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Legal basis
Act on Electronic Communications Services (917/2014), section 99, subsection 2 and section 244, paragraphs 3–5, 7–8 and 12–14.

Provisions on sanctions for operations violating this Regulation are laid down in:
Act on Electronic Communications Services, sections 330–332 and 340

Implemented EU legislation:

Modification details:
Repeals the Finnish Transport and Communications Agency Regulation 28 K/2023 of 3 November 2023

Regulation on the interoperability of communications networks and services

Chapter 1 General provisions

1 Scope of application

This Regulation applies to public communications networks and communications services as well as to public authority networks.

Chapter 2 of the Regulation contains provisions on the documentation of interface descriptions concerning public communications networks and the services provided therein. Chapter 2 of the Regulation does not apply to public authority networks.

Chapter 3 of the Regulation contains provisions on signalling, timers, tones, announcements and ringing signals in communications services provided in a telephone network.

Chapter 4 of the Regulation contains provisions on the use, transfer and validity of calling party numbers and redirecting numbers in communications services provided in a telephone network.

2 Definitions

For the purposes of this Regulation:

- 1) *user-to-network interface* means an interface through which the communications network, terminal or application of a customer of a telecommunications operator is connected to a public communications network;
- 2) *network-to-network interface* means an interface for interconnection between telecommunications operators' communications networks or services;
- 3) *public telephone network* means a mobile network or a fixed telephone network intended for a set of users that is not subject to any prior restriction and in which the numbering in accordance with Recommendation E.164 of the International Telecommunication Union (ITU) is used;

- 4) *communications service provided in a telephone network* means a communications service that enables a user to make and receive calls or send and receive messages by using a number or numbers in a national or international numbering plan (including one-way voice services);
- 5) *communications network or service component* means a network element, device or information system which constitutes or is utilised by a communications network or service;
- 6) *Finnish telephone number* means numbering under the Finnish country code 358 in accordance with Recommendation E.164 of the International Telecommunication Union (ITU);
- 7) *calling party number* means the number of the subscription from which a call originates ('A number') or the number or other identifier shown as the sender of a message;
- 8) *redirecting number* means the number of the subscription from which a call is diverted;
- 9) *called party number* means the number of the subscription receiving a call or message ('B number');
- 10) *public international interface* means an interface through which a telecommunications operator receives terminating interconnection traffic from different originating networks without being able to identify the calling party subscription or the originating network; this definition does not include application programming interfaces as referred to in section 10.8;
- 11) *premium rate service numbers* mean service numbers in accordance with the Finnish Transport and Communications Agency's Regulation 35 on barring services for subscriber connections, which have been grouped according to the content of the service;
- 12) *RCS message* means a message in accordance with the RCS Universal Profile Service Definition Document maintained by the GSMA, the international umbrella organisation of mobile operators; and
- 13) *protected SMS Sender ID* means an SMS Sender ID registered by the Finnish Transport and Communications Agency with a registration decision.

Chapter 2 General documentation requirements

3 Interface descriptions of communications networks and services

Telecommunications operators must define interface descriptions according to which another telecommunications operator can connect its communications network or service to their networks and ensure the interoperability of services.

Telecommunications operators must define interface descriptions according to which users can connect their terminals to operators' communications networks and use the provided communications service. The interface description must comprise all the technical characteristics that affect the types of terminal equipment or software with which the communications service can be used.

Chapter 3 Special requirements for communications services provided in a telephone network

4 Signalling

The interconnection traffic between telecommunications operators must be arranged so that the information required by functions that are stated as obligatory in legal provisions is transferred over the connection interface.

Communications network components that are located in Finland and are connected to the public telephone network by using common channel signalling system must only apply the signalling point codes granted by the Finnish Transport and Communications Agency.

5 Timers

A telecommunications operator must implement, in an appropriate manner, the timers necessary for call set-up.

In communications services provided in a telephone network, the telecommunications operator that implements the service must be prepared to implement timers for monitoring conversation time in calls made to premium rate service numbers.

6 Tones, announcements and ringing signals

Tones, announcements and ringing signals in accordance with standards SFS 5876 and SFS 5749 must be used in communications services provided in a telephone network in order to advise the user about different network modes related to call set-up.

Any other signals and announcements than those related to call set-up in accordance with section 6.1 above must also be unambiguous, clear and distinguishable from one another.

Telecommunications operators can offer their subscribers a service where, when calling to a number subscribing to the service, the calling party hears, in addition to the standard-compliant ringing tone, music or something similar selected by the subscriber of the service. The standard-compliant ringing tone must be clearly heard alongside other sounds.

Chapter 4 The use, transfer and validity of subscription numbers

7 The use of Finnish numbers as the calling party number

The geographical area of use of Finnish telephone numbers is Finland. The use of Finnish telephone numbers as calling party numbers and redirecting numbers abroad is forbidden.

Notwithstanding the provisions of section 7.1 above, the use of Finnish telephone numbers is allowed:

- 1) from mobile network subscriptions while roaming abroad when the subscription has a Finnish mobile network subscriber number or a subscriber number that begins with 0299, or

- 2) when traffic is directed to Finland so that the subscriber using a Finnish telephone number can be identified and the subscriber's right to use the telephone number can be verified in accordance with sections 10.1 and 10.2 of this Regulation.

8 Transfer of a subscription number

In communications services provided in a telephone network, the calling party number and, in the case of call forwarding, the redirecting number must be transferred between telecommunications operators.

The calling party number and, in the case of call forwarding, the redirecting number must be transferred in an international format at the network-to-network interface, unless the signalling can indicate whether the format of the number is a national (significant) number or an international number.

As a rule, the calling party number and the redirecting number must not be changed when being transferred through a communications network.

9 Transfer of a calling party number at the user-to-network interface

In call services, the calling party number must be transferred to the called party in a form that enables call-back.

In calls originating from premium rate service numbers, calling line identification of the calling party number must be indicated as restricted in the originating network, if the calling party number is a premium rate service number belonging to service groups II–IV in accordance with the Finnish Transport and Communications Agency's Regulation 35 on barring services for subscriber connections.

10 Validity of a subscription number

The telecommunications operator of the originating network must ensure that the calling party number it transfers in call origination and in the origination of text messages, multimedia messages and RCS messages, and, in the case of call forwarding, the redirecting number is valid and unambiguous.

If the telecommunications operator of the call originating network uses as the calling party number in call origination a number that it does not administrate, it must ensure that the subscriber has an unambiguous right to use the number. The telecommunications operator must also ensure the reliability of charging.

If the calling party numbers received by the telecommunications operator are regularly incorrect, the telecommunications operator must, in call origination, restrict calling line identification in the outgoing signalling irrespective of the indicator value for identification restriction it has received. In similar situations concerning text message, multimedia message and RCS message services, the telecommunications operator of the originating network must change the calling party number into a number to which calls cannot be returned and reply messages cannot be sent, or block the message.

Telecommunications operators must block calls terminating from the public international interface when the calling party number is clearly incorrect or the calling party number is a Finnish telephone number and the situation does not involve roaming as referred to in section 7.2.1.

By way of derogation from section 10.4 above, telecommunications operators must, instead of blocking a call, restrict calling line identification in outgoing signalling regardless of the indicator value for identification restriction they have received when a call is terminating from the public international interface and

- 1) the redirecting number is an international telephone number and the calling party number is a Finnish telephone number or
- 2) the calling party number begins with 0435.

Sections 10.4 and 10.5 do not apply to situations in which the called party number is a Finnish mobile station roaming number (MSRN).

The telecommunications operator must block any text messages, multimedia messages and RCS messages coming from the public international interface in which the calling party number is a Finnish telephone number or alphanumeric sender ID. When the calling party number of a text message coming from the public international interface is an SMS number, the telecommunications operator must change it to "Tuntematon" (Unknown) or block the message.

In application programming interfaces, a telecommunications operator must ensure that it knows the sender of a text message, multimedia message or RCS message, that the sender has the right to use the Finnish calling party number used, that any alphanumeric calling party number it transfers is not misleading and that the alphanumeric calling party number is clearly related to the activity carried out by the sender of the message. With regard to its direct contractual partners that use the application programming interface, the telecommunications operator may meet this requirement by contractually obliging them to comply with the relevant requirements.

If the telecommunications operator is unable to verify the right to use the calling party number in accordance with section 10.8, it must change the calling party number to the form "Tuntematon" (Unknown) or block the message, and from 2 November 2026 onwards the telecommunications operator must:

- 1) block messages in which the calling party number is a Finnish telephone number;
- 2) block messages in which the calling party number is an alphanumeric sender ID or alternatively change the alphanumeric sender ID to the form "Roskaposti" (Spam).

The telecommunications operator must have effective and appropriate procedures in the application programming interface to intervene in situations where a contractual partner that it has obliged to ensure compliance with the requirements is unable to manage the authorisation process for sender IDs in the manner required by the Regulation.

After 3 calendar months from the registration of an SMS Sender ID, the telecommunications operator must block any text messages sent with a protected SMS Sender ID in application programming interfaces if the sender is not verified as the legal person that has registered said ID.

11 Statistics

Telecommunications operators must compile monthly statistics on calls terminating from the public international interface when the calling party number is a Finnish telephone number. The statistics must include the following information:

- 1) the total number of calls
- 2) the number of calls blocked in accordance with section 10.4 broken down by mobile network subscriber numbers, including subscriber numbers beginning with 0299, and other Finnish telephone numbers
- 3) the total number of calls connected forward in accordance with section 10.4 because of roaming
- 4) the total number of forwarded calls in accordance with section 10.5.1 with the restriction of calling line identification activated.

With regard to application programming interfaces, telecommunications operators must keep statistics on alphanumeric sender IDs authorised in accordance with section 10.8 for their own customers and for their contractual partners.

With regard to application programming interfaces, telecommunications operators must keep monthly statistics on the number of messages blocked in accordance with section 10.9 and on the number of messages in which the telecommunications operator has, in accordance with section 10.9, changed the calling party number displayed in the message.

Chapter 5 Entry into force

12 Entry into force and transitional period

This Regulation enters into force on 4 May 2026 and will remain in force until further notice.

This Regulation repeals the Finnish Transport and Communications Agency Regulation on the interoperability of communications networks and services (28 K/2023) of 3 November 2023.

Helsinki, 15 December 2025

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