



FICORA

THE FINNISH COMMUNICATIONS
REGULATORY AUTHORITY



**Finnish Communications
Regulatory Authority**

VISION

Providing versatile, effective and secure communications connections and services for everyone in Finland

MISSION

FICORA works towards an effective and secure information society for the good of the people and business

VALUES

- Good service culture
 - Expertise
 - Development



Viestintävirasto
Kommunikationsverket
Finnish Communications
Regulatory Authority

OPERATIONS

FICORA, the Finnish Communications Regulatory Authority, is an authority for electronic communications under the Ministry of Transport and Communications.

FICORA operates in the interests of consumers and citizens. It promotes the competitiveness of business and industry and the sound functioning of society in general.

Key operating areas include effective communications markets, efficient use of frequencies and domain names, fast and reliable telecommunications connections for citizens and enterprises, versatile electronic media and information-secure society.



EFFECTIVE COMMUNICATIONS MARKETS

Through the promotion of competition, all Finnish citizens can be provided with high-quality and affordable communications services.

FICORA seeks to ensure that Finland has well-functioning communications markets. For each relevant communications market, it analyses the competitive situation, designates operators as having significant market power and, if necessary, imposes certain obligations on them to ensure that the market remains competitive.

Healthy competition provides a more effective communications market and encourages enterprises to make telecommunications investments in Finland. In turn, this creates and improves services, boosting the entire sector's development and benefiting consumers. In cooperation with communications enterprises and other stakeholders, FICORA produces and maintains impartial research and monitoring data on the development of the Finnish communications industry.

Communications services must be reliable and easily available to users. One of FICORA's key responsibili-

ties is ensuring the position and rights of the user of communications services – the consumer. For example, it requires that terms of agreement for services provided by telecom operators can be easily understood and are reasonable. FICORA also supervises the correctness of invoicing, the transparency of pricing and comparability of product and service information.

Furthermore, FICORA promotes free competition in the postal services market, ensuring that the prices, terms and conditions of regulated postal products are non-discriminatory and reasonable.

Securing the availability of postal services also numbers among the authority's duties. It monitors the effectiveness and service level of Finland's universal postal services and identifies the recipients or senders of undelivered postal items in order that postal items with incomplete information can be delivered further.



EFFICIENT USE OF RADIO FREQUENCIES AND DOMAIN NAMES

FICORA allocates the frequencies, domain names and other numbers or addresses required by electronic services and media.

The authority ensures that frequencies are used efficiently and as free of interference as possible. FICORA's responsibilities include planning the use of frequencies for radio networks and equipment and granting radio transmitter licences. It also detects radio interference, while monitoring the entry into the market and sale of radio equipment. FICORA organises examinations for radio transmitter users and grants the related certificates.

Moreover, FICORA ensures that Finland's critical frequency needs are taken into account in European and worldwide decision-making processes on radio frequencies.

Fi-domain names can be granted to enterprises, organisations and associations or natural persons. In most cases, an applicant can freely choose a fi-domain name and then apply for, renew and pay for it electronically through FICORA's fi-domain name service or via a service provider. Studies confirm that the Finnish fi-domain name is secure and reliable.

FICORA takes a user-friendly approach in the numbering of telecommunications networks and ensures that numbering planning enables equal competition among telecom operators. The authority grants telecom operators and other players the numbers needed in telecommunications.



FAST AND RELIABLE COMMUNICATIONS CONNECTIONS FOR CITIZENS AND ENTERPRISES

All households and enterprises are entitled to fast and reliable communications connections and services.

Promoting the supply of fast and reliable broadband connections is one of FICORA's responsibilities. The objective is that every Finnish household will have the possibility to access a fast broadband connection.

In addition, by the end of 2015 we would like more than 99% of permanent residences, and of firmly established offices in the private or public sectors, to have access to very fast optical fibre connections. These connections should have a speed of 100 Mbps,

with a subscriber connection no longer than two kilometres.

Furthermore, FICORA ensures that communications networks and services remain as interference-free and effective as possible in all situations. As network technologies advance, communications networks and services must remain compatible. Compatibility also increases citizens' willingness to use new services.

VERSATILE ELECTRONIC MEDIA

Citizens must be provided with high-quality media services at affordable prices.

FICORA promotes the supply of versatile electronic media services. It collects the funding for YLE's public service and grants short-term licences for radio and television broadcasting.

FICORA also ensures compliance with time limits for advertising, as well as the broadcasting times of tel-

evision programmes deemed harmful to children. Attempts to improve citizens' media literacy are pursued together with sectoral players.



INFORMATION-SECURE SOCIETY

Increasing citizens' awareness of information security and privacy protection, while ensuring information security for enterprises, presents a continuous challenge.

FICORA is a national information security authority that provides society with a comprehensive range of information security services. Its duties include monitoring information security in communications networks and services, as well as ensuring the reliability of telecommunications.

As part of building citizens' confidence in the communications networks and services offered by the information society, FICORA offers anticipatory solution and alert services for countering threats to information security and privacy protection. In cooperation with sectoral players, FICORA organises and coordinates the National Safer Internet Day.

Society has ever greater dependence on telecommunications connections. CERT-FI, the Computer Emer-

gency Response Team FICORA, draws up reports and threat analyses for enterprises, organisations and associations. It also provides situation reports and solution and alert services for the anticipation of threats to information security and privacy protection.

FICORA promotes cooperation between telecommunications enterprises and other operators critical to security of supply, in order to improve the reliability of the communications network. The authority sets standards for communications networks with respect to objects in need of special protection. It also sets the standards governing the security of critical systems and services connected with these networks.

ACTIVE APPROACH IN INTERNATIONAL FORUMS

FICORA's goal is to safeguard national interests and promote electronic communications worldwide.

FICORA participates actively in European and international co-operation across its field of activity. The key channels through which FICORA has an influence include the International Telecommunication Union (ITU), committees of the European Union such as the Communications Committee (COCOM) and the Radio Spectrum Committee (RSC), collaboration groups of European communications authorities (European Regulators Group ERG and Independent Regulators Group

IRG) and the Radio Spectrum Policy Group (RSPG). With regard to information security issues, key partners include international forums for CERT actors.

Important collaboration forums also include the Electronic Communications Committee (ECC) of the European Conference of Postal and Telecommunications Administrations (CEPT) as well as the European Telecommunications Standards Institute (ETSI).







VERSATILE, EFFECTIVE AND
SECURE COMMUNICATIONS
CONNECTIONS AND SERVICES
FOR EVERYONE IN FINLAND

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FICORA – SAFEGUARDS COMMUNICATIONS DEVELOPMENT

FICORA is divided into seven profit areas. In addition to these, the units of International Affairs and Development function directly under the Director-General. The external profit areas are Communications Markets and Services, Networks and Security, Radio Frequencies and Television Fees. The internal profit areas are Development and Support, Information Technology and Communications.

FICORA has about 250 permanent employees. The authority's premises are located in Ruoholahti, Helsinki.

The Finnish Communications Regulatory Authority (FICORA) functions under the Ministry of Transport and Communications Finland.

Organisation

