

**BIS Annual Status Report on Customer Service Lines**

November 2014

**Please complete Parts A, B and C****A Summary of Department's Numbering Policy**

*The Department utilises a dual numbering policy for 0845 prefix numbers and alternative 0345 numbers are available for every contact point. The next step is to remove the 0845 numbers so that the 0345 numbers remain as the sole contact point which will be completed by March 2015. 0800 numbers are utilised for the Department's Pay and Work Rights Helplines as the users of these service could come from vulnerable or low income groups.*

*BIS only procures and manages Non Geographic numbers for the core business so does not have sight of what its partner organisation provide.*

**B Departmental Customer Service Lines: Telephone Number Prefixes**

Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed
<b>Total at November 2013</b>	0843 x 0844 x 0845 x 4	0	0	0	2	0	0	0	0
<b>Total at October 2014</b>	0843 x 0844 x 0845 x 4	4	0	0	2	0	0	0	0

*Please set out in lines below an aggregated breakdown of numbers provided by other public bodies within organisational hierarchy or external private providers e.g. BIS would include separate lines for Student Loans Company, Skills Funding Agency etc*

<b>Total at November 2013</b>	0843 x 0844 x 0845 x								
<b>Total at October 2014</b>	0843 x 0844 x 0845 x								

**C Revenue Generation**

<p><b><u>Does [insert department] comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines?</u></b></p>	<p>Yes</p>
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