

99146002000000

Uniform authority number 115

Heruntergeladen am 07.06.2025

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

Modul	Sachverhalt
Leistungsschlüssel	99146002000000
Leistungsbezeichnung I	Uniform authority number 115
Leistungsbezeichnung II	Authority number 115
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	
Teaser	You will receive information about services provided by the Hamburg administration and other public institutions
Volltext	The 115 will give you answers to the most common requests from the authorities. It does not matter which authority, administrative level or responsibility is affected. For example: • I bought a new car, when does the registration office open? • Where can I apply for my new ID card? • How can I apply for BAföG? • Where can I obtain information from the population register? • How do I register a business? The aim of 115 is to answer your questions on first contact. If this is not possible, you will receive a response within 24 hours during service hours, either

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	by email, fax or callback, as you prefer. This guarantees you the 115 service promise. The time-consuming search for responsibilities and individual telephone numbers is no longer necessary. Most inquiries can be answered immediately, so that you do not have to contact the administration a second time with the same request. Unnecessary visits to authorities are avoided. For deaf and hard of hearing people, 115 can be reached via a sign phone.
Erforderliche Unterlagen	no
Voraussetzungen	no
Kosten	The 115 can usually be reached at the landline rate and is included in many flat rates.
Verfahrensablauf	
Bearbeitungsdauer	Right away
Frist	
weiterführende Informationen	https://www.hamburg.de/service/suche/?query=verbraucherzentrale https://www.hamburg.de/behoerdenfinder/hamburg/info/?query=verbraucherzentrale https://www.hamburg.de/service/ https://www.hamburg.de/behoerdenfinder/ https://www.hamburg.de/app/ https://www.hamburg.de/app/ https://www.hamburg.de/service/info/11256510/ https://www.hamburg.de/behoerdenfinder/hamburg/11256510/ 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 is general information about administrative services. Information on ongoing administrative procedures or legal advice is not possible. You also have the option of entering your request

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	directly into the authority finder. There are apps for use on smartphones, **_see links for_** examples.
Rechtsbehelf	
Kurztext	By dialing 115 you will receive answers to the most common questions from the authorities. It does not matter which authority, administrative level or responsibility is affected. The aim of 115 is to answer your questions on first contact. If this is not possible, you will receive a response within 24 hours during service hours, either by email, fax or callback, as you prefer. This guarantees you the 115 service promise. For deaf and hard of hearing people, 115 can be reached via a sign phone.
Ansprechpunkt	
Zuständige Stelle	District Office Wandsbek
Formulare	
Ursprungsportal	Behördenfinder Hamburg, Authority finder Hamburg (Currently this link is only available in german)