

## STANDARD OF SERVICES

APPROVED BY  
Directive No. 13 of Director General of  
Statistics Estonia from 27th January 2010  
Annex 7

### Order for Information

Order is a request for more detailed information than available in the news releases, statistical publications or public database. Satisfying the order requires additional processing or analysis of the data. More detailed statistics can be ordered on all fields of statistics. The geo-referenced census results of the 2000 Population and Housing Census, digital census maps and thematic maps and the data of legal persons according to the official statistics act § 35 (4) can also be ordered. The order is satisfied in Estonian or in English.

Statistics Estonia ensures the protection of source data. Data are published or transmitted without characteristics which allow identification of the data subject (with the exception of the data of legal persons according to the official statistics act § 35 (4)), in aggregate data including the data of at least three data subjects whereas the proportion of the data of any person is not larger than 90%.

#### Order for information can be submitted

- on the web site [stat@stat.ee](mailto:stat@stat.ee) under the heading "Statistics/Services" (to submit the order, persons are required to register themselves as a user),
- by e-mail [stat@stat.ee](mailto:stat@stat.ee)
- in the Information Centre of Statistics Estonia (from Mondays to Fridays from 9.00 a.m. to 4.00 p.m. at the address 15 Endla Str, 15174 Tallinn).
- by fax No. +372 625 9370,
- by letter to the address 15 Endla Str, 15174 Tallinn.

The order will be answered by e-mail, fax or letter.

#### Standardised orders for information

Standardised order for information is an order for financial key ratios, industrial statistics, foreign trade statistics and data of legal persons for which separate price lists have been prescribed.

##### Ordering of financial key ratios

By financial key ratios, entrepreneurs can compare the economic results of their commercial undertakings with the results of other commercial undertakings operating in the same or similar field of activity. The table contains over 60 key ratios.

It is possible to order financial key ratios of

- commercial undertakings of the same or similar field of activity and number of persons employed;
- commercial undertakings of the selected field of activity and number of persons employed;
- the selected group of commercial undertakings.

##### Ordering of industrial statistics

Data can be ordered on the quantity of produced industrial products, on the quantity and monetary value of sold industrial products.

##### Ordering of foreign trade statistics

The data according to the general trade system are available from the year 1993 and the data according to the special trade system — from 1995. The data reflect the quantity and value of export and import goods.

It is possible to order by specified commodity chapter

- general data on exports and imports;

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- data on exports and imports by countries.

Commodities have been classified by commodity codes presented in the Estonian Goods Nomenclature.

### Ordering of geo-referenced census results of the 2000 Population and Housing Census

The results of the 2000 Population and Housing Census (distribution of population by age, ethnic nationality, education, etc.) are presented on the basis of uniform territorial units or squares (1x1 km; 500x500 m) in the MapInfo/ESRI format.

### Ordering the data of legal persons

It is possible to order the following data on economically active legal persons registered in the Republic of Estonia, branches of foreign commercial undertakings, state and local government agencies and sole proprietors: registration code, name and legal address of the legal person, legal status, economic activity (level 1–4 of the NACE), size group according to the average number of persons employed and size group according to annual turnover.

### **Time limit for satisfying the order**

Upon the receipt of order, an invoice will be delivered by Statistics Estonia to the person ordering information. As a rule, the answer will be sent within two weeks after the receipt of money in the account indicated in the invoice. If the money is received later than 10 days after the submission of invoice, the respective order will be satisfied within 3 days after the receipt of money. In case it takes longer than two weeks to satisfy the order, the person ordering the information will be informed of this.

### Satisfying the prompt service

Standardised order for information for financial key ratios and foreign trade statistics can be ordered as a prompt service, which will be satisfied within 3 workdays. It is possible to pay for prompt service in cash in Information Centre of Statistics Estonia or by bank transfer (if the payment order has been submitted to Statistics Estonia).

### **Price**

The order for information is a fee-charging service. The price depends on the time spent on the more detailed processing of data. The cost of one working hour is 10.23 EUR.

The standard prices of orders are as follows:

Financial key ratios:

- table of financial key ratios of commercial undertakings of the same or similar field of activity and number of persons employed — 5.11 EUR, as a prompt service 10.23 EUR;
- table of financial key ratios of commercial undertakings of the selected field of activity and number of persons employed — 7.67 EUR, as a prompt service 15.34 EUR;
- table of financial key ratios of the selected group of commercial undertakings (at least 10 commercial undertakings) — 10.23 EUR, as a prompt service 20.45 EUR.

Industrial statistics:

- industrial statistics by PRODCOM list, one code for one period — 2.56 EUR;
- industrial statistics by other classifications, one code for one period — 5.11 EUR;

Foreign trade statistics:

- general data on exports and imports, one commodity code and one period — 2.56 EUR, as a prompt service 5.11 EUR (in case of prompt service the number of commodity codes per order can not be more than 20);
- data on exports and imports by countries, one commodity code and one period — 5.11 EUR, as a prompt service 10.23 EUR (in case of prompt service the number of commodity codes per order can not be more than 20).

Geo-referenced census results of the 2000 Population and Housing Census.

- One indicator — 10.23 EUR.

Data of legal persons

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- The data of one legal person for one year — 1 EUR.

The orders for information satisfied by Statistics Estonia are not subject to value added tax. Fees can be paid by transfer to the bank account or in cash.

### **Complaints and suggestions procedure**

All complaints and suggestions submitted in written form relating to orders for information are registered. The Senior Consultant 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. Complaints are 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 on the spot in Statistics Estonia (15 Endla Str) or by telephone +372 625 9300.

The standard of services is updated at least once a year.

Compiled by Aira Veelmaa  
tel +372 625 9300