

HMRC's Annual Status Report on Customer Service Lines

November 2014

A Summary of Department's Numbering Policy

HMRC's Numbering Strategy complies fully with HMG and Ofcom guidance. HMRC has migrated all of its customer facing 0845 helplines to 03 numbers. Both numbers have now been available for customers to use from between one to three years, our website and stationery have been undated and the charities and voluntary sector has been briefed accordingly. The Public Accounts Committee and Treasury Select Committee have been informed that HMRC will be closing its remaining 0845 helpline numbers by the end of 2014. HMRC has been playing line closing advisory messages on these helplines since August 2014. Between 8 and 11 December 2014 this message will be replaced with one advising the customer that the 0845 number is no longer in use and to redial on the 03 number. The call to the 0845 line will be terminated.

HMRC received approximately 5.9 million calls in October 2014. Of these, nearly 5 million (over 81%) dialled an 03 number compared to 67% of comparable calls in November 2013. A further 697,000 (12%) of callers who dialled an 0845 number had the option to dial an 03 number and will have heard an advisory message giving them that option. HMRC use some 'other geographic' numbers which support calling from outside of the UK as well as other direct access points and speed dials into the network. In October 2014 these numbers received just over 392,000 calls (6.6%).

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
GRAND TOTALS for Core Department + all listed bodies within organisational hierarchy									
Total at November 2013	0843 x 0 0844 x 0 0845 x 0	173	1	52	1				

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Total at October 2014	0843 x 0 0844 x 0 0845 x 0	178	7	61	2				
Core Department									
Total at November 2013	0843 x 0 0844 x 0 0845 x 0	173	1	52	1	0	0	0	0
Total at October 2014	0843 x 0 0844 x 0 0845 x 0	178	7	61	2	0	0	0	0
Agency									
Total at November 2013	0843 x 0844 x 0845 x	0	0	0	0	0	0	0	0
Total at October 2014	0843 x 0844 x 0845 x	0	0	0	0	0	0	0	0

C Revenue Generation

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

Yes.