

The Ministry of Defence (MOD) Customer Service Lines Policy

Introducing the MOD's Customer Service Lines

We offer a variety of direct services to members of the public, together with a range of **Customer Service Lines (CSLs)** to help people access and use them. In Defence, a CSL is **a telephone number members of the public can dial in order to receive an advertised Defence Service**.

Our CSLs cover:

- ...services to Veterans;
- ...careers information;
- ...welfare services to military families;
- ...complaint lines; and
- ...our important MOD enquiry numbers listed on gov.uk.

...but not:

- ...services lines for people working in the MOD community (and whose access is normally over the military network); and
- ...standard numbers for Defence units or sites.

Our Customer Service Lines Policy Commitment

We will make our Customer Service Lines easy to find and use, costing no more than national rate, with some lines free to callers.

Things we'll do to help us achieve this

We will:

- ... use the relevant Government good practice guidance (latest [here](#));
- ...use a standard approach to numbering – reviewing this at least once a year;
- ...publish (clear, up-to-date, accurate) information and statistics about our Customer Service Lines on our pages on gov.uk, including when directed by the Cabinet Office;
- ...make good quality management information available internally, to all who need it;
- ...identify opportunities to reduce its Customer Service Line call charges;
- ...only use the following number prefixes for Customer Service Lines:
 - ...01 / 02 (geographic numbers, chargeable to caller at standard rates) – these may be used for any line;
 - ...03 (UK wide geographic numbers, chargeable to caller at standard rates) – the norm for Careers, and the default choice for new Customer Service Lines;
 - ...0800 or 0808 (normally free to caller from landlines, although usually chargeable from mobiles) for main Veteran Services;
- ...avoid using business rate numbers (084, 087);
- ...avoid using premium rate numbers (09);
- ...give members of the public opportunities to offer us feedback about our Customer Service Lines.