availability at the municipal level, the Agency identified a total of 23 municipalities as appropriate geographical units;
- \geq 23 municipalities (19 + 4):
 - In 19 municipalities the rule for designating the universal operator: coverage >50% of households and >2% of market revenue.;
 - In 4 municipalities (coverage <50%): Šavnik, Andrijevica, Plužine, Petnjica all operators may provide the service.

- > Operators that may be designated as universal service operators:
 - Crnogorski Telekom: 23 municipalities;
 - Mtel: 16 municipalities;
 - Telemach: 6 municipalities.

- At a distance of 300 m from the telecommunications termination and cable, the number of uncovered buildings is 20,622 (12,597 business premises + 5,918 households);
- \triangleright Number of persons in a state of social need and persons with disabilities: around 11,000 (+/-);
- > 8,742 users are using speeds below 10 Mbps.

Universal service		Maximum price (incl. VAT)	
Broadband Internet service	18,51€	An affordable price	
Voice communication service	4,05€	Till diffordable price	
Broadband Internet service + Voice communication service	22,56€		
Broadband Internet service	5,61€	Prices for persons with	
Voice communication service		disabilities and persons in	
Broadband Internet service + Voice communication service	6,84€	a state of social need	

Future activities:

18.09.2025.

The Agency has adopted a Decision to launch and conduct a public tender for the designation of a universal service operators



October 2025.

The public call for the designation of universal service operators should be published



No later than 26 January 2026

Universal service operators will be designated no later than 26 January 2026



Thank you very much for your attention!



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