

## STANDARD OF SERVICES

APPROVED BY  
Directive No. 13 of Director General of  
Statistics Estonia from 27th January 2010  
Annex 8

### Ordering of Statistical Publications

Statistics Estonia publishes publications on environment, economy, population and social life. Short overviews of the publications are provided on the web site [www.stat.ee](http://www.stat.ee) under the heading "Statistics/Products". The published statistical publications are available in the Information Centre of Statistics Estonia. Electronic versions of the publications are available on the website. The notification of the release of the publication can be ordered from the website.

The orders of printed publications may be of the following type: **single order**, **yearly order** and **standing order**. Yearly orders can be placed for the quarterly bulletin "*Eesti Statistika Kvartalikirj*". Quarterly Bulletin of Estonian Statistics". Standing orders can be placed for the Quarterly Bulletin and for the publications published once a year, this will last from year to year until the customer cancels it.

#### Orders can be submitted:

- on the web site [www.stat.ee](http://www.stat.ee) under the heading "Statistics/Services" (to place the order, persons are required to register as a user);
- by e-mail [stat@stat.ee](mailto:stat@stat.ee);
- by information telephone No. +372 625 9300 (from Mondays to Fridays from 8 a.m. to 17 a.m., local rate for telephone calls is applied);
- by fax No. +372 625 9370;
- by letter to the address 15 Endla Str, 15174 Tallinn;
- in the Information Centre of Statistics Estonia (from Mondays to Fridays from 9 a.m. to 4 p.m., 15 Endla Str, Tallinn).

#### Time limit for satisfying the order

After receiving the order for a publication, Statistics Estonia will send invoice to the subscriber. After receiving payment in the current account indicated on the invoice, the publication will be sent to the subscriber within two working days. If the publication has not yet been published at the time of placing the order, the publication will be sent to the subscriber on the day of publication. The manuscript of the printed publication may be received by **e-mail**. Publication dates are available on the web site [www.stat.ee](http://www.stat.ee) under the heading "Statistics/Publication Calendars".

#### Price

The prices of publications have been published on the web site [www.stat.ee](http://www.stat.ee) under the heading "Statistics/Products". The invoice includes the cost of postal delivery. While buying more than 50 copies of pocket-sized reference books or more than 10 copies of other printed publications there is a price concession of 10%. In case of yearly order of the quarterly bulletin there is a price concession of 10%.

#### Complaints and suggestions procedure

Written complaints and suggestions relating to ordering statistical publications are registered. The Marketing Chief of the Information and Marketing Service will settle less complicated complaints as soon as possible. The Head of the Information and Marketing Service is responsible for the settlement of complaints. The complaints submitted by letter, fax and e-mail will be answered in written form by Statistics Estonia. All complaints will be satisfied within 10 working days since the date of registration. If additional information is needed to review the complaints, the time of reviewing may be lengthened to 30 days. Suggestions for the improvement of the service and complaints can be submitted in Statistics Estonia (15 Endla Str, Tallinn) or by information telephone No. +372 625 9300.

The Standard of Services is updated at least once a year.