

Pursuant to Article 49, item 1 of the Telecommunications Law (*“Official Gazette of RoS”* nos. 44/03, 36/06 and 50/09- CC decision), the Minister of Telecommunications and Information Society, at the proposal of the Republic Telecommunication Agency, adopted the following

RULES

ON DEFINING THE INITIAL SET OF SERVICES FOR UNIVERSAL SERVICE

Article 1

These Rules, taking into account the present level of telecommunications development in the Republic of Serbia, designate the initial set of basic services which shall be, in terms of the Telecommunications Law, defined as universal service.

The initial set of services referred to in paragraph 1 of this Article includes the following:

- 1) access to public fixed telephone services, including the service of data transmission which enables quality Internet access;
- 2) special measures to ensure equivalent access to the public voice service for the disabled and socially disadvantaged users;
- 3) free access to emergency services;
- 4) public pay phone service and
- 5) access to telephone operator and directory services.

Article 2

Access to public fixed telephone network services enables the users, at fixed locations, to originate and receive local, long-distance and international calls as well as to use data transmission service which provides quality Internet access.

Access to services referred to in paragraph 1 of this Article shall be provided, at fixed locations, by means of public mobile telecommunications networks, i.e. by appropriate public mobile telecommunications services.

In order to provide Internet access within the services stipulated in item 1 of this Article, data flow shall be more or equal to the data flow provided by means of dial-up Internet connection.

Article 3

Special measures ensuring equivalent access to the public voice service for the disabled and socially disadvantaged include the following:

1. discount on obtaining the first connection for accessing services stipulated in Article 2 of these Rules,
2. discount on monthly subscription fee for one minimal package of services stipulated in Article 2 of these Rules,

Special measures are given in the form of packages or individually.

Special measures are available in the territory of the Republic of Serbia for households where the holder of the subscription right or household member is:

1. beneficiary of caregiver services, including the visually impaired and partially-sighted as well as those with hearing impairment,
2. beneficiary of family support,
3. child support beneficiary,
4. foster care beneficiary.

Article 4

Free access to emergency services is related to the possibility of all public fixed and mobile telecommunications networks users in the territory of the Republic of Serbia to make free calls to police, fire brigade and emergency services, i.e. to unified centre for emergency services.

Article 5

Public pay phone service is related to the possibility of originating and receiving local, long-distance or international calls as well as to making calls to emergency services.

Public pay phones shall be allocated in public places and their spatial layout shall, to the largest extent possible, be in compliance with the spatial arrangement and needs of the general public at certain geographical locations (squares, busy streets, in the vicinity of hospitals, public institutions, schools, bus and railway stations, airports, motorway stops, etc.)

Public pay phones shall be adapted to suit the ease of access for the disabled, and free access to emergency services shall be enabled by means of inserting coins or cards into the machine.

Article 6

Access to operator assisted services on telephone switchboard and access to directory enquiry services is related to the possibility of users in the territory of the whole Republic of Serbia to receive updated information on subscriber numbers located in the databases of public fixed and mobile telecommunications networks operators by means of directory enquiry service and directories ('White Pages') in electronic form, via the Internet, or in printed form.

Article 7

Access to all services stipulated in Article 1 of these Rules shall be provided on technologically neutral basis, with standard quality services at affordable prices.

Article 8

These Rules shall enter into force on the eighth day after the day they are published in the "Official Gazette of the Republic of Serbia".

Ref. No. 345-00330/2009-01

Belgrade, 14 June, 2009.

Minister of Telecommunications and Information Society

Jasna Matic