

TELEPHONE HELPLINE

For general tax information and on telematics services, Monday to Friday from **9 AM to 5 PM**; for cadastral information, from **9 AM to 1 PM** (excluding national holidays)

800 90 96 96

From landline
Toll-free number

0696668907

From mobile phone
With call charges varying according to your provider's tariff plan

In addition, it is possible to book a recall and ask to be contacted on the day and preferred time slot.

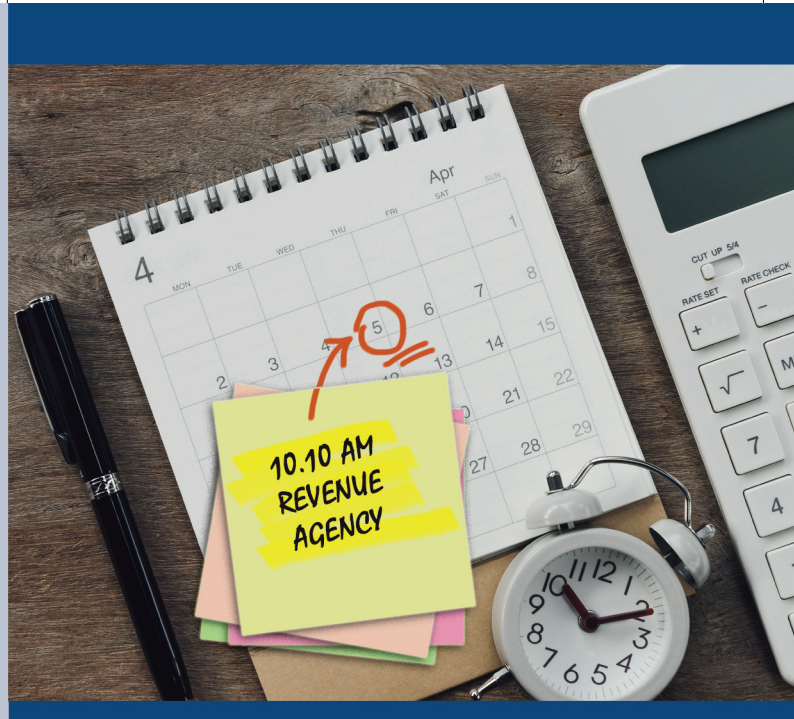
0039.06.96668933

For calls from abroad
(the cost is charged to the caller)

SMS service

339 9942645

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



WELCOME TO THE AGENCY'S OFFICES

Less waiting.
More safety, punctuality
and efficiency



www.agenziaentrate.gov.it

Edit by Communication and Press Office
Online Publications Unit

Graphic design: Graphics department - *Claudia Iraso*

Translation by the Communication and Press Office
and the International Relations Office for the exchange
of experiences and benchmarking in HRM



HOW TO APPLY FOR REVENUE SERVICES

There are several ways to access the Agency's services. The main channels are the telematics ones and the reservation of an appointment, which allows you to obtain the desired service, at the agreed time and without queuing.

APPOINTMENT AT THE OFFICE

Better access to the office: upon reservation, you can get the desired tax and cadastral service, at the agreed time, without queues. However, the receipt of documents and papers in person is still guaranteed - even without an appointment - for the urgent cases.

Appointments can be booked through:

- the Revenue Agency website
<https://www.agenziaentrate.gov.it/portale/web/english>
- using your smartphone, with the "AgenziaEntrate" App, which can be downloaded free of charge from the IOS, Google and Microsoft stores.

With the "AgenziaEntrate" **mobile App** you can contact the Agency's call centre through the dedicated mobile number, send an email to receive information on specific topics, book an appointment to an office and view the reservations made, get a web ticket and go to the office on the same day avoiding unnecessary waiting and check when it is your turn at the counter.

BOOKING WITH WEB TICKET FROM THE AGENCY'S WEBSITE

It is a daily agenda, which allows you to book a ticket for the chosen service to be used within the same day, by "detaching" a ticket directly from your PC or smartphone. The web ticket is issued from the Agency's website. In the "*Contacts and assistance*" section choose between "*Fiscal assistance*" and "*Cadastral and mortgage assistance*" - select "Online Queue System". Just click on "Book the ticket" to get your tax, cadastral or mortgage assistance reservation at a local office.

BOOKING BY TELEPHONE

Central Reservations System Cup (Centro unico di prenotazione)

All taxpayers can use the Cup agenda to schedule dedicated assistance appointments. Just call the toll-free number **800.90.96.96** or **0696668907** from a mobile phone, choosing **option 3**. The numbers are active 24 hours a day and allow you to choose the office to go to, as well as the desired day and time. Cup also handles callbacks.

SERVICES WITHOUT GOING TO THE OFFICE

• "Agile" assistance services

It is the first way to receive assistance, without the need to go to the office. To obtain a tax and cadastral assistance service, simply send your request via email or certified email and the documentation will arrive directly through the chosen channel. In this way, you can access many services: from the issue of the certificate to the tax code/health card, from the request for refunds to the registration of an act. To find addresses easily, refer to the Revenue Agency's "**Agile**" Guide (only available in Italian).

• The internet portal and digital gateway

The fastest and easiest way to access services, the one that allows immediate dialogue, is the digital channel. Tax and cadastral services are available on the Agency's website; some of these services require user identification. Those can be used alternatively:

- the Digital Identity System (**SPID**)
- the Electronic Identity Card (**CIE**)
- the National Service Charter (**CNS**).

Until next 30th September, citizens can identify themselves also through the credentials released by the Revenue Agency before 1st March. The same rules apply for the identification of those persons who have been authorized to work for companies or/and entities. No changes for professionals and companies, who can use, on request, Entratel, Fisconline or Sister's credentials even after 1st March and until the date that will be established with a special implementing decree, as requires by the Digital Administration Code (CAD).