

## STANDARD OF SERVICES

APPROVED BY  
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Director General of Statistics Estonia  
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### Order for information

An order for information is a request for more detailed information than available in the news releases, statistical publications or the Statistical Database. Additional processing or analysis of data is usually required before answering the request. Users can order more detailed statistics on all fields of statistics. It is also possible to order extracts of data from already published data.

Upon providing tailor-made services, SE complies with the quality criteria (relevance, accuracy, timeliness, punctuality, accessibility, comparability, coherence) and principles (professional independence, impartiality, objectivity, reliability, statistical confidentiality, cost effectiveness) of official statistics. Orders for information are answered in Estonian or in English.

### Price

The cost of an order for information depends on the amount of working time required. The cost of one working hour is 10–32 euros, depending on the complexity of the task. There is a separate price list for standardised orders for information (see below). Orders for information submitted to Statistics Estonia are not subject to VAT. Payments can be made in cash or by transfer to the specified bank account.

#### Standardised orders for information

A standardised order for information is an order for financial key ratios, foreign trade statistics and the data of economic units for which a separate price list has been approved.

Order for information	Price	
<b>FOREIGN TRADE STATISTICS</b>		
Data according to the general trade system are available since 1993 and data according to the special trade system are available since 1995. Goods are classified according to the commodity codes of the Combined Nomenclature (CN). The data reflect the quantity and value of exports and imports.		
■ General data on exports and imports, one commodity code and one period	5 euros	10 euros
■ Data on exports and imports by country, one commodity code and one period	10 euros	20 euros
<b>FINANCIAL KEY RATIOS</b>		
Based on financial key ratios, entrepreneurs can compare the financial performance of their company with the average performance of companies engaged in the same or similar economic activity.		
■ Table of financial key ratios of companies engaged in the same or similar economic activity and with a similar number of persons employed	10 euros	20 euros
■ Table of financial key ratios of companies engaged in the specified economic activity and with the specified number of persons employed	15 euros	30 euros
■ Table of financial key ratios of the specified companies (at least 10 companies)	20 euros	40 euros
<b>DATA OF ECONOMIC UNITS</b>		
It is possible to order the following data on economically active legal persons registered in the Republic of Estonia, branches of foreign companies, state and local government agencies and sole proprietors: registry code, name and address of the unit (excl. local unit), legal status, economic activity (according to EMTAK (corresponds to NACE)), size class based on the number of persons employed, size class based on annual turnover.		
■ Data of one economic unit for one year	1 euro	-

## An order for information can be submitted:

- online at <http://www.stat.ee/requests-and-orders-for-information>
- by e-mail at [stat@stat.ee](mailto:stat@stat.ee);
- by post at Tatari 51, 10134 Tallinn, Estonia.

The response will be sent by e-mail or by post.

Data are published or transmitted without characteristics which allow identification of the data subject (with the exception of the data of economic units, pursuant to subsection 35 (4) of the Official Statistics Act), as aggregate data including the data of at least three data subjects whereas the proportion of the data of a single person is not larger than 90%.

## Time limit for response

After receiving the order, Statistics Estonia will send an invoice to the customer. Orders for information are answered **within two weeks as a rule** provided that the required sum has been paid to the bank account specified on the invoice. If more than two weeks are required to answer the order for information, the customer will be notified thereof.

### Prompt service

In case of financial key ratios and foreign trade statistics, standardised orders for information can be ordered as a prompt service, which means that the answer will be provided within 3 working days.

## Examples of orders for information:

### Thematic maps

Various thematic maps can be created based on the customer's needs (the design, dimensions and other elements will be agreed with the customer).

### Grid-based statistics

Grid-based statistics are produced on the basis of the data of the Population and Housing Census. Data on persons, households and dwellings (collected in a census) are presented in the form of identical territorial units (i.e. grids) in the L-EST97 or ETRS-LAEA projection. Size of the grids:

- all Estonia, 1 km x 1 km grid;
- Estonian cities and densely populated hinterlands, 500 m x 500 m grid;
- Tallinn, Tartu, Narva, Pärnu and Kohtla-Järve cities, 100 m x 100 m grid.

### Spatial analysis

Statistics Estonia performs spatial analyses using geo-referenced statistics and/or spatial data provided by the customer. In the course of spatial analysis, tasks of geographical nature (distance, location, distribution, etc.) are solved using the mathematical algorithms in GIS and map software.

## Complaints and suggestions

Written complaints and suggestions relating to orders for information are registered. Statistics Estonia will respond to complaints and suggestions within 10 working days from the date of registration. If it is necessary to obtain additional information before responding, the time limit for response may be extended to 30 days. Complaints and suggestions can also be submitted by phone (+372 625 9300) or at Statistics Estonia's office (Tatari 51, Tallinn).

The standard of services is updated once a year, if necessary.