

IRS**News Release****Media Relations Office****Washington, D.C.****Tel. 202.622.4000****For Release: 11/27/02****Release No: IR-2002-130****IRS OFFERS NEW TOLL-FREE NUMBERS TO ASSIST TAXPAYERS**

WASHINGTON – The Internal Revenue Service announced today two new toll-free telephone numbers to provide taxpayers with better service. Small businesses and taxpayers requesting refunds will each have a special toll-free number; these two numbers become operational on December 2, 2002.

“Providing these new toll-free numbers to help taxpayers is one more step toward providing the customer service taxpayers deserve,” said IRS Acting Commissioner Bob Wenzel.

Small businesses, corporations, partnerships and trusts who need information or help preparing business returns should now call 1-800-829-4933. Customers calling this number can apply for a new Employer Identification Number (EIN) and receive help on employment taxes, partnership, corporation, estate, gift, trust and excise taxes or other small business issues.

People looking for their refunds have a new toll-free number: 1-800-829-1954. Individuals who filed a 1040 series return can check on the status of their current year tax refund with this toll-free number.

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[Editors, attached is a table of IRS toll-free numbers]

800-829-1040	IRS Tax Help Line for Individuals	For individual and joint filers who need procedural or tax law information and/ or help to file their <u>1040-type individual returns</u> (including Schedules C and E); and, general account information for Form 1040 Filers. Automated Self-Service Interactive Applications are also offered on this line.
800-829-4933	Business and Specialty Tax Line [new]	For Small Businesses, Corporations, Partnerships and Trusts who need information and/or help related to their Business Returns or Business (BMF) Accounts. Services cover Employer Identification Numbers (EINs), 94x returns, 1041, 1065, 1120S, Excise Returns, Estate and Gift Returns, as well as issues related to Federal tax deposits.
800-829-1954	Refund Hotline [new]	For 1040-type Individual and Joint Filers who need to check the status of their current year refund. Automated Refund Self-Service Interactive Applications are offered on this line NOTE: The "Where's my refund?" automated self-service feature is also available 24/7 at http://www.irs.gov/ to obtain refund status information.
800-829-3676	Forms and Publications	For individuals, businesses and tax practitioners who need IRS tax forms, instructions and related materials and tax publications.
877-777-4778	National Taxpayer Advocate's Help Line	For taxpayers whose tax problems have not been resolved through normal channels. Taxpayer Advocate Service (TAS) provides an independent system to assure that tax problems are promptly and fairly handled. TAS operates independently of any other IRS office and reports directly to Congress through the National Taxpayer Advocate.
800-829-4059	Telephone Device for the Deaf (TDD)	For hearing impaired taxpayers who need tax law and/or procedural information relating to filing their returns or who need information and/or assistance relating to their accounts
888-912-1227	Taxpayer Advocacy Panel	For citizens who want to provide ideas and suggestions on how to improve IRS services or who want to make recommendations for improvement of IRS systems and procedures.
800-555-4477 or 800-945-8400	Electronic Federal Tax Payment System (EFTPS) Hotline	For taxpayers who want to pay business or individual taxes through electronic funds transfer. The EFTPS Toll-Free numbers can provide callers with EFTPS enrollment forms, instructions and customer assistance.
877-829-5500	Tax Exempt – Government Entity (TEGE) Help Line	For taxpayers who need tax information or assistance relating to Tax Exempt or Government Entities, Tax Exempt Bonds, Employer /Employee Pension Plans or Indian Tribal Agreements
800-829-4477	Tele-Tax System	For individuals who need to check the status of their current year refund or who want to listen to recorded tax information. Available 24 hours a day, seven days a week.
888-796-1074	Extension to File Tele-File System	For individual filers who want to submit an Extension to File for a 1040-series return via telephone.