

## Postal activities and telecommunication 2011

*This release presents data on postal and telecommunication services, infrastructure, services, income and foreign exchange operations, number of employees by business structure at the end of year.*

*The number of minutes spent in fixed telecommunication in 2011 compared with 2010 increased 11.4%.*

*The number of minutes spent in mobile telecommunication 2011 compared with 2010 increased 42.9%.*

**Graph 1. Annual indices of fixed and mobile telecommunication minutes**

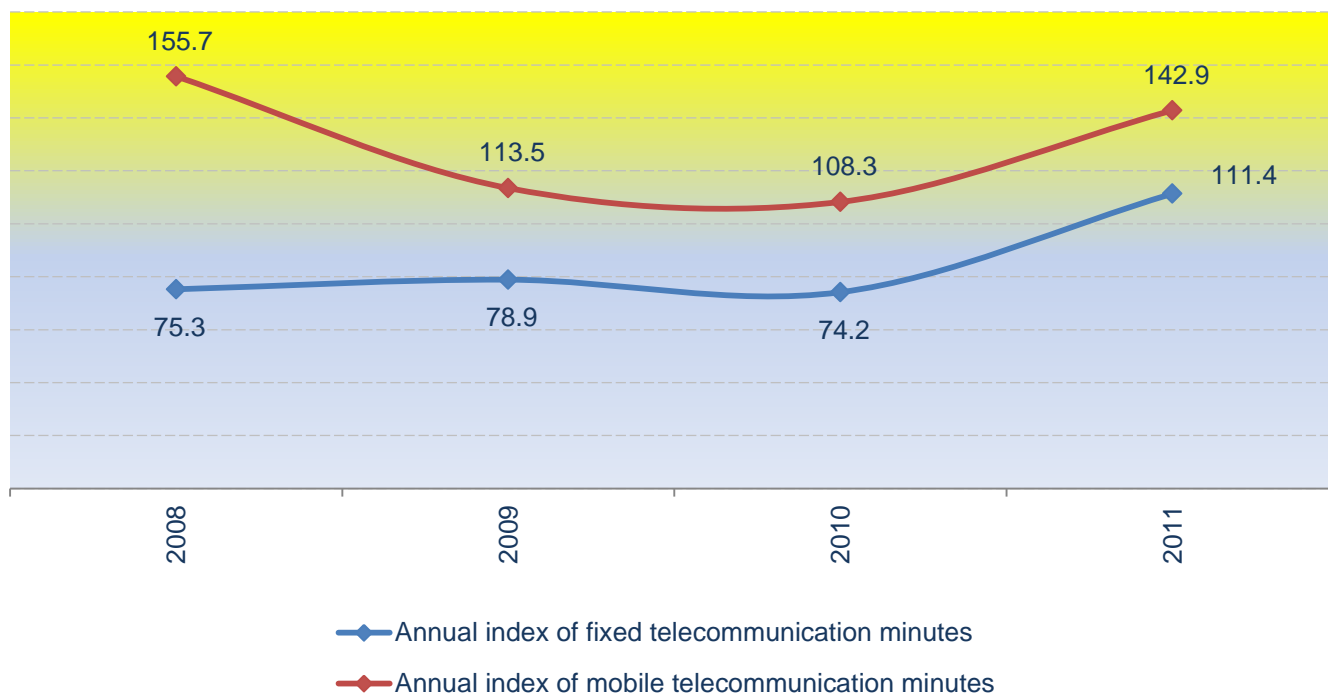


Table 1. Quantity indicators in postal activities

Name	Year		Index
	2010	2011	<u>2011</u> <u>2010</u>
<b>1. POSTAL NETWORK AND MEANS OF TRANSPORT</b>			
<b>Postal network units to provide postal services</b>	<b>133</b>	<b>135</b>	<b>101.5</b>
Post offices	46	46	100.0
Front post offices	34	34	100.0
Seasonal post offices	7	7	100.0
Contracting post offices	46	48	104.3
<b>Means of transport, total</b>	<b>286</b>	<b>277</b>	<b>96.9</b>
Post chaises	27	25	92.6
Mopeds, bicycles and tricycles	222	222	100.0
Other	37	30	81.1
<b>2. NUMBER OF EMPLOYEES AT THE END OF THE YEAR</b>			
<b>Total number of employees</b>	<b>960</b>	<b>894</b>	<b>93.1</b>
of which: women	453	426	94.0
<b>The postal handling</b>	<b>674</b>	<b>670</b>	<b>99.4</b>
of which: postmen	290	256	88.3
<b>The common features</b>	<b>132</b>	<b>132</b>	<b>100.0</b>
<b>Other employees</b>	<b>154</b>	<b>92</b>	<b>59.7</b>
<b>3. LETTER POST SERVICE, in thousands of pieces</b>			
Letters	20 763	20 488	<b>98.7</b>
Packages	25	29	116.0
Registered items	4 171	4 273	102.5
Other printed papers	642	594	<b>92.5</b>

**Table 2. Quantity indicators in telecommunication activities**

Name	Year		Index
	2010	2011	<u>2011</u> 2010
<b>1. MINUTES SPENT IN TELECOMMUNICATION SERVICES</b>			
Fixed telecommunication minutes spent, <i>thousands</i>	380 585	423 869	111.4
Mobile telecommunication minutes spent, <i>thousands</i>	1 262 626	1 803 764	142.9
<b>2. STATISTICS OF SUBSCRIBERS</b>			
<b>Fixed-line subscribers, total</b>	<b>167 720</b>	<b>170 856</b>	<b>101.9</b>
Residential subscribers	148 755	148 626	99.9
Business subscribers	18 965	22 230	117.2
<b>Mobile subscribers, total</b>	<b>1 393 297</b>	<b>1 159 112</b>	<b>83.2</b>
Number of subscribers under contract	339 599	460 155	135.5
Pre-paid subscribers	1 053 698	698 957	66.3
<b>3. EMPLOYEES</b>			
<b>Total number of employees</b>	<b>1 339</b>	<b>1 284</b>	<b>95.9</b>
Of which: women	592	595	100.5
<b>4. TOTAL REVENUES</b>			
<b>Total billed revenue</b>	<b>258 571</b>	<b>242 464</b>	<b>93.8</b>
Revenues from fixed telephony	43 149	26 312	61.0
Revenues from mobile telephony	182 035	139 387	76.6
Other income	33 387	76 765	229.9

## METHODOLOGICAL NOTES

### Data source

The data of postal and telecommunication activities are the result of regular monthly survey on reporting units with postal activities and telecommunication as the main activity.

### Coverage

Surveys cover enterprises classified in the Classification Unit Register according to the activity classification in Section H (Postal activities), Area 53, and Section J (Telecommunication), Area 61.

### Definitions

*Postal service* is a service of receiving, processing, transfer, and delivering letter mails in accordance with accepted standards.

*Postal network* of universal postal operator is a set of postal facilities, equipment, and other means which are connected in a universal, technical and technological unity for purpose of providing universal postal service.

*Postal office* is considered as the office space in which a public operator performs postal services.

*Contracted post offices* operate under a contract concluded between the public operator and legal or natural person on behalf of the public postal operator.

*Front post office* that temporarily opens to perform certain postal services in places where, because of some event brings together a number of users, using a postal stamp with the postal code and name of the postal office to which it belongs.

*Seasonal post office* are open due to increased demand for services (e.g. during the tourist season).

*Letter* is a type of communication in written form on paper or other appropriate data carrier, which must be sent and delivered to the address indicated by the sender on the item or letter cover.

*Package* is a postal consignment containing goods and items.

*Registered mail* is the item for which the sender is issued a certificate of acceptance and shall be delivered to the recipient with the signature in case of loss, damage or reduced content of the prescribed fee paid damages.

*Other printed papers* are printed publications issued by the publisher of a daily, occasionally or in a given period (newspapers and magazines).

*Telecommunication services* cover transfer of voice, data, text, and sound, and video material by the transmission equipment based on a single technology or combination of several technologies.

*Fixed telecommunication* is a service providing to users the access to public fixed network at the fixed location, and the use of public accessible telephone service at the fixed location.

*Mobile telecommunication* is a service providing to users the access to public mobile network, and the use of mobile telecommunication services.

*Subscriber* means any natural or legal person who is the provider of publicly available communications services contracted for the purpose of using these services and their provision by the operator.

Published and printed by Statistical Office of Montenegro (MONSTAT)  
20000 Podgorica, IV Proleterske 2, Phone (+382) 20 230-811, Fax (+382) 20 230-814

*The release prepared by:*

**Mia RADUNOVIC**  
**Phone: +382 20 231 004;**  
[contact@monstat.org](mailto:contact@monstat.org)