

INTERIM IRM PROCEDURAL UPDATE

DATE: 01/17/2012

NUMBER: WI-1-0112-0139

SUBJECT: Field Assistance Telephone Script

AFFECTED IRM(s)/SUBSECTION(s): 1.4.11

CHANGE(s):

Exhibit 1.4.11-1 - Updates the Field Assistance Telephone Scripts

3709 SCRIPT FOR SINGLE TAC LOCATION OFFERING RETURN PREPARATION

Thank you for calling the Internal Revenue Service office located at _____ (insert street address, city, state and zip code). We do not provide live telephone assistance at this number.

Find the help you need on our website at www.irs.gov. If you want to call us, for individual tax information call 1-800-829-1040, or for business taxes you may call 1-800-829-4933.

No appointment is necessary to speak with someone face-to-face in our office _____ (insert days) from _____ to _____ (insert hours).

Note: If the TAC is closed for lunch insert: Our office is closed for lunch from _____ to _____.

We are closed all federal holidays. Please be advised that you may be asked to provide valid photo identification and a Taxpayer Identification Number, such as a Social Security Number, to receive services. We do not make appointments for preparing returns on this phone line. If you need help preparing a return, you must visit our office.

You may request an appointment if you have an ongoing, complex tax account problem, or are an individual with a disability. You may also reschedule or cancel an existing IRS appointment. Please leave your name and telephone number, with area code after the tone at the end of this message. If you are deaf or hard of hearing and would like to request an appointment, please provide us with a telephone number to reach you during business hours or your e-mail address. We will respond to your message

within two business days. Please note: if you have call blocking, we will not be able to return your call. Thank you for calling the Internal Revenue Service.

3709 SCRIPT FOR SINGLE TAC LOCATION NOT OFFERING RETURN PREPARATION

Thank you for calling the Internal Revenue Service office located at _____ (insert street address, city, state and zip code). We do not provide live telephone assistance at this number.

Find the help you need on our website at www.irs.gov. If you want to call us, for individual tax information call 1-800-829-1040, or for business taxes you may call 1-800-829-4933.

No appointment is necessary to speak with someone face-to-face in our office _____ (insert days) from _____ to _____ (insert hours).

Note: If the TAC is closed for lunch insert: Our office is closed for lunch from _____ to _____.

We are closed all federal holidays. Please be advised that you may be asked to provide valid photo identification and a Taxpayer Identification Number, such as a Social Security Number, to receive services. Courtesy tax return preparation is not available in this office. Please visit our website or call 1-800-829-1040 for filing options.

You may request an appointment if you have an ongoing, complex tax account problem, or are an individual with a disability. You may also reschedule or cancel an existing IRS appointment. Please leave your name and telephone number, with area code after the tone at the end of this message. If you are deaf or hard of hearing and would like to request an appointment, please provide us with a telephone number to reach you during business hours or your e-mail address. We will respond to your message within two business days. Please note: if you have call blocking, we will not be able to return your call. Thank you for calling the Internal Revenue Service.

3709 SCRIPT FOR MULTI TAC LOCATION OFFERING RETURN PREPARATION

Thank you for calling the Internal Revenue Service offices located within the _____ area (insert name of metropolitan area). Our offices are located at _____ (insert street address, city, state and zip code of each TAC). We do not provide live telephone assistance at this number.

Find the help you need on our website at www.irs.gov. If you want to call us, for individual tax information call 1-800-829-1040, or for business taxes you

may call 1-800-829-4933.

No appointment is necessary to speak with someone face-to-face in one of our offices _____ (insert days) from _____ to _____ (insert hours).

Note: If the TAC is closed for lunch insert: Our office is closed for lunch from _____ to _____.

We are closed all federal holidays. Please be advised that you may be asked to provide valid photo identification and a Taxpayer Identification Number, such as a Social Security Number, to receive services. We do not make appointments for preparing returns on this phone line. If you need help preparing a return, you must visit our office.

You may request an appointment if you have an ongoing, complex tax account problem, or are an individual with a disability. You may also reschedule or cancel an existing IRS appointment. Please leave your name and telephone number, with area code after the tone at the end of this message. If you are deaf or hard of hearing and would like to request an appointment, please provide us with a telephone number to reach you during business hours or your e-mail address. We will respond to your message within two business days. Please note: if you have call blocking, we will not be able to return your call. Thank you for calling the Internal Revenue Service.

**3709 SCRIPT FOR MULTI TAC LOCATION NOT OFFERING
RETURN PREPARATION**

Thank you for calling the Internal Revenue Service offices located within the _____ area (insert name of metropolitan area). Our offices are located at _____ (insert street address, city, state and zip code of each TAC). We do not provide live telephone assistance at this number.

Find the help you need on our website at www.irs.gov. If you want to call us, for individual tax information call 1-800-829-1040, or for business taxes you may call 1-800-829-4933.

No appointment is necessary to speak with someone face-to-face in our office _____ (insert days) from _____ to _____ (insert hours).

Note: If the TAC is closed for lunch insert: Our office is closed for lunch from _____ to _____.

We are closed all federal holidays. Please be advised that you may be asked to provide valid photo identification and a Taxpayer Identification Number, such as a Social Security Number, to receive services. Courtesy tax return

preparation is not available in this office. Please visit our website or call 1-800-829-1040 for filing options.

You may request an appointment if you have an ongoing, complex tax account problem, or an individual with a disability. You may also reschedule or cancel an existing IRS appointment. Please leave your name and telephone number, with area code after the tone at the end of this message. If you are deaf or hard of hearing and would like to request an appointment, please provide us with a telephone number to reach you during business hours or your e-mail address. We will respond to your message within two business days. Please note: if you have call blocking, we will not be able to return your call. Thank you for calling the Internal Revenue Service.

3709 SCRIPT FOR TACs CLOSING and 3709 LINE WILL BE DISCONNECTED

Thank you for calling the Internal Revenue Service office located at _____ (insert street address, city, state and zip code). We do not provide live telephone assistance at this number.

Effective _____ (insert date) walk-in assistance is not available in this office but you may find the help you need on our website at www.irs.gov. If you want to call us, for individual tax information call 1-800-829-1040, or for business taxes you may call 1-800-829-4933. For in-person help you can also visit our office located at _____ (give nearest TAC address, city, state and zip code). This office is open _____ (insert days) from _____ to _____ (insert hours). Note: If the TAC is closed for lunch insert: This office is closed for lunch from _____ to _____. We are closed all federal holidays. Please be advised that you may be asked to provide valid photo identification and a Taxpayer Identification Number, such as a Social Security Number, to receive services. Thank you for calling the Internal Revenue Service.

3709 SCRIPT FOR DISASTER RELATED TAC CLOSURES

Thank you for calling the Internal Revenue Service office located at _____ (insert street address, city, state and zip code). We do not provide live telephone assistance at this number. Due to damages sustained during _____ (Insert name of disaster, e.g. Hurricane Katrina), this office is closed indefinitely. For Disaster Assistance - dial 1-866-562-5227.

Find the help you need on our website at www.irs.gov. If you want to call us, for individual tax information call 1-800-829-1040, or for business taxes you may call 1-800-829-4933. Thank you for calling the Internal Revenue Service.

3709 SCRIPT FOR 3709 POST OF DUTY (No TAC In POD)

Thank you for calling the Internal Revenue Service office located at

_____ (insert street address, city, state and zip code). We do not provide live telephone assistance at this number. If you already have an appointment and are calling to reschedule, please leave your name and telephone number, with area code after the tone, and we will return your call within 2 business days. If you are deaf or hard of hearing and would like to request an appointment, please provide us with a telephone number to reach you during business hours or your e-mail address. We're sorry, but walk-in assistance is currently not available in this office.

Find the help you need on our website at www.irs.gov. If you want to call us, for individual tax information call 1-800-829-1040, or for business taxes you may call 1-800-829-4933.

For in-person help you can also visit our office located at _____ (give nearest TAC address, city, state and zip code). This office is open _____ (insert days) from _____ to _____ (insert hours). Note: If the TAC is closed for lunch insert: This office is closed for lunch from _____ to _____. We are closed all federal holidays. Please be advised that you may be asked to provide valid photo identification and a Taxpayer Identification Number, such as a Social Security Number, to receive services. Thank you for calling the Internal Revenue Service.

3709 SCRIPT FOR TEMPORARY OFFICE CLOSURE (problems with space, heat, air, etc.)

Thank you for calling the Internal Revenue Service office located at _____ (insert street address, city, state and zip code). We do not provide live telephone assistance at this number. If you already have an appointment and are calling to reschedule, please leave your name and telephone number, with area code after the tone, and we will return your call within 2 business days. If you are deaf or hard of hearing and would like to request an appointment, please provide us with a telephone number to reach you during business hours or your e-mail address. Due to problems with the building this office is temporarily closed. The office is scheduled to re-open on/in _____ (insert date office will re-open or number of weeks, etc.)

Find the help you need on our website at www.irs.gov. If you want to call us, for individual tax information call 1-800-829-1040, or for business taxes you may call 1-800-829-4933.

For in-person help you can also visit our office located at _____ (give nearest TAC address, city, state and zip code). This office is open _____ (insert days) from _____ to _____ (insert hours). Note: If the TAC is closed for lunch insert: This office is closed for lunch from _____ to _____. We are closed all federal holidays. Please be advised that you may be asked to provide valid photo identification and a Taxpayer Identification Number, such as a Social Security Number, to receive services. Thank you for calling

the Internal Revenue Service.

3709 Line Call Back Script When Leaving Messages

This is _____ (insert name) ID # _____ (insert number) with the Internal Revenue Service returning a call you made to the office in _____ (insert city & state) on _____ (insert date). You do not need an appointment to visit our office located at _____ (insert address). We are open _____ (insert days and hours of operation). You may obtain assistance over the phone by calling 1-800-829-1040 for individual tax issues, or 1-800-829-4933 for business tax issues. You may also find the assistance you need by visiting our website at www.irs.gov. Thank you for calling the Internal Revenue Service.

NOTE: If a TAC already has an approved deviation for a shorter script due to recording time availability, the tax return preparation portion of the 3709 recorded telephone message does not need to be recorded. See IRM 1.4.11.8.3, *3709 Telephone Recorded Messages*.