

DFT Annual Status Report on Customer Service Lines

November 2014

A Summary of Department's Numbering Policy

A.1 Amongst the Department for Transport's agencies and other bodies, including the central department, only DVLA has some outstanding 084* business rate numbers. DVLA moved from using 0870 to 0300 prefix numbers in September 2009. DVLA kept some 0870 numbers open with a message redirect in place for a year as a customer service initiative, DVLA monitored caller numbers but as the numbers dwindled we ceased those 0870 numbers. As specifically permitted in the guidance (and mentioned in your guidance below) we currently operate three premium rate services provided for trade customers. Two of these services will be ceased on December 19 2014 as demand has dropped to just twenty calls a day because DVLA now provide the information free on line.

However as a result of direction from the Deputy Prime Ministers office DVLA will be introducing two new premium rate numbers in January 2015 to ensure customers who use a translation service cover the cost of the service. Advice from PayPhonePlus has been received and DVLA is awaiting final approval to source the two numbers.

There is one remaining 0845 number which is a fax line for driver medical enquiries, this will be replaced by April 2015.

DfT's use of prefixes complies with the guidance.

Total DVLA 0300 calls November 2013 to October 2014 26,347,763

Total DVLA 0906 calls November 2013 to October 2014 1,134,147

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
Total at November 2013	0843 x 0 0844 x 0 0845 x 1	None	37		1	0	3	0	

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Total at October 2014	0843 x 0 0844 x 0 0845 x 1	None	30		0	0	3	0	
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C Revenue Generation

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

DfT – specifically DVLA the only affected Agency – only revenue shares on its three PRS services as per a dispensation in the Guidance.

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