Telia 02001000 number service service description

Telia 02001000 Numeropalvelu (the "Service") is a service produced by Telia Finland Oyj ("Telia") and Konnektio Oy (hereinafter referred to as "Konnektio"), formerly 020202 Palvelut Oy, a service aimed at Telia's subscription customers. Telia is responsible for the invoicing and price list for the Service and Konnektio is responsible for the Service and its content.

Activation of the service

The service does not require separate registration. The service and its use are subject to the terms of use of the 020202, which can be found (in Finnish) 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, public name, number and address information for Finnish private individuals, municipalities, authorities and companies. Timetables, opening hours and route information can also be obtained through the Service.

Telia's customers with a mobile or fixed subscription can call the Service's telephone service. The customer can choose to be forwarded to the desired number free of charge. After call forwarding, the normal call rate will be charged for the call. If the call is forwarded to a paid company or service number, the call charge will be charged to the number in question.

Customers who call with a mobile phone will automatically receive a text message with the information that has been retrieved free of charge. When the customer queues, normal mobile phone charges/local network charges, no additional fee is charged.

The telephone service's mobile call or service charges are not included in the call packages of the subscriptions.

The service's SMS service

The SMS service allows you to retrieve the public name, number and address information of Finnish private individuals, municipalities, authorities and companies by sending a text message to 02001000. For instance:

- When you search for a person's name: Sven Svensson => send a text message to 02001000
- When you search for a number: 040 123 4567 => send a text message to the number 02001000.

Text messages to the service's SMS service are not included in the subscription SMS packages.

Retrieval of vehicle data in the Service

A vehicle's registration number can also be used to retrieve vehicle data, register data, vehicle owner and technical data from the Service.

Retrieve the information by sending a text message to the number 02001000 or by calling 02001000.

You can use text messages to search for vehicle data only by the registration number: enter the registration number (e.g. XXX-XXX) and send the text message to the number 02001000.

The data are retrieved from the vehicle traffic register of the Finnish Transport and Communications Agency Traficom.

Mobile call and service charges for searching vehicle data are not included in the call packages of the subscriptions, and the text messages are not included in the text message packages of the subscriptions.

Service invoicing and price

The service is subject to a fee. The Service is invoiced according to the use of the Service in connection with the Customer's subscription invoice. Telia's general terms and conditions for consumer customers apply to the Service: 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 connection with the order process and invoicing of the Service, as well as for other purposes as set out in Telia's privacy note at https://www.telia.fi/tietosuoja

Konnektio is the controller of personal data and processes personal data to provide the Service, as well as for other purposes as set out in the company's data protection policy: https://www.020202.fi/020202-palveluiden-kayttoehdot/