

TELIA 02001000 DIRECTORY SERVICE SERVICE DESCRIPTION



Telia 02001000 Directory service (the “Service”) is a service produced by Telia Finland Oyj (“Telia”) and 020202 Palvelut Oy (“020202”), aimed at Telia subscription customers. Telia is responsible for the invoicing and price list of the Service, and 020202 is responsible for the Service and its content.

Commissioning the service

The Service does not require registration. The Service and its use are subject to 020202’s terms of use, which can be found at <https://www.020202.fi/020202-palveluiden-kayttoehdot/>

Telephone service of the Service

The telephone service of the Service provides, upon calling the number 02001000, the publicly available name, number and address details of Finnish private individuals, municipalities, state agencies and businesses. In addition, timetables, opening hours and route guidance can be requested through the Service.

The telephone service of the Service can be called by Telia mobile phone or fixed-line customers. During the call, the customer can be connected directly to the desired number, and no separate fee is charged for the connection. When the call has been connected, normal call rates apply.

If a call is put through to a premium-rate company or service number, the charge applicable to that number applies to the connected call.

For customers calling from a mobile phone, a text message is sent automatically and free of separate charge, containing the requested details, when the call is connected. No separate additional fee is charged for queuing for the service. The price for queuing is the normal mcc/inc.

The mobile and service charges for the telephone service of the Service are not included in subscription voice packages.

SMS service of the Service

The SMS service allows for retrieving the name, number and address details of Finnish private individuals, municipalities, state agencies and businesses by sending a text message to the number 02001000. For example:

- When looking up with the name of a person: Matti Meikäläinen => text 02001000
- When looking up with a number: 040 123 4567 => text 02001000.

Text messages to the SMS service of the Service are not included in subscription text message packages.

Retrieving vehicle data through the Service

The Service allows for retrieving vehicle and registration data and owner and detailed technical data based on the vehicle’s plate number.

The information is available by texting or calling 02001000.

A text message query allows for retrieving vehicle details based on the plate number alone. Write the desired plate number (e.g., XXX-XXX) to a text message addressed to 02001000.

The data source for the service is the Finnish Transport and Communications Agency Traficom’s vehicle registration database.

The mobile call and service charges for vehicle detail retrieval are not included in subscription voice packages nor are text messages for the same included in subscription text message packages.

TELIA 02001000 DIRECTORY SERVICE SERVICE DESCRIPTION



Service invoicing and prices

The Service is subject to a charge. The Service is charged for according to Service use on the customer's subscription invoice. The Service invoicing is subject to Telia's general delivery terms for consumer customers, which you can find at <https://www.telia.fi/toimitusehdot-ja-palvelukuvaukset>

The current prices of the Service can be found at <https://www.telia.fi/kauppa/palvelut/numeropalvelu#hinnat>

Processing of personal data

Telia is the controller of personal data and processes personal data in relation to the Service order process and invoicing and for other purposes as described in Telia's privacy notice at <https://www.telia.fi/tietosuoja>

020202 is the controller of personal data and processes personal data in order to deliver the Service and for other purposes as described in the company's privacy notice at <https://www.020202.fi/020202-palveluiden-kayttoehdot/>