

IRM PROCEDURAL UPDATE

DATE: 01/29/2026

NUMBER: ts-04-0126-0167

SUBJECT: Updating Phone Number for Hearing Impaired Customers

AFFECTED IRM(s)/SUBSECTION(s): 4.19.19

CHANGE(s):

IRM 4.19.19.15, Hearing Impaired Customers and Telecommunications Device for the Deaf (TDD) Equipment, Updated phone number.

(1) Hearing-impaired taxpayers with Phone Devices or the Deaf/Teletypewriter (TDD/TTY) equipment are instructed in Pub 17, Your Federal Income Tax (For Individuals), to call 800-829-4059 for tax assistance.

Note: The taxpayer is no longer required to use the Federal Relay Service.

(2) If you receive a call from a hearing-impaired taxpayer, they may be speaking through a relay operator. The operator will announce they are calling as a relay operator on behalf of a taxpayer as soon as you answer.

- a. Do disclosure verification as if you were talking directly to the taxpayer.
- b. Continue with the conversation.