

25 July 2018

Do Kyun Kim  
Fyi-request-8122-865a889a@requests.fyi.org.nz

Dear Do Kyun Kim

Thank you for your request made under the Official Information Act 1982 (the Act), received on 27 June. You requested the following:

- 1. The cost of each 0800 call from a landline or mobile*
- 2. How many calls Inland Revenue gets on a monthly basis*
- 3. Whether Inland Revenue can also publish normal landline phone numbers alongside 0800 numbers and whether Inland Revenue has normal landline numbers for domestic callers*

### **Request one**

The information you requested for the cost of each 0800 call Inland Revenue receives is not held by Inland Revenue. This information is more closely held by the Department of Internal Affairs (DIA), as the holder of the contract providing the 0800 service. I have therefore transferred this part of your request to Colin MacDonald, as Chief Executive of DIA under section 14(b)(i) of the Act.

### **Request two**

Call volumes vary significantly from month to month in line with key filing dates. The table in Appendix One shows how many calls Inland Revenue received on a monthly basis for the past year.

Please note that, in the table below, Real Call Demand (RCD) is a calculation that reflects the number of unique customer calls Inland Revenue receives on any given day. This accounts for abandoned calls, where the customer has disconnected the call while waiting, capped calls, where calls are not allowed to enter the queue because the volume of calls exceeds our ability to answer them in a reasonable timeframe and callers that legitimately need to call more than once.

In June 2018 there was an external provider data outage, which meant call capping reporting was unavailable between 1 June 2018 and 28 June 2018. This caused the RCD calculation to lack a key component. As a result, we cannot accurately calculate the RCD over this time and the figures provided for the month of June 2018 should be treated as indicative only.

### **Request Three**

For each of the 0800 numbers that are available to customers in New Zealand, we do have a "local" number. These are the equivalent of most 0800 numbers available, but are prefixed with the area codes for either Wellington (04) or Auckland (09). For many domestic callers within New Zealand this would result in a toll call for the customer. Providing an 0800 number is a toll-free option across New Zealand.

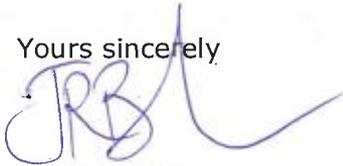
The "local" numbers mentioned above are intended to be used by a customer that needs to call Inland Revenue from overseas.

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If you wish to call a "local" number instead of the toll-free 0800 option, the contact information can be found on our website the *Contact us* page ([www.ird.govt.nz/contact-us/](http://www.ird.govt.nz/contact-us/)). From here you can choose the *Phone* option and select the service you wish to enquire about. The times each of the phone lines are available are also listed in this section.

Thank you for your request. I trust that this information is of assistance to you.

Yours sincerely



James Barker

**Group Lead Capability & Outcomes**

Appendix One

Inland Revenue Voice Channel Summary, 01/07/17 to 30/06/18				
Month	Real demand	call Accepted	Answered	Abandoned
Jul 17	337,897	319,607	287,254	32,353
Aug 17	285,503	287,960	271,085	16,875
Sep 17	224,584	227,937	215,869	12,068
Oct 17	221,813	222,483	207,488	14,995
Nov 17	216,031	220,129	202,224	17,905
Dec 17	150,345	152,215	139,255	12,717
Jan 18	211,797	214,223	197,495	16,728
Feb 18	231,969	228,454	211,986	16,468
Mar 18	261,959	265,600	246,691	18,909
Apr 18	262,236	258,576	224,376	34,200
May 18	361,698	355,500	316,997	38,503
Jun 18	334,126	346,824	267,203	79,621
<b>Annual Total</b>	<b>3,099,958</b>	<b>3,099,508</b>	<b>2,787,923</b>	<b>311,342</b>

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