



“Our telephone number is changing – and our website is better than ever”

Northamptonshire County Council’s number for general enquiries changes to **0300 126 1000** from today, **Thursday 1st December 2011.**

It replaces the 01604 236236 number and means that everyone in the county calling from a landline will be charged at a local rate, regardless of their own area code. Customers are being urged to update their current contact details for the county council to make sure they can get through if they do need to call.

Anyone calling the council will now access an automated call-handling system, which requires callers to press a number to choose the council service they want to contact.

The council’s most popular and frequently requested services will be at the top of the list to ensure getting through to the right department will be as quick and easy as possible.

However telephoning is not the only way to access council information and services. The county council’s website www.northamptonshire.gov.uk is constantly being developed and updated to improve the range of features it offers.

The new phone number comes just a few months after the introduction of an award winning iPhone app, Android app and mobile web browser which have been developed to make it easier for people to access the county council’s website www.northamptonshire.gov.uk whilst out and about, rather than making a telephone call.

Customers can now contact the council by:

- Visiting our website – www.northamptonshire.gov.uk
- Downloading our iPhone or Android app
- Finding us on Facebook
- Following us on Twitter - @MyCountyCouncil
- Browsing our website from their mobile phone
- If customers need help using our website, they can get this from their local library

And if they need to speak to someone they can:

- Call us on 0300 126 1000 – our new number has a local rate for all landlines
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