

Bittimittari.fi service description

The Bittimittari.fi service is provided by the Finnish Transport and Communications Agency Traficom ('Traficom'), PO Box 320, FI-00101 Helsinki.

This service description is applied to the Bittimittari.fi service and content therein. We recommend that all users read the service description and privacy statement carefully before using the service. Traficom has the right to unilaterally change this service description at any time. (Updated on June 17, 2024)

1 Purpose of the service

The purpose of the Bittimittari.fi service is to offer a national quality measurement tool for broadband connections, which the user can use to measure the speed and quality of their broadband connection reliably and understandably.

The Bittimittari.fi service is available as a mobile app for mobile devices using Android and iOS operating systems. The service can also be used on most browsers at www.bittimittari.fi.

The service is offered by Traficom to help users better understand the quality of internet connections and their suitability to their needs and to collect data on the quality of connections to fulfil Traficom's statutory tasks. The location data shared with the mobile app by the terminal device, for example, is utilised in generalised form to examine the functionality of Finnish broadband networks. Traficom utilises the measurement data provided by the Bittimittari.fi service in its map service, for example.

The service also provides a long-term quality survey on fixed broadband connections. The quality report created based on this survey can be utilised by a party to a subscription contract when lodging complaints on any communications service errors with the operator.

2 Data protection

The service provider complies with personal data legislation in processing personal data. The service does not require registration or ask for, for example, the user's name, telephone number, personal identity code or financial information, such as online banking details. The service does not use cookies, but the browser-based interface uses a technology that is similar to cookies. The personal data collected by the service is not shared with third parties.

The Bittimittari.fi service may process, for example, the IP information of the user's terminal device and, upon permission from the user, the location data of the terminal device. More detailed information on personal data processing and the rights of data subjects can be found in the privacy statement.

The processing of personal data in the Bittimittari.fi service by the Finnish Transport and Communications Agency is based on the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. In the mobile app, the processing of terminal device location data is based on user consent.

3 Right of use and permissions requested by the service

The Bittimittari.fi service is available to all natural persons with access to a terminal device required for the measurement (e.g. mobile phone, computer or tablet) and a functioning internet connection. Users do not need to be registered with the service to use it, and Traficom is therefore unable to recognise the users of the service. Children under the age of 13 may use the service with permission from their guardians. However, any complaints concerning errors in the communications service may only be lodged by communications service contract parties.

The mobile app for the service asks for permission to access the user's device and location data in connection with startup. The mobile app needs these rights to store and present information vital to the interpretation of the measurement results. The mobile app can be used for individual measurements without allowing the service to process the device and location data of the terminal device, but this may render the measurement results incomplete.

The user may change and control the rights they have granted to the mobile app at a later time in their device's settings.

The browser-based interface uses a technology similar to cookies. It enables the local storage of measurement history on the browser of the user's terminal device and allows the user to examine previous measurements.

4 Restrictions of liability

Traficom does not guarantee uninterrupted availability of the service. The service may experience downtime due to maintenance, updates and other technical reasons. Traficom provides the service to users "as is", and does not guarantee service functionality on all available terminal devices or operating system and software versions. Changes may be made to the service in development.

Developing, changing and terminating the service, fully or in part, are at the sole discretion of Traficom.

The interpretations of service quality and suitability for different purposes presented in the Bittimittari.fi service are only indicative, and do not explicitly address the functionality of an individual subscription or service in varied use conditions. The interpretations are based on pre-determined technical limit values and the background calculations derived from them. Traficom has determined and will update the limit values based on expert assessments, observations from testing various services and opinions submitted by stakeholders.

Traficom will not guarantee the reliability of measuring results concerning connections with speeds exceeding 1 Gbit/s, because restrictions related to the measurements due to the terminal device and browser version are emphasised in connections faster than this.

The Bittimittari.fi service uses a large volume of data transfer to measure the quality of the broadband connection, as it sends and receives the data needed for the measurement. Traficom is not responsible for any costs or other damage incurred by the user because of using the service, e.g. in situations where the user exceeds the maximum amount of data in their subscription.

5 Intellectual property rights

The service contains material protected by copyright, trademark (Bittimittari) or other intellectual property rights owned by Traficom, such as the visuals and content of the mobile app. Unauthorised use of the material is prohibited.