



ACTIVITY PLAN FOR 2018

November, 2017

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, 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 its bylaws and regulations, and performing regulatory and other activities pursuant to a separate law governing the domain of postal services.

The Managing Board of the Agency, pursuant to Article 11, paragraph 1, item 1 of the Law, adopts annual activity 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 Activity Plan for 2018, with activities linked to the development of an independent and consequent regulatory practice, in the aim to support the electronic communications market development, foster the competition, apply new technologies and protect end users.

As the adoption of new laws governing the domains of electronic communications and postal services is expected by the end of 2017 or at the beginning of 2018, main RATEL's activities will be focused on the implementation of new legal solutions, i.e. elaboration of corresponding respective bylaws. The adoption of new laws will bring about a greater level of harmonization of the domestic regulations with the current EU regulatory frame. RATEL will also closely follow the adoption of the harmonized EU Directive in the domain of electronic communications, along with its proposed solutions, as to keep up with modern trends in the telecommunications market regulation.

RATEL will continue with its activities conferred on it, pursuant to the Law on Information Security, pertaining to the work of the National Centre for the Prevention of Security Risks in ICT Systems, with the objective of National CERT reaching the end of 2018 as a completely functional task force, ready to respond to all challenges encountered.

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 its eight strategic priorities in 2018:

1. Improvement of electronic communications regulatory frame
2. Improvement of postal services regulatory frame
3. Protection of telecommunications and postal services users
4. Increase in RF spectrum management efficiency
5. Increase in competitiveness on the telecommunications market
6. Construction of coordination and risk prevention mechanism in ICT systems
7. Improvement of Agency's international presence

8. Increase in Agency's work efficiency

Each of the priorities is followed by a number of key activities, which are to be realized in 2018.

II. Strategic priorities in 2018

1. STRATEGIC PRIORITY 1: IMPROVEMENT OF ELECTRONIC COMMUNICATIONS REGULATORY FRAME

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 its draft form, a one-year long deadline from the day of entry into force of the Law on Electronic Communications is set for the adoption of bylaws. Not only that the new Law on Electronic Communications will be harmonized with the European Commission's regulatory frame of 2009 – as a result of the obligation of the Republic of Serbia to align its legislation in the field of electronic communications with the EU *acquis communautaire*, but it will offer more precise definitions when it comes to providing a modern, single and efficient legal frame for a further development of electronic communications, leading to increased competitiveness and stimulation of foreign and domestic investments, choice of quality services, improved environment for business activities of electronic communications operators and improved protection of electronic communications users' rights.

1.1 Activity 1 – Implementation of the new Law on Electronic Communications by means of elaboration of new bylaws and harmonization with the EU electronic communications regulatory frame

In accordance with the provisions of the new Law, the elaboration and harmonization of bylaws, rulebooks and plans 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 must go through the process of public consultations.

Phase 1 – Rulebook on number portability for services provided via public mobile communications networks, Rulebook on obligations of value added services provider, Rulebook on general terms and conditions for performing electronic communication activities under general authorization regime.

Phase 2 – Numbering Plan, Rulebook on the amount of annual fee for the use of numbering, Rulebook on the amount of fees for covering numbering management costs, 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.

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.

Phase 4 – Rules on radio-frequency usage fees – (upon the adoption of Numbering Plan).

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

Phase 6 – Rulebook on manner of amateur radio station usage.

Phase 7 – Formal amendments and changes to other rulebooks and adoption of new bylaws, after the entry into force of the new Law on Electronic Communications:

- 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;
- Rulebook on fee calculation for the provision of services within the competence of the Agency.

Phase 8 – With the aim of harmonization with the EU regulatory frame in the domain of ex-ante market analysis, independently from the adoption of the new law governing electronic communications, adoption of another two rulebooks is foreseen: Rulebook on application of the cost-accounting principle, separate accounts and reporting of an operator with significant market power in the electronic communications sector and Rulebook on the minimum content, level of detail and manner of publication of reference offers. After the completion of the new circle of relevant markets analysis, a decision will be made on the establishment of relevant markets susceptible to ex-ante regulation, by application of the Commission Recommendation on relevant product and service markets (2014/710/EU).

1.2 Activity 2 – Elaboration of an analysis/ study on the regulation of OTT services

OTT (*over the top*) services are present on the market of the Republic of Serbia, however, at this moment, the manner of provision of these services is unregulated. For the bylaws pertaining to this field to be prepared, it is necessary to gather other countries' experiences and analyse possible approaches that can be implemented within our legal frame. The objective to improve regulation in this field led to the idea of elaborating a study on the OTT service provision regulation. After the analysis to be carried out in the study, we will come out with solutions of possible OTT service regulation, taking into account best global practice and other countries' experience in the matter. Deadline for the completion of the study is set for the third quarter of 2018.

2. STRATEGIC PRIORITY 2: IMPROVEMENT OF POSTAL SERVICES REGULATORY FRAME

In the aim of improving postal services regulatory frame, the Agency participates in the activities related to the adoption of the new Law on Postal Services. In addition, the Agency elaborates related propositions and adopts bylaws, which in a general manner govern the matter under the Agency's competence. The adoption of the Law on Postal Services is

expected by the end of 2017, or at the beginning of 2018 at the latest. After this, the Agency will undertake a set of regulatory activities pertaining to the adoption of new legislative decisions and necessary bylaws, pursuant to the new law.

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

The main activity, following the passing of a law, is adoption of bylaws, i.e. elaboration of new bylaws or adjustment of existing ones. Preparation and adoption of bylaws are planned to be carried out in several phases. Before being forwarded for enactment, each draft must go through the process of public consultations.

Phase 1 – Rulebook on conditions and manner of postal service provision, Rulebook on single tariff categories for Universal Postal Service (UPS), 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, Rulebook on manner and conditions for the access to the public postal operator’s postal network and Internal instructions on permit issuance.

Phase 2 – Rulebook on the manner of keeping separate accounts and authenticity checking, Rulebook on identification card forms and manner of their issuance, Rulebook/ Instructions on technical control, Rulebook/ Instructions on mediation in out-of-court disputes, Rulebook on quality standards for the UPS provision, Rulebook on technical requirements for residential mailboxes and other rules and regulations that can be mentioned in the law.

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

For the purpose of improved competition and liberalized market, the Agency monitors the postal operators’ activities, by analyzing achieved results, users’ remarks, postal industry innovations, and makes annual market overviews. It also analyzes the work of each postal service provider and point out to the observed shortcomings at the meetings with operators, or reports them to the inspection services of the line ministries.

The adoption of the new postal law is expected to add a new competence to the Agency’s set of obligations – that of technical control over 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. That said, necessary bylaws should be adopted and activities of professionals to perform technical control should be organized. Furthermore, the elaboration of technical instructions, description of technology phases which will be the subject of technical control, as well as necessary identification documents for the employees performing technical control is to be realized.

2.3 Activity 3 – Elaboration of the study about impact of e-commerce on the postal market of the Republic of Serbia

On the global level, a decrease in physical letter-post items has been observed, along with an increase in express and parcel services. E-commerce is an important generator of volume of postal items and, consequently, of economic development and GDP growth. Increase in postal volumes also generates new jobs, in postal sector and in other related industries, which significantly influences further economic development of the Republic of Serbia.

Having said that, a need to carry out a related analysis of the impact of e-commerce on the postal market development, with special focus on universal postal service (UPS), becomes mandatory.

In 2018, the plan is to carry out analysis of the development level of e-commerce in the Republic of Serbia and to establish a correlation between e-commerce and volumes of postal services/UPS, i.e. to perform a Study of the impact of e-commerce on the postal services market. The Agency will closely monitor the activities pertaining to the Regulation of the European Parliament and of the Council on cross-border parcel delivery services, based on the Directives 97/67/EC, 202/39/EC and 2008/6/EC.

2.4 Activity 4 – Providing conditions for UPS sustainability in accordance with new regulatory frame

Provisions of the new law foresee further liberalization of the postal market and, since total liberalization is the final objective, the Agency plans to perform market simulation in 2018, in order to screen the impact of gradual liberalization on the postal market, primarily for the purpose of UPS sustainability. With the aim of redefining UPS and forming the national consensus in the UPS domain, the Agency is conducting activities linked to the implementation of a sustainable UPS development in the Republic of Serbia. The conducted research will be aligned with the requirements of the new Law on Postal Services and relevant bylaws and in compliance with existing and future Agency competences. The Draft of the new law sets the Agency's obligation to define exemptions regarding UPS, by means of adoption of the Rulebook on conditions and manner of postal service provision, whereas giving approval to the UPS prices lays within the competence of the Agency as well. The elaboration of the Rulebook on the manner of keeping separate accounts and authenticity checking will enable an unambiguous overview of real UPS costs. The adoption of adequate rules regarding price calculation will provide good conditions for the UPS sustainability pursuant to the new regulatory frame.

3. STRATEGIC PRIORITY 3: PROTECTION OF TELECOMMUNICATIONS 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 price, access and usage information to customers, as well as in the efficient handling of complaints regarding providers' operations. The Agency's priority in 2018 continues to be a constant effort in improving the availability, accessibility and quality of public communications networks and services for all users.

3.1 Activity – 1 More efficient dispute resolution

During the application of the Law on Electronic Communications, it was noted that the majority of complaints regarding the work of providers referred to invoice amounts to be paid for services provided. The Agency carries out the procedure of mediation in peaceful dispute resolution between subscribers/users and electronic communications operators regarding invoice amounts and quality of services, pursuant to Article 113 of the current Law on Electronic Communications. The practice has demonstrated that excessive invoice amounts are most usually the consequence of subscribers' lack of information, which results

in an unusually high invoice amount issued to the customer. The new Law on Electronic Communications prescribes mechanisms for preventing excessive consumption by obliging the operator to alert the subscriber when the latter's amount to be paid becomes as twice higher than the average sum on his invoice. Thus the problem will be duly spotted and any further unjustified augmentation of the invoice amount 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 to the above, 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 line ministry, inspection services of the line ministry, or organs of the autonomous province competent for inspection control, the Regulatory Authority for Electronic Media and other relevant bodies.

3.2 Activity 2 – Development of universal service

Adoption of the new Law on Electronic communications will define the alignment of general act drafts governing the manner of identification and recording of excessive costs for the provision of universal service, provision of funds for the excessive cost compensation and requirements for realization of rights for compensation of excessive costs, conditions for providing equal opportunities of universal service access to persons with disabilities and to sensitive social categories, description and manner of publication of universal service offers information, which must be made publicly available by operators.

The Agency will launch a public call to operators interested to provide universal service under the prescribed conditions. In case there are no parties interested, the operator with the highest number of subscribers of public voice service accounting for the majority of the operator's income will be designated. Should only one operator be interested, this operator will be declared a universal service provider. In case more operators would be interested, a public tender would be issued.

3.3 Activity 3 – Elaboration and improvement of user tools

RATEL NetTest – System for the measurement of broadband systems performance, RATEL's NetTest application makes possible to users of fixed and mobile devices to check and analyze the quality of Internet access service and data transfer speed at the chosen network point. This user tool has been available since 2016. In the previous period, there was a need to improve the existing application and introduce new functions, so that users can have a detailed overview of the quality parameters measured values for all measuring results on the map of Serbia, and also to ensure the implementation of Net Neutrality. In the first quarter of 2018, BEREC (The Body of European Regulators for Electronic Communications) will officially use this tool, which will be available to European users for quality of service and net neutrality testing.

Establishment of database of electronic communications service prices - Based on the provisions of Article 111 of the Law on Electronic Communications, in the part referring to keeping an up-to-date database of prices and to its publishing on the Agency's Internet page equipped with a „search“ feature, the Agency plans to finish its Information Portal on available electronic communications services, available bundled services, characteristics and prices, in the form of a general search engine for the current electronic communications providers' offers. Price comparison will be enabled according to the type of service or type of bundled services, duration of user agreement, conclusion of a new user agreement and similar. Electronic communications operators will be able to update their data on the Portal by themselves, whereas the Agency will be obliged to inform the public of the existence of such a portal.

3.4 Activity 4 – Monitoring of regulated roaming prices

The Agency will continue to monitor regulated roaming prices and to control the application of the Decision on reduction of roaming prices pursuant to the Agreement on reduction of roaming service prices between Bosnia and Herzegovina, Montenegro, FYR Macedonia and Republic of Serbia. Should, in the meantime, a new regional agreement on roaming mirroring the EU regulations, be signed, the Agency will adopt a new decision on roaming prices and will control its application.

3.5 Activity 5 – Measurement of radiated electromagnetic field levels

In accordance with Sustainability study on construction of a sensor system for non ionizing radiation measurements, setting up of a 100 measuring station-network in the period from 2017 to 2020 is planned. By the end of 2017, a system for measurement of radiated electromagnetic field levels in urban area fixed points will be put in experimental operation. The public will have access to a completely functional Internet portal where it will be possible to track measurement results of cumulative electromagnetic field levels at 8 locations in Belgrade, Novi Sad and Niš. In the beginning of 2018, 17 measurement locations in total are planned to be included in the system. The equipment for these stations is already purchased and will be mounted in the three mentioned cities. In this phase, the measuring stations will be set up on school, kindergarten and hospital facilities, i.e. buildings which are defined as areas of increased sensitivity, pursuant to the Rulebook on sources of non ionizing radiation of special interest. Procurement of yet another five measuring stations is planned during 2018, followed by mounting of the new equipment and adding these stations to the existing system.

3.6 Activity 6 – Analysis of level of satisfaction of UPS users' needs

The Law on Postal Services defines RATEL's obligation to monitor development in the field of postal services. To that end, the Agency will conduct a research on the level of satisfaction of postal service users' needs, with a special accent on the level of satisfaction of UPS users' needs, UPS being a service of common interest. Similar researches are being carried out by the majority of independent regulatory bodies throughout Europe. The European Regulatory Group for Post (ERGP) analyzes the achieved level of satisfaction of users' needs within its subgroup Quality of Service and Market Indicators, with the main goal of reaching a high quality level of postal services on the entire European market. The activities will be realized in two phases, the first phase being the procurement of indicators from the Statistical Office

of the Republic of Serbia and elaboration of design task, and the second phase representing the very analysis of the level of satisfaction of UPS users' needs.

4. STRATEGIC PRIORITY 4: INCREASE IN RF SPECTRUM MANAGEMENT EFFICIENCY

It is defined in the Law that radio frequency spectrum management, being a scarce resource, should be based on the principles of rationality, economy, availability to public and non-discrimination. In accordance with the regulations, the Agency takes part in RF spectrum usage planning, in line with relevant international agreements and recommendations, and citizens', economy, country's security and defence interests. The Agency also assigns radio frequencies pursuant to its Allocation Plan and Allotment Plans, coordinates usage of radio frequencies and monitors radio frequency spectrum, detects harmful interference and takes measures to remedy the disturbance.

4.1 Activity 1 – Elaboration of new Allocation Plan and Allotment Plans

Allocation Plan for radio frequency bands is adopted by the Government based on the proposition made by the line ministry and prepared by the Agency. During 2018, a new Allocation Plan is planned, based on the Draft Allocation Plan which is being prepared by the Agency. Changes to the Plan are necessary and are result of the conclusions made at world conferences for radio communications held in 2012 and 2015 (WRC-12 and WRC-15), and based on the updated European Table of Frequency Allocations and Applications (ECA Table). Upon entry into force of the new Law on Electronic Communications, it will be necessary to adapt operating version of the Allocation Plan (prepared during 2017, in line with applicable legal frame) to the provision of the new Law on Electronic Communications. The Agency then sends the Draft Allocation Plan to public consultations, following which the Draft is forwarded to the line ministry.

Allotment Plans are adopted by the line ministry, on the Agency's proposal. Following the adoption of new Allocation Plan for radio frequency bands and due to the need to define conditions for radio frequency usage, elaboration of new Allotment Plans, amendments to the existing ones and application of the adopted Allotment Plans will be necessary.

In 2018, the following draft documents are planned:

- Changes and amendments to the Frequency/Location Allotment Plan for Terrestrial Analogue FM Broadcasting Stations for the territory of the Republic of Serbia;
- Changes and amendments to the Frequency/Location Allotment Plan for Terrestrial Digital TV Broadcasting Stations in UHF band for the territory of the Republic of Serbia;
- Radio Frequency Allotment Plan for work in frequency band 260 MHz.

4.2 Activity 2 – Construction of RF spectrum monitoring system

In 2017, construction of a system of fixed remotely controlled monitoring and measuring stations was started. This system's purpose is to enable continuous radio frequency spectrum monitoring on the whole territory of the Republic of Serbia. Construction of a facility with antenna poles for first four monitoring and measuring stations is under way. The plan is to have all four stations in full operational use at the beginning of 2018.

During 2018, construction of yet another six facilities of the sort is planned, and so is the procurement of 7 reception equipment systems. Setting up of a second antenna pole is foreseen in MMC Niš (for this location, 1 reception equipment system is planned).

4.3 Activity – Measuring equipment and vehicles

During 2018, procurement of measuring equipment for six fixed remotely controlled measuring stations is planned, as well as measuring equipment for creation of a new operations post in Monitoring and Measurement Center (MMC) Niš. In addition, purchase of a portable spectrum analyzer covering frequency bands up to 110 GHz is planned, as well as smaller quantity of equipment for portable MM stations assembling and measurement in field conditions.

5. STRATEGIC PRIORITY 5: INCREASE IN COMPETITIVENESS ON THE TELECOMMUNICATIONS MARKET

The Agency continues with further harmonization with trends and experiences of the EU countries regarding market regulation, regulated price control and fostering competition on the electronic communications market. The main aim in 2018 is to be aligned with the EU regulations and to complete a new circle of the analysis of seven relevant markets, by application of the EC Recommendation on relevant markets (2014/710/EU). This includes establishing whether all relevant markets are still susceptible to ex-ante regulation and whether there are operators with significant market power, but also a review of existing regulatory obligations and possible correction thereof, in accordance with conclusions of the performed analyses. A new Rulebook on application of the cost-accounting principle, separate accounts and reporting of an operator with significant market power in the electronic communications sector is planned, which will enable beginning of application of a new cost-accounting model based on long-term incremental costs, as well as control of all regulated services, including bundled services, by application of the methodology for identification of margin squeeze prices.

5.1 Activity 1 – Analysis of markets susceptible to ex-ante regulation

During 2018, another circle of analysis of all seven relevant markets and public consultations procedure will be completed, pursuant to Article 59, paragraphs 2 and 60, item 1 of the Law on Electronic Communications, along with application of the EC Recommendation on relevant markets (2014/710/EU), including:

1. wholesale market for call termination on the public telephone network at a fixed location;
2. wholesale market for call termination on the mobile network;
3. wholesale market of local access to network elements at a fixed location;
4. wholesale market of high-quality access at a fixed location;
5. wholesale market of central access at a fixed location for mass-market products;
6. market for retail access to the public telephone network at a fixed location (the market was designated as relevant pursuant to the Decision on

designating relevant markets susceptible to ex-ante regulation, but was not listed in the EC Recommendation on relevant markets (2014/710/EU), so the criteria Test 3 should be applied for the assessment of market's relevance);

7. wholesale market for call origination on the public telephone network at a fixed location (the market was designated as relevant pursuant to the Decision on designating relevant markets susceptible to ex-ante regulation, but was not listed in the EC Recommendation on relevant markets (2014/710/EU), so the criteria Test 3 should be applied for the assessment of market's relevance).

Based on the results of market analysis, decisions on designation of operators with significant market power (SMP) on each relevant market will be made. Operators with SMP will be obliged to form new standard offers or change the existing ones, on the Agency's request and within 60 days. After the completion of the analysis process of all relevant markets, a new Decision on designating relevant markets susceptible to ex-ante regulation will be made.

5.2 Activity 2 – Introduction of a Long-Run Average Incremental Cost (LRIC/LRAIC) model

During 2017, methodology regarding Bottom-up Long-Run Incremental Cost Model – LRIC for fixed network (for access network segment and fixed network core) and for mobile network was finished. LRIC cost-accounting model for fixed network services can include: call origination services, call termination services, broadband access and access to network elements and associated resources. LRIC cost-accounting model for mobile network includes call termination service on the mobile network. The manner of LRIC cost-accounting model implementation will be an integral part of the new Rulebook on application of the cost-accounting principle, separate accounts and reporting of an operator with significant market power in the electronic communications sector. The new Rulebook on application of the cost-accounting principle will have the objective to improve accuracy of the existing SMP operator reporting based on current costs model, and to establish the manner of implementation of a new cost-accounting model based on long-run incremental costs.

5.3 Activity 3 – Price control of regulated services and bundled services

During 2017, Methodology for margin squeeze identification during the formation of bundled service prices was finished. 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 bundled services gradually participate in a more significant number in operators' retail service offers, control of bundled service prices represents a continuous task for the Agency in the following period.

The Agency will continue to control the manner of price formation for all SMP operators' regulated services, based on the submitted regulatory reports for 2017 and will carry on with consistent implementation of the Rulebook on the application of the cost-accounting principle. Current costs model will be applied in 2018 as well, until a gradual switch-over to LRIC cost-accounting model is completed.

5.4 Activity 4 – Parallel comparison of mobile networks' quality parameters – BENCHMARKING

In order to ensure protection of consumers' interests by means of making available clear and complete information on quality of public communications networks and services, and to encourage competition, efficiency and performance in electronic communications activities, the Agency introduced, in 2017, a campaign of parallel comparison of mobile networks' quality parameters – *benchmarking*. Regular annual mobile communications network quality parameter measurements and analysis (benchmarking), including the one to be performed in 2018, are necessary for users to acquire an overview of mobile network performance. This will also enable monitoring of development level of mobile communications networks and services, as well as dynamics of the application of new technologies in mobile communications networks. The results of benchmarking measurements of mobile communications networks are officially published on the Internet page of the Agency.

6. STRATEGIC PRIORITY 6: CONSTRUCTION OF COORDINATION AND RISK PREVENTION MECHANISM IN ICT SYSTEMS

In accordance with the Law on Information Security and related bylaws in the field of information security, activities of National CERT were introduced in 2017. Organizational changes have been carried out, as well as hiring of new staff. With the aim of a further development of National CERT, activities pertaining to establishment of a system for incident reporting and handling, preparation and adoption of incident response procedures and strengthening of cooperation with relevant international organizations will be realized in 2018.

6.1 Activity 1 – Implementation of a system for incident reporting and handling

The line ministry has launched the development of incident management information system. Accordingly, the Agency will take part in defining the work process and application module. Based on the adopted architecture, the Agency will implement necessary modules in its information system and will develop new ones enabling exchange of data with other relevant co-participants.

6.2 Activity 2 – Elaboration of procedures regarding protection measures and incident management

With the aim to identify necessary requirements, a public procurement for elaboration of Sustainability study on establishing National CERT procedures and incident reporting system management was conducted. The Study is expected to clarify the following issues:

- Procedures on incident data collection, processing and storage;
- Procedures on informing the public and/or selected entities about risks and recovery solutions after incident consequences;
- Incident data classification, severity level classification and risk classification;
- Definition of data formats and models for exchange of information;
- Procedures for early warnings, alerts and incident announcements.

Based on the Study results, the Agency will make and adopt necessary procedures and adapt its current activities accordingly.

6.3 Activity 3 - Connecting with international organizations in the field of cyber security

In October 2017, national CERT was included on the international *Trusted Introducer's* list under the code name SRB-CERT. It thus became a national hub, through which other international CERTs will forward their incident reports and requests for resolution. We expect that, thanks to *Trusted Introducer* (TI) membership, we will receive timely and reliable information on trends and risks in the field of information security. The Agency plans to take an active part in the TI activities by attending this organization's meetings and forums and participating in its WGs. The Agency will actively put efforts in fulfilling the criteria for receiving accredited member status.

FIRST (Forum of Incident Response and Security Teams) is an international organization gathering a great number of state, commercial and educational CERT teams, with an objective to encourage cooperation and coordination in incident prevention, stimulate fast reaction to incidents and promote sharing information between members and community in a broader sense. The Agency will closely follow this forum's activities and work on fulfilling the criteria to obtain member status.

The Agency will continue to cooperate with OSCE, DCAF and other organizations in 2018, by participating in projects pertaining to raising awareness on information security with citizens, companies and organs of public administration.

7. STRATEGIC PRIORITY 7: IMPROVEMENT OF AGENCY'S INTERNATIONAL PRESENCE

RATEL will continue its participation 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. Special accent will be put on a stronger presence in the work of European regulators for electronic communications and postal services, as well as on cooperation with neighboring countries' agencies.

7.1 Activity 1 – Participation in WGs and execution of duties of BEREC and IRG Vice-Chair

In 2012, RATEL was admitted to the Body of European Regulators for Electronic Communications (BEREC) as an observer, with the aim to participate in all BEREC activities, preparation of regulations adopted by BEREC and their implementation in the field of electronic communications, in the Republic of Serbia. During the 33rd plenary meeting of this organization's Management Committee held in December 2017, among the newly appointed Vice-Chairs for the following year, director of RATEL was elected a non-EU Vice-Chair of IRG (The Independent Regulators Group), forming, with the IRG Chair and other Vice-Chairs, the BEREC mini board. This position entails greater visibility and participation of RATEL's representatives in a wider spectrum of activities on the European level. Since 2017, RATEL representatives have taken more part in expert WGs, with a more active participation foreseen in 2018, taking into account the Vice-Chair position.

7.2 Activity 2 – Participation in ERGP work and execution of duties of CERP Vice-Chair

During 2018, RATEL will take a more active part in the activities of the European Regulators Group for Postal Services (ERGP), by following two WGs and organizing plenary meeting and associated workshops for all group members. RATEL will host the second CERP plenary conference to be held in November 2018, when over 30 NRA Heads from all Europe are expected to attend this event in Belgrade.

Since 2017, RATEL's representative has assumed the duty of the European Committee for Postal Regulation – CERP's Vice-Chair. During 2018, CERP plans to adopt its organization's strategic document. Drafting of this document falls within the competence of the CERP Vice-Chair. The document should outline the following priorities: coordination of activities between ERGP and the European Council regarding adoption and harmonization of new regulations on the EU level, harmonization of the EU countries' common position in the UPU (Universal Postal Union) bodies, active participation in the implementation of the UPU Istanbul Strategy and realization of activities for the benefit of non-EU CERP member countries, including the Republic of Serbia. In addition, a „Mini-Congress“ of the UPU is to be held in 2018 and activities of the Republic of Serbia can, to a great extent, facilitate preparation of the platform and positioning of our country in the UPU bodies.

7.3 Activity 3 – Improvement of regional cooperation

Cooperation with regulatory bodies of neighboring countries is the most important type of RATEL's international cooperation. Priorities in regional cooperation are: continuous coordination of RF spectrum usage, monitoring of results of agreements on regional roaming price regulation, monitoring and parallel analyses of termination prices, development of next generation's networks and constant exchange of experience and practice in regulation activities and in harmonization with EU regulatory frame.

In November 2017, the first meeting of the Cooperation Forum of Regulatory Authorities for Electronic Communications of Bosnia and Herzegovina, Montenegro, FYR Macedonia and Serbia was held in Belgrade. This meeting format requires presence of NRA Heads of all 4 countries with their associates and is planned to take place every year. Apart from meetings on the highest level, regular gatherings of experts from particular fields of work, as well as organization of joint trainings for employees from all 4 agencies in Belgrade are planned in 2018.

8. STRATEGIC PRIORITY 8: INCREASE IN AGENCY'S WORK EFFICIENCY

Since its inception, the Agency has put a great deal of attention to continuous efficiency improvements, through electronic services development and use, in compliance with applicable regulations. The Agency's objective is to be a modern and efficient organization, with the obligation of making available electronic services from its scope of activities. During 2018, activities pertaining to the improvement of existing services and development of new ones, which are expected to significantly increase work efficiency and, through automation, efficiency of certain internal processes.

8.1 Activity 1 – Development of electronic services for operators

e-License service – Electronic applications for issuance of individual licenses for radio frequency usage was enabled in the third quarter of 2017. Improvements of user interface and extension of list of users of this electronic application service will be continued in 2018.

e-Infrastructure service – In the currently known version of the Draft Law on Electronic Communications (expected to be adopted in the following period), several regulation changes concerning keeping of database on the available electronic communications network capacities can be observed. According to this Draft, the Agency, along with an organization for surveying and cadastral affairs, shall keep an updated database of the type and geographic location of all electronic communications network capacities and related resources. Unlike current database, which only includes data on infrastructure being the subject of shared use, the new law is more oriented towards an entire telecommunications infrastructure being recorded in the same place. Following enactment of the new Law on Electronic Communications, adoption of a Rulebook governing in detail the manner of data collection and database access is planned, for the purpose of enabling shared use. It is the assessment of the Agency that there will be a need for improvements and expansion of the current Infrastructure Database, with regard to new possibilities, capacities, expanded options, connection to Cadastre and similar.

8.2 Activity 2 – Implementation of electronic services in communication with state organs

Pursuant to the Law on Electronic Document, Electronic Identification and Trust Services for Electronic Transactions, the Agency will work on establishing a service for electronic exchange of data within its competence. The Agency will also work on the implementation of the Business Registers Agency service into the Agency's information system, for the purpose of receiving timely changes and statuses regarding companies and firms registered with the Business Registers Agency, which are at the same time users of the Agency's services. The Agency will work on the implementation of the service for user identification verification, based on qualified digital certificates, for users whose identity is registered with another state organ.

8.3 Activity 3 – Automation of payment processes

With an aim of optimizing and improving efficacy, the Agency will work on the development of integrated software solutions which will represent an information support for business operations regarding data collection and calculation of fees for the use of frequencies, fees for performance of activities in the domain of electronic communications, postal service providers' fees, fees for numbering, as well as a support for business operations of accounting treatment of receipts.