



Finnish Communications
Regulatory Authority



1 Mbit/s broadband for everyone

Broadband



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As of 1 July 2010, consumers and businesses are entitled to a 1 Mbit/s broadband subscription at their permanent place of residence or business.

Users are now entitled to a broadband subscription with a minimum speed of at least 1 Mbit/s. However, it is sufficient if the average **download speed** (e.g. web browsing) is:

- 750 kbit/s over a measurement period of 24 hours; and
- 500 kbit/s over any measurement period of 4 hours.

There are no specific speed requirements for the **upload speed** (e.g. sending of e-mail) of a broadband connection. The speed requirements set for download speed are determined according to the connection's average speed. In

other words, the connection speed may vary, and even drop clearly below this requirement.

Not all current broadband subscriptions or all 1 Mbit/s subscriptions offered by a universal service provider are automatically affected by these speed requirements. To obtain a universal service subscription, please turn to a telecom operator assigned as a universal service operator.



Universal service operators must provide broadband subscriptions

Universal service means service every consumer and business is entitled to. FICORA has designated a total of 26 telecom operators as universal service providers with an obligation to provide 1 Mbit/s broadband subscriptions in certain areas in Finland. FICORA estimates that the supply of broadband subscriptions in these areas is insufficient at the moment.

Universal service providers are responsible for the functionality and quality of the connection as far as their own networks are concerned. For example, the customer is responsible for the building's internal network and terminal device.

Go to FICORA's website to check whether a universal service operator has been designated in your region for the provision of broadband subscriptions. Search service at www.ficora.fi -> **Internet** -> **Broadband** -> **Universal service**.



User's right to broadband subscription

A telecom operator with a universal service obligation must provide the users in its operating area with a functional broadband subscription at their permanent place of residence or business. The connection can be implemented either by fixed or wireless technology. Universal service providers are not, however, obliged to provide subscriptions to holiday cottages.

Although a telecom operator assigned as universal service provider must provide the user with a broadband subscription, the user still must obtain a terminal device for the purpose and ensure that the device is functional. The user also must ensure that he or she has a sufficient customer premises network or an adequate antenna.

The price of a broadband subscription provided by a universal service provider must

be reasonable. However, there may be price variation in different parts of the country. Also, the telecommunications operator must supply a subscription within reasonable time after an order.

FICORA monitors the pricing of broadband universal service provided by universal service providers and draws comparisons to the price level of other communications services. A reasonable delivery time and price are determined case-specifically.



This is how you get a broadband subscription

When you want to get a universal service broadband subscription, find out which operator is your area's universal service provider and contact it. Unless there is none in your area, contact the telecom operators nearby to find out the best connection alternative for you.

You can search for universal service providers at www.ficora.fi -> **Internet -> Broadband -> Universal service**.

If you still fail to get a subscription, contact FICORA. (See 'How do I deal with problems?')



How to measure your connection speed?

There are several services available for measuring your connection speed. They can be found on various websites. Your broadband service provider may also have provided you with a measurement service. These speed tests measure momentary speed. Therefore, it is difficult to draw direct conclusions on whether

your connection speed fulfils the quality requirements set for your universal service subscription. By repeating the measurement on different times of day, you may get a more reliable result.

Universal service operators only can make the actual quality measurement of the connection. The measurement may require that the connection be disconnected for the duration of the measurement.



How to deal with problems?

If you plan to get a universal service connection or you have problems related to the price, delivery time or functionality of such a connection, please contact the universal service provider assigned in your area. If the problem continues or no universal service provider has been assigned nearby you, contact

FICORA. FICORA is responsible for monitoring the availability of universal services and the implementation of the obligations imposed on universal service providers.

You may contact FICORA, if

- you cannot come to an understanding with the telecom operator; or
- you cannot get a subscription in an area with no designated universal service operators.

For topical information, go to

www.ficora.fi -> **Internet** -> **Broadband**
-> **Universal service**.



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Contact form

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www.ficora.fi