

TELEPHONE HELPLINE

For general tax information and online services, from Monday to Friday from **9 AM to 5 PM**; for cadastral information, from **9 AM to 1 PM** (with the exception of national holidays)

800 90 96 96

from landline phone
toll-free number

0696668907

from mobile phone
call costs will vary
based on your plan

Additionally, you can book a call back and select a day and time slot to be contacted.

0039.06.96668933

for calls from abroad
(the cost is borne
by the caller)

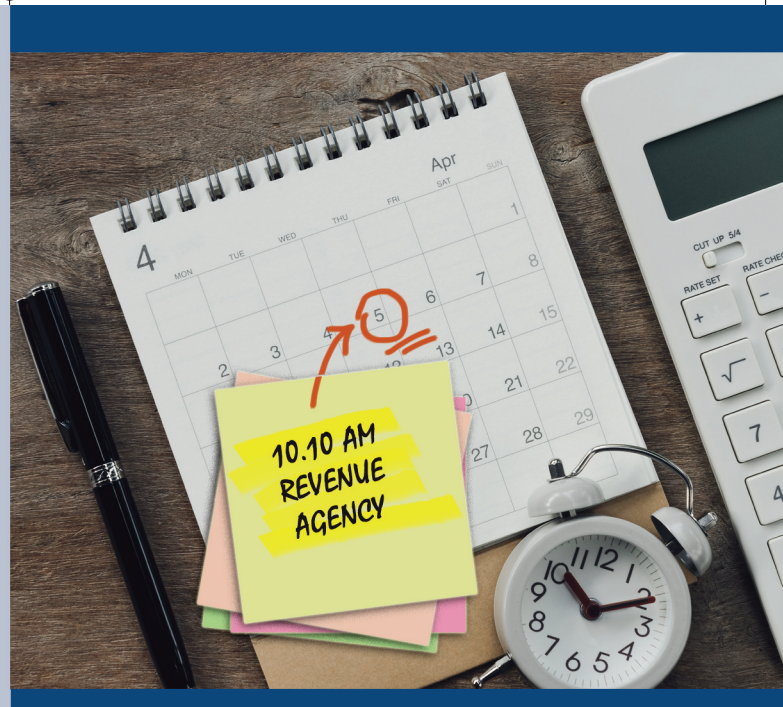
SMS service
339 9942645

to request simple
tax information and
receive it on your mobile
by sending an SMS
message



Edit by Communication and Press Office
Online Publications Unit

Graphic design: Graphics department - Claudia Iraso



NEW RECEPTION PROCEDURES AT AGENCY OFFICES

Less waiting.
More safety, punctuality
and efficiency



Since 15 September 2020, customers will be able to contact the Italian Revenue Agency offices in a new way, which will privilege booking appointments online to obtain the service desired at the time agreed upon and without queuing.

BOOKING OFFICE APPOINTMENTS

Improve office access quality! Use online booking to obtain your office services at the agreed time and without queuing up. However, for urgent cases, documents and files will still be accepted in person even without making an appointment. **Book your appointments via the Agency's website or app.**

With the **mobile App** "AgenziaEntrate", downloadable for free from the IOS, Google and Microsoft stores, you can contact the Agency call centre via the dedicated mobile number, send an email to receive information on certain topics, book an office appointment, view your scheduled bookings, get a web ticket for same day appointments, avoid unnecessary waiting and check when it is your turn at the counter.

WEB TICKET BOOKING FROM THE AGENCY WEBSITE

This is a daily planner which allows you to book a ticket to be used on the same day, by "tearing" a ticket directly from your PC or smartphone. The web ticket is issued from the Agency's website, in the "Contact the Agency" - "Tax assistance" - "Eliminate queues online" section. Just click on "Book ticket" to get your reservation at a local office.

BOOKING BY TELEPHONE (Single Booking Centre)

All taxpayers, including professionals who have signed memoranda of understanding with the Agency, can use the Centre scheduler to plan dedicated appointments. Just call the toll-free number 800.90.96.96, or 0696668907 from a mobile phone, and select option 3. You can call 24 hours a day and select the office, date and time you desire. The Centre also manages call-back bookings.

SERVICES WITHOUT GOING TO THE OFFICE

● Online assistance services

The first way to get assistance is through our online services, without having to visit an office in person; to obtain a service, simply send your request via email or certified email, making sure to attach the necessary documentation. In this way, it is possible to access many services, such as having a certificate or tax code/health card issued, requesting reimbursements and registering a contract. **Easily find the email addresses on the guide "Revenue Agency Online Services".**

● The internet portal and digital counter

Use our online services for fastest and simplest access and immediate contact.

Many Agency services are available free of charge on our website 24 hours a day. However, some services require you to have a PIN code, which can be requested online or through the "AgenziaEntrate" app. In addition to Agency credentials, you can access the online services of the reserved area via SPID, the Public Digital Identity System, or via the National Service Card (Carta Nazionale dei Servizi - CNS).