

MOD's Annual Status Report on Customer Service Lines

November 2014

A Summary of Department's Numbering Policy

The MOD's customer service lines fall into one of the following categories:

- Services to Veterans – free number (primarily 0808 1914 2 1918);
- Careers Information – now UK-wide geographic (03) numbers advertised, with business rate (0845) numbers still available;
- Welfare Services to military families – geographic numbers;
- Miscellaneous low volume (e.g. SaBRE, low flying complaints, military enquiries directory) – geographic numbers.

The MOD encourages use of digital communication, in particular through the Careers websites ([RN](#), [Army](#), [RAF](#)), but also for [Veterans](#).

The MOD also fully supports the key principles in [HMG's Guidance for Customer Service Lines](#), and has progressively replaced business rate numbers (0845) by UK-wide geographic numbers. By March 2015 this process will be complete. MOD will continue to offer free numbers (080) where this meets HMG criteria, in particular for Veterans.

B Departmental Customer Service Lines: Telephone Number Prefixes

Lines	0843/0844/0845	Dual Numbering with 0843/4/5 and 03	03	Other Geographic	0800/0808	0870	09	Other	Lines closed
Total at October 2014	<see next column>	22	<see previous column>	5	7	-	-	-	-

C Revenue Generation

Does the MOD comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines?

Yes (no revenue generation)