

99146002000000

Uniform authority number 115

Heruntergeladen am 24.06.2025

<https://fimportal.de/xzufi-services/S1000020010000000116/S100002>

Modul	Sachverhalt
Leistungsschlüssel	99146002000000
Leistungsbezeichnung I	Uniform authority number 115
Leistungsbezeichnung II	Authority number 115 General information
Typisierung	7 - Service- und Sonderrufnummern
Quellredaktion	Hamburg
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	<div lang="en-x-mtfrom-de">information</div> , <div lang="en-x-mtfrom-de">Authority information</div>, <div lang="en-x-mtfrom-de">Authority information</div>, <div lang="en-x-mtfrom-de">Hotline information service</div>, <div lang="en-x-mtfrom-de">ÜR hotline information service</div>, <div lang="en-x-mtfrom-de">Call center of the Free and Hanseatic City of Hamburg</div>, <div lang="en-x-mtfrom-de">Telephone HamburgService</div>, <div lang="en-x-mtfrom-de">040 428 28-0</div>, <div lang="en-x-mtfrom-de">Hamburg Service Hotline 4 28 28 0</div>, <div lang="en-x-mtfrom-de">Hotline Telephone HamburgService</div>, <div

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lang="en-x-mtfrom-de">THS</div>, <div
 lang="en-x-mtfrom-de">Sign language D115</div>,
 <div lang="en-x-mtfrom-de">e-mail address</div>, <div
 lang="en-x-mtfrom-de">Internal calls from the
 authorities</div>, <div lang="en-x-mtfrom-de">Calls,
 within the authorities</div>, <div
 lang="en-x-mtfrom-de">Internal notification</div>,
 <div lang="en-x-mtfrom-de">Notification, internal to
 the authorities</div>, <div
 lang="en-x-mtfrom-de">Trailer</div>, <div
 lang="en-x-mtfrom-de">Fun calls</div>, <div
 lang="en-x-mtfrom-de">Internal information from the
 authorities</div>, <div
 lang="en-x-mtfrom-de">Inquiries from outside the
 authorities</div>, <div
 lang="en-x-mtfrom-de">Inquiries from authorities
 outside the D115 network</div>, <div
 lang="en-x-mtfrom-de">Connection failure</div>, <div
 lang="en-x-mtfrom-de">Service center of the Free and
 Hanseatic City of Hamburg</div>, <div
 lang="en-x-mtfrom-de">FHH hotline</div>, <div
 lang="en-x-mtfrom-de">Citizen telephone</div>, <div
 lang="en-x-mtfrom-de">115</div>, <div
 lang="en-x-mtfrom-de">040 Hamburg</div>, <div
 lang="en-x-mtfrom-de">Waiting loop HS</div>, <div
 lang="en-x-mtfrom-de">Music on hold HS</div>, <div
 lang="en-x-mtfrom-de">Announcement HS</div>, <div
 lang="en-x-mtfrom-de">Music HS</div>, <div
 lang="en-x-mtfrom-de">Link to the authorities
 finder</div>, <div lang="en-x-mtfrom-de">Authority
 finder, link</div>, <div lang="en-x-mtfrom-de">Befi
 link</div>, <div lang="en-x-mtfrom-de">Mediation of
 international calls</div>, <div
 lang="en-x-mtfrom-de">International calls, internal
 agency mediation</div>, <div
 lang="en-x-mtfrom-de">Press inquiries about the
 HS</div>, <div lang="en-x-mtfrom-de">Music on hold
 HS</div>, <div lang="en-x-mtfrom-de">Announcement
 listening in on conversations for quality
 assurance</div>, <div
 lang="en-x-mtfrom-de">Coaching
 announcement</div>, <div
 lang="en-x-mtfrom-de">Training announcement</div>,
 <div lang="en-x-mtfrom-de">Address of the HS</div>,
 <div lang="en-x-mtfrom-de">Location of the HS</div>,

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	<div lang="en-x-mtfrom-de">HS announcement</div> , <div lang="en-x-mtfrom-de">HaSI coordinator</div> , <div lang="en-x-mtfrom-de">Authority finder, mistake</div> , <div lang="en-x-mtfrom-de">Authority finder, disruptions</div>
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	24.05.2023
Fachlich freigegeben durch	
Handlungsgrundlage	Not applicable
Teaser	You can obtain information about services provided by the Hamburg administration and other public institutions by calling the government number 115.
Volltext	By calling 115, you can receive answers to the most common government inquiries. It doesn't matter which authority, administrative level, or jurisdiction is involved. For example, you can get help with the following questions: I bought a new car. When is the registration office open? Where can I apply for my new identity card? How can I apply for BAföG? Where can I obtain a registration information? How do I register a business? The goal of the 115 government hotline is to answer your questions on the first contact. If this isn't possible, you'll receive a response within 24 hours during service hours. You can choose between email, fax, or a callback. This is guaranteed by the 115 service promise. You'll no longer have to spend time searching for departments and individual phone numbers if you call the government number 115. Most inquiries can be answered immediately, so you don't have to contact the administration twice with the same matter. This

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	avoids unnecessary visits to the authorities. For deaf and hard-of-hearing people, 115 is available via a sign language telephone.
Erforderliche Unterlagen	No documentation is required. However, if you have any documents related to your request, please have them ready. The information they contain may help our service staff provide you with more targeted support.
Voraussetzungen	No
Kosten	The 115 can usually be reached at the landline rate and is included in many flat rates.
Verfahrensablauf	You can call 115. A member of staff will answer your call. You describe your concern. Your inquiry will usually be answered immediately. Alternatively, you will receive a response by phone, email, or fax within 24 hours.
Bearbeitungsdauer	Right away
Frist	No
weiterführende Informationen	https://www.hamburg.de/service/ https://www.hamburg.de/service/ https://www.115.de/DE/Startseite/startseite_node.html https://www.115.de/DE/Startseite/startseite_node.html https://www.115.de/DE/Gebaerdentelefon/gebaerdentelefon_node.html https://www.115.de/DE/Gebaerdentelefon/gebaerdentelefon_node.html
Hinweise	The 115 number provides general information about administrative services. Information about ongoing administrative procedures or legal advice is not available.
Rechtsbehelf	Not applicable
Kurztext	You can get answers to the most common government inquiries by calling 115 regardless of which authority, administrative level or jurisdiction is affected. The aim of the 115 government number is to answer questions at first contact. If this is not possible, you will receive a response by email, fax or callback within 24 hours

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	during service hours (service promise) Search for responsibilities and individual telephone numbers is no longer necessary with 115 For deaf and hearing-impaired people, 115 can be reached via a sign language telephone.
Ansprechpunkt	
Zuständige Stelle	District Office Wandsbek
Formulare	
Ursprungsportal	Hamburg Service, Hamburg Service (Currently this link is only available in german)