

WORK PLAN 2020

November 2019

I. INTRODUCTION

The Regulatory Agency for Electronic Communications and Postal Services (hereinafter: the Agency) was founded pursuant to the Law on Electronic Communications („Official Gazette of RS“, Nos. 44/10, 60/13-CC Decision and 62/14 and 95/18 ,hereinafter: the Law) as an independent regulatory body, endowed with quality of legal person, performing public authorities for the purpose of implementing established policies in the field of electronic communications, fostering competition in the domain of electronic networks and services, improving their capacities and quality, contributing to the development of electronic communications market and protecting the interest of electronic communications' users, in accordance with the provisions of this Law and bylaws based thereon, and performing regulatory and other activities pursuant to a separate law regulating the domain of postal services.

The Managing Board of the Agency, pursuant to Article 11, paragraph 1, item 1 of the Law, adopts annual work plan of the Agency, which is harmonized with strategic acts and action plans in the domain of electronic communications and postal services, at the latest until December 15 of the current year, for each following year.

Based on the objectives of the Strategy for the development of electronic communications in the Republic of Serbia from 2010 to 2020 („Official Gazette of RS“ No. 68/10, hereinafter: the Strategy), the Agency prepared its Work Plan 2020, with includes activities related to the development of an independent and consequent regulatory practice, for the purpose of supporting further electronic communications market development, fostering the competition, deploying new technologies and protecting end users.

Since new laws regulating the domains of electronic communications and postal services were adopted in 2019, and a new law on electronic communications is expected to be adopted soon as well, RATEL's principle activities will be focused on the implementation of new legal solutions, i.e. on drafting the relevant bylaws. The adoption of new laws will lead to a greater level of harmonization of the national regulations with the current EU regulatory framework. RATEL will also closely follow the adoption of the European Electronic Communications Code (EECC), along with its proposed solutions, so as to keep up with modern trends in the telecommunications market regulation.

In accordance with its competencies and current trends in the development in the fields of telecommunications, postal services and information security, but also having in mind the needs of operators and end users, **RATEL has defined eight strategic priorities for 2020:**

II. STRATEGIC PRIORITIES IN 2020

1. ENHANCEMENT OF ELECTRONIC COMMUNICATIONS REGULATORY FRAMEWORK

In the following period, the National Assembly is expected to adopt a new Law on Electronic Communications, after which the Agency shall be obliged to undertake a set of regulatory activities, namely to adopt necessary bylaws and carry out new legislative decisions. Detailed activity plan regarding the adoption of necessary bylaws, in accordance with prescribed deadlines, can only be prepared after the adoption of the Law. In Transitional and Final Provisions of the currently available version of this act, which is still in the form of proposal, the set deadline for the adoption of bylaws shall be one year following the day of entry into force of the Law on Electronic Communications. The new Law on Electronic Communications (in the available version) has been harmonized with the 2009 EU regulatory framework. The intention of the legislature, in addition to fulfilling the obligation of the Republic of Serbia to align its legislation in the field of electronic communications with the EU *acquis communautaire*, is also to improve and regulate in greater detail the existing legal provisions, in order to provide a modern, efficient and unique legal framework for further development of electronic communications, leading in turn to increased competitiveness and stimulation of domestic and foreign investments, a range of high-quality services, improved business environment for electronic communications operators and improved protection of electronic communications users' rights.

Activity 1 Implementation of the new Law on Electronic Communications by drafting new bylaws and harmonizing with the EU electronic communications regulatory framework

In accordance with the provisions of the new Law, the drafting of bylaws and harmonization thereof will last throughout the year. Preparation and adoption of bylaws are planned to be carried out in several phases. Before being forwarded for enactment, each draft shall be subject to the process of public consultations.

Phase 1 - Rulebook regulating fees for provision of service within the competence of the Agency, Rulebook on number portability for services provided via public mobile communications networks, Rulebook on obligations of value added services provider and Rulebook on general terms and conditions for performing electronic communication activities under general authorization regime.

Phase 2 - Numbering Plan, Rulebook on application form for the issuance of license for the use of numbering, Rulebook on quality parameters for publicly available electronic communication services and monitoring of electronic communication activity, Rulebook on the manner of collection and publication of the data on the type, availability and geographic location of the electronic communications network's capacities, Rulebook on the terms and conditions for access to and usage of the data from a public directory and Draft Rulebook on universal service.

Phase 3 - Rulebook on number portability on public telephone networks at a fixed location, Rulebook on manner and conditions for assignment and usage of numbers from numeric range starting with number 116, Rulebook on content and manner of notification of international interconnection agreements and Rulebook on the manner of RF spectrum usage monitoring, technical inspection and protection from harmful interference.

Phase 4 –Rulebook on the manner of substantiating additional costs and eligibility criteria for the right to cost recovery for additional costs related to universal service provision and Rulebook on the level of detail and manner of publishing the information on universal service provision offered by operators.

Phase 5 - Rulebook on the manner of radio frequency usage under general authorization regime – (following the adoption of the Numbering Plan).

Phase 6 –Rulebook on the manner of amateur radio station usage (adopted in 2018 and submitted to the line ministry in order to obtain the opinion on compliance with the Constitution and laws).

Phase 7 –Amendments to any other rulebooks and/or alignment with the new law regulating electronic communications, adoption of new bylaws following the entry into force of the new law and drafting proposals of the bylaws adopted by the line ministry on the Agency's proposal:

- Rulebook on the manner of radio stations usage on national and foreign aircrafts, locomotives, ships and other vessels;
- Rulebook on application forms for the issuance of individual license for the use of radio- frequencies;
- Proposal of rulebook on radio equipment;
- following the adoption of the Numbering Plan, amendments will be made to the existing rulebooks stipulating RF allotment plans.

Phase 8 - With the aim of harmonizing with the EU regulatory framework in the domain of markets susceptible to ex-ante analysis, independently from the adoption of the new law regulating electronic communications, Rulebook on cost-oriented price calculation according to Long-Run Average Incremental Cost (LRIC) Model is planned to be passed.

2. ENHANCEMENT OF POSTAL SERVICES REGULATORY FRAMEWORK

The new Law on Postal Services was adopted on October 30, 2019, was published in the "Official Gazette of RS" No. 77/19 and entered into force on November 8, 2019. Pursuant to the provisions of Article 106 of this law, the Agency shall adopt bylaws based on the competences prescribed by this law, within one year from the day of its entry into force, but until then, bylaws passed pursuant to the Law on Postal Services ("Official Gazette of RS" Nos. 18/05, 30/10 and 62/14) shall apply, except for the provisions of these acts that contradict this law.

Activity 1 - Development of the regulatory framework in accordance with the new Law on Postal Services

The main activity, following the passing of the law, is the adoption of bylaws from the Agency's competence within legally set deadlines, i.e. by November 8, 2020. Preparation and adoption of bylaws need to be carried out in several phases. Before being forwarded for enactment, each draft shall be subject to the process of public consultations.

Phase 1 – Rulebook on conditions for and manner of postal service provision, Rulebook on application form for permit issuance for the postal service provision, Rulebook on establishment of the amount and manner of fee payment by postal operators for license issuance and on amount and manner of fee payment for operational costs;

Phase 2 – Rulebook on quality parameters for the provision of postal services and minimum quality for USP, Rulebook on the manner of keeping separate accounts and authenticity verification.

Phase 3 – Rulebook on manner of and conditions for access to the PPO's public network, Rulebook on single UPS tariff categories.

Phase 4 – Rulebook on application form and manner of issuance of official inspection credentials, Rulebook on technical requirements for residential mailboxes.

Activity 2 – Introduction of technical control in order to create a more favourable environment for market development

For the purpose of improving conditions for promoting competition and liberalized market, the Agency monitors the work of postal operators, by analyzing achieved results, user complaints, postal industry innovations, and produces reports on annual market overview. It also analyzes the work of each postal service provider and points out to the identified shortcomings at the meetings with operators, or reports them to the inspection services of the line ministries.

With the adoption of the new law the Agency has widened its competencies, which now involve technical control of the work of postal service providers. This competence will considerably contribute to a more efficient impact of the Agency on the establishment of better conditions on the postal market. Consequently, necessary bylaws will need to be adopted and activities of professional staff who will perform technical control will need to be organized. Instructions, plans, description of technology phases which will be the subject of technical control, as well as necessary identification cards for the employees performing technical control will be prepared, pursuant to the Rulebook signed by the line Minister.

3. 5G ROADMAP

One of the priorities set out by the European Union is a coordinated application of 5G in all member states by 2020. In this regard, it is in the interest of Serbia not to be left behind, but to take a timely and active part in this process. This is why one of the priorities of the Agency

is to see to all preparatory activities, so as to create conditions for 5G RF spectrum auction in 2020.

Activity 1 Elaboration of radiofrequency allotment plans for 5G

The changes and amendments to the newly adopted Radio Frequency Allocation Plan are foreseen shortly, based on the conclusions of the WRC-19 and the updated ECA Table.

Radio frequency allotment plans are proposed by the Agency and passed by the line ministry. Following the adoption of the Allocation Plan, and as a result of the need to define the conditions for frequency usage, new allocation plans will need to be prepared and the old ones amended. The implementation of the following adopted allotment plans will take place, pursuant to the Allocation Plan, following the entry into force thereof:

- Allotment plan for operation in 700 MHz frequency band, to be submitted for public consultation and forwarded to the line ministry;
- Allotment plan for operation in 2600 MHz frequency band, to be submitted for public consultation and forwarded to the line ministry;
- Amendments to the Rulebook stipulating the Frequency Allocation Plan for public electronic communication service provision systems – broadband wireless access systems (BWA), mobile/fixed communication networks (MFCN) in frequency bands 3400-3600 MHz and 3600-3800 MHz, to be submitted for public consultation and forwarded to the line ministry.

Activity 2 Public Bidding Procedure

In accordance with the *Study on the optimal RF spectrum auction model for the existing and future 5G technology* carried out in 2019, the choice of consultants for the auction procedure will be made according to the model suggested. The consultant shall prepare all necessary procedures linked to the public bidding process, define the public bidding rules based on the type of public bidding, develop software if the auction is to be carried out electronically, adapt the electronic auction software to our specific features and rules that are to be prescribed. The consultant shall also conduct all necessary training for the use of all needed software by the qualified bidders (operators) and for the employees of the Agency, providing the support during the public bidding procedure and support after the decision on the best bids and bidders, should the matter be brought before court.

4. PROTECTION OF ELECTRONIC COMMUNICATIONS AND POSTAL SERVICES USERS

One of the postulates upon which market regulation rests is the provision of a high-level protection of consumers' interests in their relations with operators. This is particularly reflected in making available clear and complete information on price, access and usage to customers, as well as in the efficient handling of complaints related to the work of operators. Constant effort in improving the availability, accessibility and quality of public

communications networks and services for all users continues to be a priority of the Agency in 2020.

Activity 1 More efficient dispute resolution

During the application of the Law on Electronic Communications, it was noted that the majority of complaints made to the work of operators are related to the received bill for provided services. The Agency carries out the procedure of mediation in peaceful dispute resolution between subscribers/users and electronic communications operators regarding the bill and/or quality of services, pursuant to Article 113 of the current Law on Electronic Communications. The practice has demonstrated that excessive amounts on the bills are most usually the consequence of subscribers' lack of information, which results in unusually high amounts on the bills issued to the customer. The currently available Draft Law on Electronic Communications prescribes mechanisms for preventing excessive consumption by obliging the operator to alert the subscriber when the amount to be paid becomes twice as high as the average sum charged to the particular subscriber. Thus the problem will be duly spotted and any further unjustified increase in the bill charged for services will be prevented. Empowered by the new Law, the Agency will also be authorized to resolve disputes between operators and subscribers in an out-of-court procedure, by means of a decision „on the merits“, in the best interest of both parties, and particularly with the aim of applying a better user protection.

In addition, the Agency analyzes the General Terms and Conditions of electronic communications operators, for the purpose of giving orders, recommendations and suggestions on how to make changes and amendments to these Terms and Conditions and of their harmonization with regulations governing the domain of electronic communications and consumer protection and with other acts, all with the aim to apply a more efficient protection of electronic communications users. In this sense, the Agency cooperates with many bodies and organizations, such as the line ministry, inspection services of the line ministry or of the authorities of the autonomous province in charge of inspection, the Regulatory Authority for Electronic Media and other relevant bodies.

Throughout the year 2020, the Agency will continue to monitor the application of the regulations governing the area of electronic communications users' protection and update the relevant data on its Web page, in its already published Guidelines for telecommunication service users' protection – Information and education of electronic communications users/subscribers, with an aim to provide assistance and education by means of advice, instructions and guidance in order to minimize the occurrence of complaints.

Activity 2 Development universal service

Adoption of the new Law on Electronic Communications will bring about the requirement to draft bylaws regulating in detail the manner of determining and substantiating additional costs related to universal service provision, procuring the funds for cost recovery and eligibility criteria for the right to cost recovery for additional costs, conditions for providing equal opportunities for universal service usage and access and the level of detail and manner

of publishing information on universal service offer, which needs to be made publicly available by operators.

The Agency will launch a public call to operators interested in providing universal service under the prescribed conditions.

The Agency shall carry out the analysis of universal service provision in terms of volume, geographic coverage and the quality of service provision and shall determine and control the level of detail and the manner of publishing information on universal service offered, which needs to be made publicly available by operators.

Activity 3 Monitoring of regulated roaming charges

The Agency will continue to monitor regulated roaming charges and to control the application of the Agreement on reduction of roaming charges in the Western Balkans region, establishing a new roaming, so called *roam like at home* regulation, which cancelled roaming charges for end users. As part of the implementation of the above Agreement, the Agency will, following the adoption of the new law governing the electronic communications, pass a general act establishing detailed rules on the policy of appropriate use, methodology for the assessment of the cancellation of retail additional roaming charges and requests made by the roaming services provider in regard to that assessment.

Activity 4 EM field level measurement in urban areas

In accordance with Feasibility study on the sensor system roll out of for continuous EM field level measurement, a network of 100 measurement stations is planned to be rolled out in urban areas in the Republic of Serbia.

RATEL EMF project continues in 2020, spreading further its network of sensors for continuous measurement of electromagnetic field levels. In 2019, the delivery of 15 new sensors for 2020 was arranged. The Agency searched and has selected 15 locations, concluding respective agreements on business and technical cooperation. Further search for optimal locations and mounting of sensors for continuous measurement of electromagnetic field levels is still under way. Other interested parties are encouraged to integrate their sensors into our sensor network. It is our plan to install 35 additional sensors by the end of 2020, in cooperation with local self-governments and other legal persons.

Activity 5 Implementation of portal for comprehensive search related to electronic communication service costs

Based on the provisions of Article 111 of the Law on Electronic Communications referring to the obligation to keep an up-to-date database of prices and to publish it on the Agency website, equipped with a “search” feature, during 2019 the Agency launched an information portal on available electronic communications services, available bundled services, characteristics and prices, in the form of a general search engine for the current offers of the electronic communications operators. Price comparison has been enabled according to the type of service or type of bundled services, duration of user agreement, conclusion of a new user agreement etc. Electronic communications operators update their information on the

portal by themselves, whereas the Agency is required to inform the public of the existence of the portal, so as to make it in the best interest of the operators to regularly update the available information. In 2020, the need to update the portal and develop additional applications will be considered.

5. ENHANCED EFFICIENCY OF RF SPECTRUM MANAGEMENT

The law defined management of RF spectrum, as scarce resource, to be based on the principles of rationality, economy, transparency and non-discrimination. Pursuant to regulations, the Agency participates in RF spectrum usage planning, in line with the relevant international agreements and recommendations and the interest of citizens, business, national security and defence; assigns frequencies based on Allocation Plan and allotment plans; coordinates RF usage and monitors RF spectrum, detects harmful interference and takes measures to eliminate them.

Activity 1 Continued construction of RF spectrum monitoring system

Activities related to the construction of the system of fixed remotely controlled monitoring and measurement stations, which should enable a continuous radio frequency spectrum monitoring on the whole territory of the Republic of Serbia, will be continued in 2020.

During 2020, another nine fixed remotely controlled monitoring and measurement stations will be put in operation. In the first semester, five stations at the locations with infrastructural works completed in 2019 are planned to be equipped and put in operation, and by the end of 2020, another four. In this way, RF spectrum monitoring systems will have 2 monitoring and measurement centres and 20 remotely controlled monitoring and measurement stations, by the end of 2020.

Activity 2 Construction of monitoring and measurement centers

Construction of a new monitoring and measurement center "Beograd" at the existing location in Dobanovci is a necessary prerequisite for an efficient use of the integral RF spectrum monitoring and measurement system and the activities of the employees. The existing facility was built in the 1960s, is in a dilapidated state and has lost its functionality for its current purpose. In 2020, preparation and adoption of the necessary documentation by the official bodies is planned, followed by realization of pre-construction activities, such as: elaboration of investment and technical documentation and acquisition of requirements, licenses and approvals for construction works.

In the aim of further developing the integral RF spectrum monitoring and measurement system and reaching its optimal performance, the Agency plans to build a new monitoring and measurement center in central Vojvodina, at a selected location near Srbobran. Next year, the plan is to elaborate and adopt the necessary documentation, and purchase property, as needed, hopefully followed by an elaboration of investment and technical documentation and acquisition of requirements, licenses and approvals for construction works.

Activity 3 TVWS project implementation

White Spaces (WS) are parts of RF spectrum not used by RF usage licence and/or permit holders at a specific time (interval) and in a given geographic area.

A one-year pilot project related to a Feasibility study on TVWS device usage in UHF band (470-790 MHz) is planned to be carried out. TVWS is available part of RF spectrum within 470-790 MHz frequency band, allocated on primary basis to digital terrestrial TV signal broadcast. The purpose of the study is to lay down the guidelines that would provide an overview of the prospects for implementation of TVWS devices in Serbia, by analyzing possible applications of TVWS devices, existing TVWS installations in Europe and in the world, technical parameters of the equipment and possibility of coexistence with primary users of the 470-790 MHz band, as well as the degree of technical standardization and the possibility for the regulator to efficiently and timely monitor and coordinate different TVWS systems and primary users.

6. ENHANCEMENT OF COMPETITION ON THE ELECTRONIC COMMUNICATIONS MARKET

One of the primary activities of the Agency, pursuant to the Law is to enhance competition on electronic communications market. The main mechanism available to every regulator is market analysis and the Agency will continue with its activities in this area. Also, mobile network quality parameters benchmarking campaigns will be continued and guidelines for telecom infrastructure sharing will be prepared.

Activity 1 Completion of all activities pertaining to new circle of relevant market analysis

During 2018 and 2019, another circle of analysis of relevant markets has been completed, in line with the Commission Recommendation on relevant markets (2014/710/EU) and new Decision on designating relevant markets susceptible to ex-ante regulation has been adopted, (Official Gazette of RS, No. 78/18), identifying the following four relevant markets susceptible to ex-ante regulation:

- 1) Wholesale call termination on individual public telephone networks provided at a fixed location;
- 2) Wholesale voice call termination on individual mobile networks;
- 3) Wholesale local access to network elements provided at a fixed location;
- 4) Wholesale high quality access provided at a fixed location.

Based on the results of the market analysis, decisions designating operators with significant market power on each relevant market have been adopted. With the purpose of implementing the decisions designating operators with significant market power, a new Rulebook on minimum content, level of detail manner of publishing standard offers which

will be aligned with the new Decision on designating relevant markets susceptible to ex-ante regulation was adopted. The operators with significant market power were then obliged to adopt new or amend the existing standard offers within 60 days. The process of amending and adopting new standard offers is currently under way and their coming into force and implementation are imminent.

Activity 2 Initial implementation of Long Run Incremental Cost (LRIC) model and further application of cost-accounting model based on current costs in regulated services' price formation

In order to align with the Commission Recommendation of 7 May 2009 on the Regulatory Treatment of Fixed and Mobile Termination Rates in the EU (2009/396/EC), a new Rulebook on application of the cost-based prices, introducing bottom-up long run incremental cost model – LRIC for fixed and mobile networks, was adopted in draft form and forwarded to public consultation. The beginning of this rulebook's application, which will represent the base for implementation of the model and call termination price calculation, along with activities of an independent consultant who will update LRIC model and prepare it for the regulated price accounting, is expected in the first quarter of 2020. The existing current costs model will continue to be applied until the full switch over long run incremental cost model.

Activity 3 Price control of regulated services and bundled services

During 2017, the methodology for identifying margin squeeze in bundled service pricing has been completed. The majority of EU countries and countries in the region have a developed methodology for identification of margin squeeze prices which is consequently implemented on bundled service prices. Since the share of bundled services in retail services offered by operators is gradually increasing, the control of bundled service prices represents a continuous task for the Agency in the following period.

The Agency will continue to monitor the manner of price formation regarding all SMP operators' regulated services, based on submitted regulatory reports for 2019 and to consequently implement Rulebook on the application of the cost-accounting principle, separate accounts and reporting of an operator with significant market power in the electronic communications sector. During 2020, beside the model of current cost, implementation of LRIC model is planned as well, primarily as regards call termination price formation, in accordance with the Commission Recommendation of May 7, 2009 on the Regulatory Treatment of Fixed and Mobile Termination Rates in the EU (2009/396/EC), which made the use of LRIC model mandatory in this type of price formation.

Activity 4 Mobile network quality parameters benchmarking

in 2020, a new campaign of mobile network quality parameters benchmarking and analysis is planned to be conducted on the mobile operator networks in the territory of the Republic of Serbia. While the measurement campaign will be carried out by an outsourced firm, it will be coordinated, monitored and the results checked by the Agency. Processed measurement results will be available at the existing portal <http://benchmark.ratel.rs/en>.

Upgrade of the interactive portal for mobile network quality benchmarking in the Republic of Serbia with 2020 benchmarking results and the development of new portal functions are planned for 2020.

Activity 5 Visualization of WiFi networks display

Visualization of WiFi networks display includes geo-referenced database to display WiFi access points, with a possibility of multi-optional search, with an available web access through RATEL's Internet page, including development of Android and Apple IOS mobile device applications.

Activity 6 Monitoring of postal USP quality

In its Rulebook on changes and amendments of Rulebook on quality parameters for the provision of postal services and on the minimum quality standards for the provision of universal postal service, the Agency defined the PPO's obligation to fully implement the requirements of standard SRPEN 13850 – Postal Services – Quality of service – Measurement of the transit time of end-to-end services for single piece priority mail and first class mail.

Since the PPO will submit the first results of its independent measurement for the period January 1 – December 31, 2019, the Agency will perform the analysis of the first measured results in 2020, regarding the independent measurement of the transit time according to the prescribed standard. Depending on the result analysis, the Agency may, if deemed necessary, require an assessment of the independent measurement and results, by calling independent measurement audit, as defined by the standard.

The Agency will also analyze the results of the study of the level of consumer satisfaction in the postal sector, with special regard to UPS, carried out on behalf of the Agency by an independent organization.

Based on the results of the measurement of quality and consumer satisfaction levels, the Agency will assess quality parameters pertaining to the postal services in the Republic of Serbia and take measures within its competence according to the new Law and will elaborate new by-laws. The Agency will also define exemptions from the five-day delivery of the UPS items.

7. DEVELOPMENT OF MECHANISM FOR COORDINATION AND RISK PREVENTION IN ICT SYSTEMS

The Law on changes and amendment to the Law on Information Security was adopted on October 30, 2019, published in the "Official gazette of RS" No. 77/19 and entered into force on November 8, 2019. The provision of Article 22 thereof prescribes the deadline for the national CERT to elaborate and adopt the appropriate by-law of Article 8 of the Law on changes and amendment to the Law on Information Security, i.e. within three months from the day of entry into force of that law. No legal deadline is set for the elaboration of the by-law from Article 16 of the same law, to be adopted by the National CERT as well.

Activity 1 Implementation of the Law on changes and amendment to the Law on Information Security

The priority following the adoption of the law is elaboration of two by-laws – Rulebook on logging into the registry of Special CERTs and Rulebook on type, form and manner of submitting statistical data on all incidents under the National CERT/ Agency's competence, within the legally prescribed deadlines, including the elaboration of by-laws. the by-laws are to be prepared and adopted in several steps. Prior to the submittal of the draft documents for adoption, each act will be displayed for public consultation.

Activity 2 Campaigns and promotion of information security

Promotion of information security will be carried out by:

- elaboration of reports containing information on incidents reported by operators;
- creation of automated reports based on gathered available information, with a purpose to proactively inform the operator (*Threat Intelligence*);
- development of *Honeypot* solutions that will provide mechanisms for cyber threat detection. This system will also enable assessment and monitoring of the level of cyber security in the Republic of Serbia, as well as planning and implementation of proactive and reactive cyber security defence measures.
- organizing seminars for institutions recognized under the Law on information Security as information systems of particular importance;
- organizing technical workshops for IT experts from institutions recognized under the Law on information Security as information systems of particular importance, focusing on cyber defence drill;
- organizing lectures for students at the Belgrade University Faculties, in the aim of raising cyber security awareness;
- possibility of introducing a monthly activity of "The National CERT's Open Door".

Activity 3 Training for cyber security experts

The cyber security section will participate in the work of conferences, attend courses and seminars, aiming for the constant professional improvement in the area of cyber security.

Activity 4 Connecting with international organizations dealing with cybersecurity

The National CERT cooperates directly with the authority in charge of ICT system security, special CERTs in the republic of Serbia and similar organizations in other countries, public and business entities, CERTs of independent ICT system operators, and CERT of the national authorities.

Connecting with international organizations dealing with cybersecurity will involve the following;

- implementation of standards for acquiring the status of accredited member in the organization FIRST and mandatory participation in the annual conference "*Grand Annual Conference*" organized by the FIRST Forum;
- reaching a better cooperation with George C. Marshall European Center for Security Studies, which is to sponsor mandatory annual participation of one CERT team in the PCSS course;
 - active participation in TF-CSIRT conferences;
 - active participation in cyber drills organized by the ITU;
 - active participation in DCAF's project project. "Enhancing Cybersecurity Governance in the Western Balkans";
- active participation in the exercise Cyber Tesla, in partnership with Serbian Armed Forces, National Guard of Ohio (USA) and participants from the private and public sectors of the Republic of Serbia.

8. INCREASE IN INTERNATIONAL PRESENCE OF THE AGENCY

The Agency will continue to participate in the work of international organizations and institutions in the field of electronic communications, postal services and information security. In addition, further cooperation with regulatory and expert bodies of neighboring countries, EU member countries and other countries is planned, in the aim of harmonizing practices and implementing regulations. A particular focus will be placed on the stronger presence in the work of the European regulators for electronic communications and postal services, as well as on the cooperation with the NRAs of the neighbouring countries.

Activity 1 Participation in BEREC EWGs and the work of IRG

In 2020, the cooperation with the EU member states and candidate countries will continue within the Body of European Regulators for Electronic Communications (BEREC) and Independent Regulators Group (IRG), mainly through participating in CN meetings and EWGs formed for different topics. The activities will focus mainly on the implementation of the new regulatory framework for electronic communications in the EU.

Activity 2 Participation in the work of ERGP and activities related to serving as CERP's Vice-Chair

The Agency participates in the work of international organizations and institutions in the field of postal services and cooperates with the regulatory and expert bodies of the EU member states and other countries in order to harmonize practices of postal regulators and application of postal service regulations.

Representatives of the Agency are currently actively involved in all ERGP WGs and participate in plenary meetings as an observer.

In 2020, cooperation with the European Committee for Postal Regulation – CERP will continue. CERP priorities were defined in the strategic document adopted in the plenary

meeting in Copenhagen, in June 2018. The Agency will actively take part in these activities, since the Vice-Chair of CERP is an employee of the Agency.

The Agency plans to participate in coordination of positions of the European countries regarding the UPU activities and harmonization of national positions regarding the planned Draft of the new Postal Directive. Additionally, in 2020, during the UPU Congress in Abidjan, CERP plans to sign an agreement on technical cooperation with this organization. The cooperation includes joint efforts in postal projects and activities worldwide. Taking into account that the Vice-Chair of CERP is an employee of the Agency, this activity offers an opportunity for the Agency to promote its work on a larger scale and participation of its experts in international projects.

Activity 3 Improvement of regional cooperation

The Cooperation Forum of Regulatory Authorities for Electronic Communications of Bosnia and Herzegovina, Montenegro, North Macedonia and Serbia is planned to take place in November each year. Also, regular meetings between the experts from the four regulators on different topics will be intensified.

Cooperation between the signatory countries of the Agreement on reduction of roaming charges will be continued in order to define the next steps in the regulation of roaming charges. Also, visits to the regulatory authorities of the countries in the region are planned in order to share experience in the regulatory practice.

Activity 4 Organization of international meetings (BEREC, ECCCEPT, FM22 and international cyber security conference)

Several international meetings in the field of electronic communications, postal services and information security are planned to take place in 2020.

In March 2020, the Agency will host the BEREC Plenary, with approximately 130 representatives from the European NRAs to attend the meeting. This will be the first BEREC Plenary meeting to be held in the Republic of Serbia.

In June 2020, the Agency will host CEPT/ECC Plenary, with approximately 90 European countries' representatives expected at the meeting. This will be the first ECC meeting in the Republic of Serbia since this country's membership in CEPT.

In October 2020, the Agency will host CEPT FM22 (*Monitoring and Enforcement*) WG, with around 60 European countries' representatives expected to attend.

A first annual National CERT Conference is planned during October, a Cyber Security Month, and it will be dedicated to the importance and promotion of cyber security. The conference will be attended by the academia from the Republic of Serbia, region and other countries. A cyber exercise is also planned during the conference.