

**Contact Centres Head Office**

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Date 14 November 2008
Our ref 2111/08
Your ref

www.hmrc.gov.uk

Dear Mr Walker

Thank you for your request of 18 October 2008 made under the Freedom of Information Act 2000 about HM Revenue and Customs (HMRC) 0845 and Cambridge Tax Office telephone services. HMRC has now completed its search for the information you requested. You asked:

"A part of the HMRC website:<http://search2.hmrc.gov.uk/kbroker/hmrc/locator/locator.jsp> allows the contact details for your various "Tax Offices for Individual tax" to be searched for. For example, for the Cambridgeshire Tax Office for individuals (three digit Tax Office code: 126) it lists the telephone number as 0845 302 1453.

I would like to know:

(a) if it is possible to telephone the Cambridgeshire Tax Office for individuals (three digit Tax Office code: 126) using an alternative UK telephone number that starts either 01 or 02?

(b) if so, then what is that alternative telephone number? If there is more than one alternative telephone number then please can you list them all.

(c) if so, then why is that alternative telephone number not listed alongside the 0845 302 1453 telephone number?

(d) how many calls were received to the telephone number 0845 302 1453 on Thursday 16th October 2008?

(e) if there is an alternative telephone number, then how many telephone calls were received to it on Thursday 16th October 2008? If there is more than one alternative telephone number then please can you give details for how many telephone calls were received by each one on Thursday 16th October 2008."

Information is available in large print, audio tape and Braille formats.
Type Talk service prefix number – 18001

Head of Contact Centres: Mrs L Maslen



I have answered the questions separately below.

(a) if it is possible to telephone the Cambridgeshire Tax Office for individuals (three digit Tax Office code: 126) using an alternative UK telephone number that starts either 01 or 02?

Answer. Yes.

(b) if so, then what is that alternative telephone number? If there is more than one alternative telephone number then please can you list them all?

Answer. +44 (0) 150 647 6065.

(c) if so, then why is that alternative telephone number not listed alongside the 0845 302 1453 telephone number?

Answer. The alternative international number is listed on the same internet page as the main 0845 number.

(d) how many calls were received to the telephone number 0845 302 1453 on Thursday 16th October 2008?

Answer. This number received 500 calls on Thursday 16 October.

(e) if there is an alternative telephone number, then how many telephone calls were received to it on Thursday 16th October 2008? If there is more than one alternative telephone number then please can you give details for how many telephone calls were received by each one on Thursday 16th October 2008?

Answer. The alternative number listed at question (b) received 16 calls on Thursday 16 October.

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If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

If you are not happy with this reply you may request a review by writing to HMRC FOI Team, Room 4/52, 100 Parliament Street London SW1A 2BQ. You must request a review within 2 months of the date of this letter. It would assist our review if you set out which aspects of the reply concern you and why you are dissatisfied.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by HMRC. He can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

Andy Hopkins
Freedom of Information Officer