

Press Release

The AEAT and Telefónica Handled More Than 7 Million Calls During the 2025 Income Tax Filing Season

- The platform, powered by Zoom technology, enabled one of Spain's largest citizen service operations, achieving quality levels exceeding 99% throughout the campaign.
- This solution integrates telephone support and video calls into the AEAT's management systems to provide more and better services to the government and citizens.

Madrid, July 27, 2026 – The State Tax Administration Agency (AEAT) has once again surpassed its all-time records for taxpayer service during the 2025 Income Tax Campaign with the support of the contact center platform deployed by Telefónica. The “Renta 2025” service managed more than 7 million interactions using this tool, enabling hundreds of thousands of taxpayers to complete their tax-related procedures in a simple and accessible manner.

This solution, developed using Zoom technology and integrated with the Tax Agency's systems since the 2024 Income Tax Filing Season, has enabled the secure, efficient, and scalable processing of a high volume of interactions in just over two months. On the busiest day, the infrastructure was able to handle 637,000 calls, manage 7,200 simultaneous calls (incoming and outgoing), and support thousands of AEAT agents located throughout the country.

In addition to the high volume handled, this platform, which combines telephone support and video calls and is integrated with the AEAT's management systems, maintained excellent levels of quality and availability throughout the campaign. More than 99% of communications were completed successfully from a technical standpoint, ensuring a smooth and reliable experience for both agents and taxpayers, even during peak demand periods.

Eduardo Ariste, General Manager of Business and Government at Telefónica España, emphasizes: “The project's progress demonstrates Telefónica's role as the best gateway for citizens to access digital technologies. Thanks to our cloud-based contact center solutions, public administrations can advance their digital transformation process, improving the taxpayer experience and establishing a more personalized, flexible, and scalable service model to handle high-demand campaigns such as the income tax filing season.”

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Jorge Hurtado, Zoom's sales director for Spain and Italy, adds: "We are pleased to continue adding value to this AEAT initiative in partnership with Telefónica. It is very gratifying to see that the results achieved validate our commitment to developing an enhanced customer experience through the coherent and measurable integration of processes, technology, and people. In this project, our goal is to continue driving practical progress by contributing our global expertise in unified communications, hybrid environments, and artificial intelligence."

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