



24 April 2023

[Redacted]

Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 23 March 2023. You requested the following:

*Could I please be provided for the last 3 months;*

1. *The total number of calls made to 0800221221*
2. *The total number of calls where a call to this number culminated in a human to human voice conversation*
3. *The average hold time for calls that were answered*
4. *The number of calls terminated by the caller prior to being answered*
5. *The number of calls terminated by the system due to "high call volume"*

On 23 March 2023, we contacted you seeking clarification of your request to confirm the period you sought information for. On 31 March 2023 you confirmed you are requesting the data up to and including 23 March 2023. The information you have requested is outlined in the table below.

Month	Attempted calls	Answered calls	Average speed to answer	Abandoned calls	Capped calls
December 2022	11,092	8,624	00:04:51	2,225	154
January 2023	14,233	10,482	00:05:57	2,774	838
February 2023	17,781	12,916	00:05:49	3,436	4,718
March 2023	20,308	13,701	00:04:47	1,365	5,242
<b>Total</b>	<b>63,414</b>	<b>45,723</b>	<b>00:05:21</b>	<b>9,800</b>	<b>10,952</b>

Call capping occurs when the call demand exceeds capacity and customers are asked to call back later. This is used as a last resort.

### **Publishing of OIA response**

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you for your request.

Yours sincerely

[Redacted Signature]

Leeanne Spillane  
**Customer Segment Lead (Acting), Families**