



REPUBLIC OF SERBIA
RATEL
REGULATORY AGENCY FOR
ELECTRONIC COMMUNICATIONS
AND POSTAL SERVICES

WORK PLAN 2021

December 2020

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 - other law, 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, which 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, RATEL's principal 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 electronic communications 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 2021:**

II. STRATEGIC PRIORITIES IN 2021

1. ENHANCEMENT OF ELECTRONIC COMMUNICATIONS REGULATORY FRAMEWORK

It is expected that the Agency will be invited to actively participate in the procedure of adopting the new law by the proposer of the law. Also, it is presumed that the National Assembly will adopt the new Law on Electronic Communications in 2021. After that, the Agency shall be obliged to undertake a set of regulatory activities related to adoption of new bylaws pursuant to the law and to implement new legislative solutions. A detailed plan of activities 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.

Activity 1 Implementation of the new Law on Electronic Communications by drafting new bylaws and harmonizing the acts with the EU electronic communications regulatory framework, and/or by amending the bylaws adopted pursuant to the law regulating the electronic communications, if necessary, and by drafting a bylaw pursuant to the Agreement on the price reduction of the roaming services in public mobile communication networks in the Western Balkans region.

The drafting of bylaws and harmonization thereof will last throughout the year, in accordance with the provisions of the new law, and if the new law is not passed the bylaws will be amended as necessary and the relevant bylaw drafted pursuant to the Agreement on the price reduction of the roaming services in public mobile communication networks in the Western Balkans region. The preparation and adoption of the 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 Proposal of the 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.

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;
- Proposal of technical provisions regulating the market placement and/or usage of radio equipment;
- Rulebook on application forms for the issuance of individual license for the use of radio- frequencies;
- Verification of the status for T-DAB Allotment Plan, which had been submitted to the line ministry in 2017 but has not yet been adopted.

Phase 8 - With the aim of harmonizing the acts with the EU regulatory framework in the area of analysis of markets susceptible to ex-ante regulation, independently of the adoption of the new law regulating electronic communications, the Rulebook amending the Rulebook on the application of the cost-accounting principle, separate accounts and reporting by an operator with significant market power in the electronic communications sector, regulating the application of the long-run incremental cost (LRIC) model, is planned to be passed. Also, independently of the adoption of the new law regulating electronic communications, a bylaw laying down detailed rules on the application of fair use policy and on the methodology for assessing the sustainability of the abolition of retail roaming surcharges and on the application to be submitted by a roaming provider for the purposes of that assessment is planned to be adopted. The competency of the Agency to pass the latter bylaw needs to stem from the Law on Electronic Communications and, therefore, the Agency submitted a motion to the line ministry for the amendment of the Law on Electronic Communications.

Activity 2 Preparing Draft RF Allocation Plan based on the Final Acts of the World Radiocommunications Conference (WRC-19)

Amendments to the RF Allocation Plan are planned to be prepared based on the results of the World Radiocommunications Conference (WRC-19) held in 2019 and also based on the updated European Allocation Table (ECA).

One of the main results of the conference are the new bands identified for IMT. Prior to WRC-19 there was 1.9 GHz allocated to IMT and after WRC-19 the total of 17.25 GHz were allocated to IMT. IMT primary allocation in bands 37-43.5 and 66–71 GHz needs to be implemented in the Allocation Plan, taking into account the amendments to the existing notes and introduction of the new ones.

Activity 3 Preparing the initiative for the amendments to the Law on Fees for the Usage of Public Goods

The amendment concerns Appendix 16 of the Law on Fees for the Usage of Public Goods (Official Gazette of RS, nos. 95/2018 and 49/2019), in particular the manner of setting the fees for radio frequency usage. With the adoption of the new Allocation Plan the way some of the radio frequencies are used has been changed, in particular, new radiocommunication systems have been introduced in some frequency bands and, consequently, the manner of setting the fees for radio frequency usage needs to be updated.

Activity 4 Introducing expert supervision of the work of electronic communications operators and supervision of radio equipment

In order to enhance the conditions for promoting competition and market liberalization, the Agency constantly monitors the work of electronic communications operators in terms of the results achieved, innovations made in electronic communications area, availability and introduction of new technologies and complaints of end users and, accordingly, prepares reports for the annual market overview, analyses the work of each operator and points to the identified shortcomings in the meetings with the operators or in cooperation with inspection services of the ministries in charge.

The new Law on electronic Communications should enable the introduction of a new authority of the Agency, following the model of the authority vested in it by the Law on Postal Services, which would involve performing expert supervision of the work of electronic communications operators and supervision of the radio equipment. Additional powers would largely contribute to a more efficient work of the Agency in establishing better conditions in the electronic communications and services market, thereby achieving a more active role of the Agency in the implementation of the regulatory framework. This would also enable a better control over the equipment placed on the market and the usage of radio equipment and enable the Agency to provide expert and technical assistance. Finally, this would contribute to a more efficient prevention and removal of harmful interference.

Accordingly, the initiative needs to be put forward with the line ministry to award to the Agency, under the new Law on Electronic Communications and other laws defining the area

of expert supervision, the powers pertaining to the expert supervision of the work of electronic communications operators and supervision of the radio equipment. Once the proposal is adopted and the new Law on Electronic Communications passed, necessary bylaws would be prepared and the work of employees who would perform expert supervision of the work of electronic communications operators and the supervision of radio equipment would be organized.

2. IMPLEMENTATION OF THE POSTAL SERVICES REGULATORY FRAMEWORK

The Law on Postal Services was adopted on October 30, 2019, 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. During 2020 the Agency has passed all bylaws within its authority under the Law on Postal Services, with the exception of the bylaw regulating in detail the manner of public postal operator's net cost calculation which has not been adopted for the reason that the provisions regulating the fee for unfair financial burden shall be applied as of the day the Republic of Serbia joins the European Union.

Activity 1 – Monitoring the application of the Rulebook on the manner of accounting separation application and reliability review of public postal operator's regulatory reports ("Official Gazette of RS" No. 126/20)

The Law on Postal Services stipulates that the Agency shall pass the Rulebook on the manner of accounting separation application and reliability review of public postal operator's regulatory reports. the Rulebook entered into force in October 2020 ("Official Gazette of RS" No. 126/20).

The Agency shall monitor the application of the Rulebook on the manner of accounting separation application and reliability review of public postal operator's regulatory reports, stipulating that the public postal operator shall implement in 2021 the set manner of accounting separation. The implementation process is envisaged to take place during 2021 in close cooperation between the Agency and the public postal operator. For this purpose, a consultant with experience in cost-based model implementation in postal traffic is planned to be hired to, in order to implement the process of Rulebook implementation as efficiently as possible.

In addition, the Agency is required to annually publish a report on the compliance of the manner of accounting separation, i.e. the regulatory compliance report for the public postal operator.

Activity 2 - Introduction of expert supervision of the work of postal operators

In order to enhance the conditions for promoting competition and market liberalization, the Agency constantly monitors the work of postal operators in terms of the results achieved, complaints of end users, innovations made in postal services and, accordingly, prepares reports for the annual market overview, analyses the work of each operator and points to the identified shortcomings in the meetings with the operators or in cooperation with inspection services of the ministries in charge.

The new law awarded a new competence to the Agency, involving expert supervision of the work of postal operators. This competence will contribute significantly to the efficiency of the Agency's work in establishing better market conditions for postal services. Accordingly, necessary bylaws need to be prepared and the work of the employees performing the expert supervision duly organised.

Based on the Rulebook adopted by the line ministry, the Agency shall prepare instructions, plans and description of technological phases which will be subject of expert supervision. Also, the Agency prepared a rulebook stipulating the form of the identification cards of the person authorised to perform expert supervision of the work of postal operators (Rulebook on the form and the manner of issuance of the identification cards of the person authorised to perform expert supervision of the work of postal operators).

Activity 3 – e-Desk project implementation

The new Law on archives and archival services (Official Gazette of RS no. 6/20 of 24 January 2020) was adopted, derogating Law on archives of the Federal Republic Yugoslavia (Official Journal nos. 12/98 and 13/98-corr.). Also, the Decree on office management for state administration authorities (Official Gazette of RS, no. 21/20, of March 6, 2020) was passed (applied as of April 1, 2021.) Government Work Group is harmonising the text of the Decree on office management, stipulating electronic communication between the public administration authorities via eDSM (desk + DSM + archive) and acts generated in electronic form.

Harmonization is, therefore, planned with the Government Work Group decision on the future office management of the Agency's desk via eDSM (desk + DSM + archive) and on acts to be generated in electronic form.

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 2021.

Activity 1 Elaboration of radiofrequency allotment plans for 5G

Radio frequency allotment plans are proposed by the Agency and passed by the line ministry. The Proposal of the Rulebook stipulating RF Allotment Plan in the radio frequency band 695-790 MHz is expected to be adopted by the line ministry in 2021, thereby creating conditions for using this spectrum band for 5G mobile telephony.

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 a 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.

Activity 3 Planning the migration of fixed links from frequency band 26 GHz identified as pioneer high-frequency band for 5G deployment

Occupancy analysis needs to be performed for frequency band 26 GHz used for fixed links (mobile operators). The result of the analysis will be a proposal of frequency bands to be used instead of frequency band 26 GHz and a timeline for migration. The activity will be carried out in cooperation with the current users of the band – the mobile operators.

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 2021.

Activity 1 More efficient dispute resolution

In the application of the Law on Electronic Communications, it was noted that most 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. It is assumed that the new law regulating electronic communications will authorize the Agency 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. This solution is already applied in the region and it has been applied in the EU countries for years. In addition, the Agency analyses 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 to harmonize them with regulations governing the domain of electronic communications and consumer protection and with other acts, all with the aim of providing 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.

In 2021, the Agency will continue to monitor the application of the regulations governing the area of electronic communications users' protection. The Guidelines for telecommunication

service users' protection – Information and education of electronic communications users/subscribers available on the Agency website provide assistance and education by means of advice, instructions and guidance in order to minimize potential 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 calculating 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 the application of the Agreement on the price reduction of the roaming services in public mobile communication networks in the Western Balkans region, establishing a new roaming rule, the so-called *roam like at home* principle, which eliminates roaming charges for end users.

Activity 4 Taking actions necessary to create conditions for reduction of roaming charges between Western Balkans region and the European Union

In line with the Western Balkans Region Declaration on Common Regional Market signed on 10 November 2020 during the Summit held Sofia, as part of further arrangements made between the representatives of the European Union and the Western Balkans region, the Agency will take necessary action to create conditions for reduction of roaming charges between Western Balkans region and the European Union.

Activity 5 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 will continue in 2021, spreading further its network of sensors for continuous measurement of electromagnetic field levels. In 2020, the delivery of 32 new sensors was arranged and another 15 sensors are planned to be procured in 2021, whereby there will be a total of 89 sensors integrated in the network. The Agency continues to search for new

locations of interest for mounting sensors for continuous measurement of electromagnetic fields. Integration of sensors of other interested parties into our network is also planned.

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 Participation in the international working group for re-planning and coordination of radio frequencies for terrestrial digital radio T-DAB

The beginning of work of the working group for planning and coordination of radio frequencies in the band 174-230 MHz planned for 2020 was postponed for 2021 due to COVID-19 pandemic. The international working group will gather more than 10 administrations from Central and Eastern Europe including some of the neighbouring administrations.

Activity 2 Expanding the network of remotely controlled monitoring stations in the 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 continue in 2021.

During 2020, five fixed remotely controlled monitoring and measurement stations were put in operation, so that RF spectrum monitoring systems includes two monitoring centres and sixteen remotely controlled monitoring stations. Another five fixed remotely controlled monitoring and measurement stations are currently in different phases of infrastructural works. The dynamics of installation and putting into operation of the stations will follow the dynamics of construction work completion. In 2021 one station is planned to be built, equipped and put in operation, in the area within responsibility of RF Monitoring Centre Nis. In this way, RF spectrum monitoring systems will have 2 monitoring centres and 21 remotely controlled monitoring and measurement stations, by the end of 2021. During 2021, three compact remotely controlled measurement stations in the area of Novi Sad are planned to be constructed. The stations will have the functionality of TDOA geolocation of RF signal source and will be integrated in the existing monitoring system of the RF Monitoring Centre Belgrade.

Activity 3 Supplying measurement equipment and vehicles

Procurement of filed monitoring and measurement vehicle for the area within responsibility of the RF Monitoring Centre Belgrade is planned for 2021, along with the accompanying equipment and portable measurement equipment. The procurement of spare components for

the equipment used by the remotely controlled monitoring stations, in order to ensure redundancy and reliability of the vital parts of the system.

Activity 4 Automatization of the measurement procedures by implementing radio frequency spectrum occupancy portal

RF spectrum monitoring station network roll out enables RF spectrum monitoring over wider territory of the Republic of Serbia, imposing as a next step and priority for the Monitoring Division the process of automatization of measurement procedures. This is a long term process which would involve a continuous process of routine measurements ensuring an efficient analysis of measurement results.

The aim of the project is to make available on the portal the results of automatized measurement procedures in frequency sub-bands allocated to commercial use.

Activity 5 International coordination of radio frequencies

Activities related to data collection, calculations, correspondence and meetings with administrations and technical agreements on coordination are carried out continuously. International coordination of radio frequencies is based on the existing agreements on frequency bands used for fixed, mobile, broadcast and satellite service.

In 2021 the process of satellite network coordination with the affected administrations will continue, upon receiving the response from ITU to request for assignment of orbital position for satellite network to be recorded in AP30B Plan.

The process of satellite network coordination with the affected administrations will continue in line with the request for change to be made to orbital position for satellite network of the Republic of Serbia to be recorded in AP30/30A Plan. The coordination is made for parameters of orbital position and technical characteristics of the planned satellite network of the Republic of Serbia, on the proposal of the Agency that was given a positive answer by the ITU.

During the next year, contribution is planned to be made to WP4A ITU to amend the coordinating and recording procedure pertaining to satellite network plan, proposed by the Agency, on behalf of the Republic of Serbia as the initiator of the activity, in cooperation with other interested administrations.

6. ENHANCEMENT OF COMPETITION ON THE ELECTRONIC COMMUNICATIONS AND POSTAL 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 New circle of relevant market analysis for M1, M2 and M3a and preparatory activities related to a new cycle of analysis for relevant market M3b

The Agency will carry out a new circle of analysis of three relevant markets: wholesale call termination on individual public telephone networks provided at a fixed location (M1), wholesale voice call termination on individual mobile networks (M2) and wholesale local access provided at a fixed location (M3a), which will include the analysis of data provided by operators for 2017, 2018 and 2019. Upon adopting the relevant reports on analysis for each market, the Agency will pass the decisions on designating the operator(s) with significant market power and determine their regulatory obligations.

Upon receiving all relevant data for 2020, at the end of 2021 the Agency will begin the activities related to a new cycle of wholesale central access provided at a fixed location for mass-market products (M3b), which will include data for 2018, 2019 and 2020, expected to be completed in 2022 when the report on the relevant market analysis is expected to be adopted.

Activity 2 Implementation of Long Run Incremental Cost (LRIC) model

The adoption of the Rulebook amending the Rulebook on the application of the cost-accounting principle, separate accounts and reporting by an operator with significant market power in the electronic communications sector will enable the application of the new cost-accounting model based on bottom-up Long Run Incremental Costs (LRIC).

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 retail bundled services offered by operators is increasing, the control of bundled service prices represents a continuous task for the Agency in future.

The Agency will continue to monitor the prices of regulated services, including the regulated roaming prices, along with the activities leading to conditions necessary for reduction in roaming prices between the Western Balkans region and the European Union.

Activity 4 Mobile network quality parameters benchmarking

In 2021, 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 verified, results-wise, by the Agency. Processed measurement results will be available at the updated existing portal <http://benchmark.ratel.rs/en>.

Upgrade of the interactive portal for mobile network quality benchmarking in the Republic of Serbia with 2021 benchmarking results and the development of new portal functions are planned for 2021.

Activity 5 Implementation of interactive portal with mobile signal coverage maps

The implementation of interactive portal with mobile signal coverage maps is planned for the first quarter of 2021. The purpose of interactive portal is to provide information on mobile network coverage maps in Serbia to all interested users. Coverage map for the entire territory of Serbia, with mobile signal tracker by technology and by operator, will be available to users enabling them to check the coverage and mobile network signal level at the selected location. Mobile network coverage maps will enable the users to determine the coverage level at the locations of interest (home, workplace). Impartial, comparative and consistent overview of all relevant data (as same conditions apply to all operators) will help users make decision when choosing the operator if the decision is based on the prediction of coverage availability in specific area or selected location. This brings advantages for both operators and users in terms of promotion of fair competition, enhancement of the quality of the existing mobile services for end users and monitoring of the development of the mobile communications networks.

Coverage maps and statistical data will be publicly available on RATEL's website.

Activity 6 Monitoring of postal USP quality

Under the Rulebook on 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, as of January 1, 2019.

The Agency will analyse 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 SYSTEM FOR COORDINATION AND RISK PREVENTION IN ICT SYSTEMS

The Law on amendments 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. During 2020, the National CERT adopted all necessary bylaws, as stipulated under the Law on amendments to the Law on Information Security.

Activity 1 Campaigns and promotion of cyber security

Promotion of information security will be carried out by producing video and printed materials and by making reports on incidents reported by operators and automated reports for

operators, by implementing cyber threat detection system, by holding seminars, workshops and lectures with the purpose of raising awareness on cyber security.

Activity 2 Participation in cyber security trainings

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

Activity 3 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. The National CERT will continue to enhance the cooperation with international organizations in the field of cyber security by actively participating in conferences and regional and international projects.

Activity 4 Implementation of cyber threat detection system

Cyber threat detection system will enable assessment and monitoring of the cyber security situation in the Republic of Serbia, which will provide the grounds for planning and implementing proactive and reactive measures, with the purpose of enhancing defence capacities in cyber security area. The implementation of the system in the territory of the Republic of Serbia will be carried out in phases in line with the possibilities provided by the system.

8. ENHANCED INTERNATIONAL PRESENCE AND IMPROVED NATIONAL VISIBILITY 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 the neighbouring countries, the EU member states 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 organizations gathering 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 working groups of the ITU, CEPT, ETSI, RSPG, BEREC, CERP and ERGP

In 2021, the Agency will continue to participate in the work of international organizations and institutions in the field of electronic communications, in the work of bodies issuing standards and in the work of conferences and it will keep up the cooperation with the regulatory and expert bodies of the EU member states and other countries, in order to harmonize practices and application of regulations in the field of electronic communications.

In 2021, the Agency will take part in the work of the Radio Spectrum Policy Group (RSPG). RSPG is a high-level advisory group that assists the European Commission in the development

of radio spectrum policy. In particular, RSPG assists and advises the Commission at strategic level on: radio spectrum policy issues, coordination of policy approaches and harmonised conditions, where appropriate, with regard to the availability and efficient use of radio spectrum necessary for the establishment and functioning of the internal market. Serbia has an observer status in RSPG and the advantages of Agency's participation in its work involve access to strategic documents, such as opinions, position papers and reports, enabling policy application in our conditions.

In 2021, the Agency will continue the cooperation with the EU member states and candidate countries 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 and its application in the national legislation.

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 working groups of the European Regulators Group for Postal Services (ERGP) and participate in the plenary meetings as an observer.

In 2021, the 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 2021, 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 the participation of its experts in international projects.

Activity 2 Organization of international meetings

Several international meetings in the field of electronic communications, postal services and information security were planned to take place in 2020. In October 2020, the Agency was supposed to host CEPT FM22 (*Monitoring and Enforcement*) WG, with around 60 representatives from the European countries. If the conditions related to the pandemics allow it, the Agency is planning to host and organize CEPT FM22 meeting in 2021.

Activity 3 Enhanced 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 regulators of the signatories to 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 in the region are planned in order to share experience from the regulatory practice.

The annual National CERT Conference is planned to be organized during October, the Cyber Security Month, and it will be dedicated to the promotion of cyber security importance.

Activity 4 Designing communication strategy and plan

Design and implementation of activities that are meant to boost the visibility of the Agency will continue, aiming to make the Agency's role and results closer to the general public, to increase the visits to the website and to further improve the interaction with the users and the community.

Communication strategy and plan will be designed in 2021, clearly defining the goals of the presentation and setting the timeline for objectives, by developing a clear plan of monthly campaigns, animated videos, posters and films dedicated to selected topics, to be presented in the digital media with the purpose of informing and advising the general public and promoting a positive public image of the Agency.