

# IRS



## News Release

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### **IRS ANNOUNCES MORE TAXPAYER ASSISTANCE; 400 NEW LOCAL PHONE NUMBERS OFFER FASTER ACCESS TO IN-PERSON HELP TO SOLVE TAX PROBLEMS**

WASHINGTON – The Internal Revenue Service today announced steps to expand customer service for taxpayers. Through the agency’s Everyday Tax Solutions service, a taxpayer or tax preparer now can call a local number to set up a personal appointment at the most convenient Taxpayer Assistance Center, on the most convenient business day.

The 400 new, local numbers across the nation are dedicated to scheduling face-to-face meetings to help solve tax problems. All other calls should be directed to the regular IRS help number: 1-800-829-1040.

“Our new Everyday Tax Solutions service offers in-person assistance on the taxpayer’s schedule, not ours,” said IRS Commissioner Charles O. Rossotti. “Taxpayers and tax professionals tell us they want our help with tax problems early and conveniently.”

Appointments are not required for Everyday Tax Solutions; taxpayers can also walk in during regular business hours. To make an appointment, the taxpayer simply calls the local number and, at the prompt, leaves a message requesting Everyday Tax Solutions help. A representative will call back within two business days to schedule an appointment at the taxpayer’s convenience. IRS Taxpayer Assistance Center telephone numbers are listed through local directory assistance and on the IRS Web site at [www.irs.gov](http://www.irs.gov) under the “individuals” section.

Many situations do not require a face-to-face meeting. To discuss a problem by phone or letter, taxpayers should call the IRS at 1-800-829-1040 or write to the address on their IRS correspondence.

Everyday Tax Solutions’ face-to-face service addresses problems such as:

- Resolving IRS account and notice issues.
- Making Installment Agreements to pay tax liabilities.
- Requesting release of federal tax liens and levies.
- Filing Innocent Spouse claims for taxpayers who may not be liable for a spouse’s share of joint tax liabilities.

“We may not be able to resolve some problems on the spot, but we can get the ball rolling to help taxpayers,” Rossotti said.

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