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What is Hello Public Service 3939?

Verified 05 January 2026 - Public Service / Directorate of Legal and Administrative Information (Prime Minister)

Allô Public Service 3939 is a telephone administrative intelligence service. It provides information on the rights, obligations and steps to be taken.

What are the areas covered by Allô Service Public 3939? ^

Allô Public Service 3939 is a telephone administrative intelligence service. It provides information on the rights, obligations and steps to be taken in the following areas:

- Labor law in the **private sector**
- Housing and city planning
- Legal, civil or criminal proceedings
- Family, personal or inheritance law
- Law of foreigners, associations or civil status.

Warning

Allô Public Service 3939 is a service **of general information** which **does not have access to personal records** users. It cannot therefore provide information on the progress of a file.

How does Allô Service Public 3939 work? ^

The operation of the service differs depending on whether you are a deaf or hard of hearing person or not.

Conventional telephone accessibility

Allô Public Service 3939 allows you to enter into telephone communication with a specialized informant, an official of the Ministry of Labor, Interior, Justice or Housing.

Hello Public Service 3939 is **accessible in 2 ways** :

- Either by composing **directly** on your phone the number **3939** (an interactive voice server guides you through various options to get administrative information or the area of expertise you are interested in)
- Either by using the **callback functionality** present on some **factsheets of the website Service-Public.fr**. This feature can be found in the "Who can help me" section of the relevant cards. It allows you to be called back **free of charge** within a maximum of 45 minutes after the request.

Persons who are deaf or hard of hearing

You can contact us via a **multi-media solution** (tablet, smartphone, and computer) to facilitate exchanges through the following 3 modes of communication:

- Visio-interpretation in LSF (French sign language)
- Instant speech transcription (real-time captioning)
- Visio-coding in LPC (complete spoken language).

You can use this online service to contact us:

Telephone accessibility for people who are deaf or hard of hearing
(<https://www.service-public.gouv.fr/particuliers/vosdroits/R59001>).

Please note

Telephone accessibility service is available in part of the Allô Service Public 3939 operating hours.

What are the hours of Hello Public Service 3939?

- Monday: 8:30 am to 6:15 pm
- Tuesday: 8:30am to 1pm
- Wednesday: 8:30am to 1pm
- Thursday: 8:30 am to 6:15 pm
- Friday: 1 pm to 5 pm

What is the cost of calling Allô Service Public 3939?

- Call from metropolitan France: service **free**, cost of the call according to operator
- Call outside metropolitan France or from the foreigner: dial +33 (0) 1 73 60 39 39, accessible only from **fixed position**. Cost of a call + cost of the international call varies according to the country and the operators.

Online services and forms

Telephone accessibility for people who are deaf or hard of hearing
(<https://www.service-public.gouv.fr/particuliers/vosdroits/R59001?lang=en>)

Online service