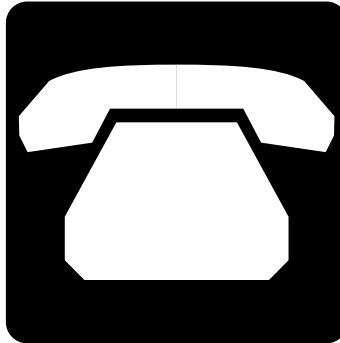

Tax Year 2000

Toll Free &

TeleTax

Telephone Numbers



Page 2 Quick and Easy
Access to Tax Help
and Forms

Page 8 TeleTax - Recorded
Information and
Automated Refund
Status

Page 14 Toll-Free Telephone
Assistance - Answers
to Your Tax
Questions



Click. Zip. Fast Roundtrip.

Quick and Easy Access to Tax Help and Forms



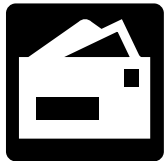
Personal Computer

*Access the IRS's Internet
Web Site at
www.irs.ustreas.gov to
do the following:*

- Download Forms, Instructions, and Publications
- See Answers to Frequently Asked Tax Questions
- Search Publications On-Line by Topic or Keyword
- Figure Your Withholding Allowances Using Our W-4 Calculator
- Send Us Comments or Request Help via E-Mail
- Sign up to Receive Hot Tax Issues and News by E-Mail From the IRS Digital Dispatch

You can also reach us using:

- Telnet at **iris.irs.ustreas.gov**
- File Transfer Protocol at **ftp.irs.ustreas.gov**
- Direct Dial (by modem) **703-321-8020**.



Mail

*Send your order to the
Distribution Center nearest
to you. Once we receive
your order, you should
expect your products
within 10 days.*

- **Western part of U.S.:**
Western Area Distribution Center
Rancho Cordova, CA 95743-0001
- **Central part of U.S.:**
Central Area Distribution Center
P.O. Box 8903
Bloomington, IL 61702-8903
- **Eastern part of U.S. and foreign
addresses:**
Eastern Area Distribution Center
P.O. Box 85074
Richmond, VA 23261-5074



Phone

Obtain forms, publications, instructions and tax information 24 hours a day, 7 days a week, by calling:

Forms and Publications

1-800-829-3676 to order current and prior year forms, instructions and publications. You should receive your order within 10 days.

TeleTax Information

1-800-829-4477 to listen to pre-recorded messages covering the TeleTax topics listed on page 11.



Walk-In

Pick up certain forms, instructions, and publications at many post offices, libraries, and IRS offices. Some libraries and IRS offices have an extensive collection of products available to print from a CD-ROM, or photocopy from reproducible proofs.



CD-ROM

Order IRS Publication 1796, Federal Tax Products on CD-ROM, and obtain:

- Current tax forms, instructions and publications
- Prior-year tax forms and instructions
- Popular tax forms which may be filled-in electronically, printed out for submission, and saved for recordkeeping
- Internal Revenue Bulletin

Purchase the CD-ROM via Internet at <http://www.irs.ustreas.gov/cdorders> from the National Technical Information Service (NTIS) for \$13 (plus a \$5 handling fee) and enjoy a savings of 35% or; call toll-free at 1-877-CDFORMS (1-877-233-6767) for \$20 (plus a \$5 handling fee). Order 50 or more copies and save \$7.00 per CD.

Availability: First release—mid-December
Final release—late-January

Minimum system requirements:

- Windows 3.1 or later/Windows95/Windows 98/Windows NT 4.0
 - 486 or Pentium-based personal computer;
 - 8 megabytes of RAM;
 - VGA or higher resolution display adaptor supported by Windows;
 - Microsoft CD Extensions with a CD controller board;
 - Windows-compatible printer with at least 1 megabyte of user RAM;
 - 25 megabytes of available disk space.
- Macintosh
 - Macintosh 68020-68040; 4 megabytes of application RAM;
 - Power Macintosh; 6 megabytes of application RAM;
 - Apple System Software version 7.0 or later; version 7.0.2 is recommended;
 - CD-ROM drive capable of reading ISO 9660 format;
 - 15 megabytes of available disk space.



TaxFax Service

Dial 703-368-9694 from your fax machine to order up to 3 items per call. See the menu below. Follow the directions of the prompts and your items will be faxed back to you.

Forms Available by Fax

Dial 703-368-9694 from your fax machine.

| Name of Form or Instructions | Title of Form or Instructions | Fax Order No. |
|------------------------------|---|---------------|
| Form SS-4 | Application for Employer Identification Number | 16055 |
| Form SS-8 | Determination of Employee Work Status for Purposes of Federal Employment Taxes and Income Tax Withholding | 16106 |
| Form W-2c | Corrected Wage and Tax Statement | 61437 |
| Form W-3c | Transmittal of Corrected Wage and Tax Statements | 10164 |
| Instr. W-2c & W-3c | | 25978 |
| Form W-4 | Employee's Withholding Allowance Certificate | 10220 |
| Form W-4P | Withholding Certificate for Pension or Annuity Payments | 10225 |
| Form W-5 | Earned Income Credit Advance Payment Certificate | 10227 |
| Form W-7 | Application for IRS Individual Taxpayer Identification Number | 10229 |
| Form W-7A | Application for Taxpayer Identification Number for Pending U.S. Adoptions | 24309 |
| Form W-9 | Request for Taxpayer Identification Number and Certification | 10231 |
| Instr. W-9 | Instructions for Requestor of Form W-9 | 20479 |
| Form W-9S | Request for Students or Borrower's Taxpayer Identification Number and Certification | 25240 |
| Form W-10 | Dependent Care Provider's Identification and Certification | 10437 |
| Form 709 | U.S. Gift (and Generation-Skipping Transfer) Tax Return | 16783 |
| Instr. 709 | | 16784 |
| Form 709A | U.S. Short Form Gift Tax Return | 10171 |
| Form 843 | Claim for Refund and Request for Abatement | 10180 |
| Form 940 | Employer's Annual Federal Unemployment (FUTA) Tax Return | 11234 |
| Instr. 940 | | 13660 |
| Form 940-EZ | Employer's Annual Federal Unemployment (FUTA) Tax Return | 10983 |
| Instr. 940-EZ | | 25947 |
| Form 941 | Employer's Quarterly Federal Tax Return | 17001 |
| Form 941c | Supporting Statement To Correct Information | 11242 |
| Form 990 | Return of Organization Exempt From Income Tax | 11282 |
| Instr. 990 | General Instructions for Forms 990 and 990-EZ | 22386 |
| Instr. 990 | Specific Instructions for Form 990 | 50002 |

| Name of Form or Instructions | Title of Form or Instructions | Fax Order No. |
|--------------------------------------|--|----------------------|
| Schedule A (Form 990) | Organization Exempt Under Section 501(c)(3) | 11285 |
| Instr. Sch. A | | 11294 |
| Form 990EZ | Short Form Return of Organization Exempt From Income Tax | 10642 |
| Instr. 990EZ | Specific Instructions for Form 990-EZ | 50003 |
| Form 1040 | U.S. Individual Income Tax Return | 11320 |
| Instr. 1040 | Line Instructions for Form 1040 | 11325 |
| Instr. 1040 | General Information for Form 1040 | 24811 |
| Tax Table and Tax Rate Sch. | Tax Table and Tax Rate Schedules (Form 1040) | 24327 |
| Schedules A&B (Form 1040) | Itemized Deductions & Interest and Ordinary Dividends | 11330 |
| Instr. Sch. A&B | | 24328 |
| Schedule C (Form 1040) | Profit or Loss From Business (Sole Proprietorship) | 11334 |
| Instr. Sch. C | | 24329 |
| Schedule C-EZ (Form 1040) | Net Profit From Business (Sole Proprietorship) | 14374 |
| Schedule D (Form 1040) | Capital Gains and Losses | 11338 |
| Instr. Sch. D | | 24331 |
| Schedule D-1 (Form 1040) | Continuation Sheet for Schedule D | 10424 |
| Schedule E (Form 1040) | Supplemental Income and Loss | 11344 |
| Instr. Sch. E | | 24332 |
| Schedule EIC (Form 1040A or 1040) | Earned Income Credit | 13339 |
| Schedule F (Form 1040) | Profit or Loss From Farming | 11346 |
| Instr. Sch. F | | 24333 |
| Schedule H (Form 1040) | Household Employment Taxes | 12187 |
| Instr. Sch. H | | 21451 |
| Schedule J (Form 1040) | Farm Income Averaging | 25513 |
| Instr. Sch. J | | 25514 |
| Schedule R (Form 1040) | Credit for the Elderly or the Disabled | 11359 |
| Instr. Sch. R | | 11357 |
| Schedule SE (Form 1040) | Self-Employment Tax | 11358 |
| Instr. Sch. SE | | 24334 |
| Form 1040A | U.S. Individual Income Tax Return | 11327 |
| Schedule 1 (Form 1040A) | Interest and Ordinary Dividend Income for Form 1040A Filers | 12075 |
| Schedule 2 (Form 1040A) | Child and Dependent Care Expenses for Form 1040A Filers | 10749 |
| Schedule 3 (Form 1040A) | Credit for the Elderly or the Disabled for Form 1040A Filers | 12064 |
| Instr. Sch. 3 | | 12059 |
| Form 1040-ES | Estimated Tax for Individuals | 11340 |
| Form 1040EZ | Income Tax Return for Single and Joint Filers With No Dependents | 11329 |
| Form 1040NR | U.S. Nonresident Alien Income Tax Return | 11364 |
| Form 1040NR-EZ | U.S. Income Tax Return for Certain Nonresident Aliens With No Dependents | 21534 |
| Instr. 1040NR-EZ | | 21718 |

| Name of Form or Instructions | Title of Form or Instructions | Fax Order No. |
|-------------------------------------|--|----------------------|
| Form 1040X | Amended U.S. Individual Income Tax Return | 11360 |
| Instr. 1040X | | 11362 |
| Form 1116 | Foreign Tax Credit | 11440 |
| Instr. 1116 | | 11441 |
| Form 1310 | Statement of Person Claiming Refund Due a Deceased Taxpayer | 11566 |
| Form 2106 | Employee Business Expenses | 11700 |
| Instr. 2106 | | 64188 |
| Form 2106-EZ | Unreimbursed Employee Business Expenses | 20604 |
| Form 2120 | Multiple Support Declaration | 11712 |
| Form 2210 | Underpayment of Estimated Tax by Individuals, Estates, and Trusts | 11744 |
| Instr. 2210 | | 63610 |
| Form 2290 | Heavy Vehicle Use Tax Return | 11250 |
| Form 2441 | Child and Dependent Care Expenses | 11862 |
| Instr. 2441 | | 10842 |
| Form 2553 | Election by a Small Business Corporation | 18629 |
| Instr. 2553 | | 49978 |
| Form 2555 | Foreign Earned Income | 11900 |
| Instr. 2555 | | 11901 |
| Form 2555-EZ | Foreign Earned Income Exclusion | 13272 |
| Instr. 2555-EZ | | 14623 |
| Form 2688 | Application for Additional Extension of Time To File U.S. Individual Income Tax Return | 11958 |
| Form 2848 | Power of Attorney and Declaration of Representative | 11980 |
| Instr. 2848 | | 11981 |
| Form 3903 | Moving Expenses | 12490 |
| Form 4136 | Credit for Federal Tax Paid on Fuels | 12625 |
| Form 4137 | Social Security and Medicare Tax on Unreported Tip Income | 12626 |
| Form 4506 | Request for Copy or Transcript of Tax Form | 41721 |
| Form 4562 | Depreciation and Amortization | 12906 |
| Instr. 4562 | | 12907 |
| Form 4684 | Casualties and Thefts | 12997 |
| Instr. 4684 | | 12998 |
| Form 4797 | Sales of Business Property | 13086 |
| Instr. 4797 | | 13087 |
| Form 4835 | Farm Rental Income and Expenses | 13117 |
| Form 4868 | Application for Automatic Extension of Time To File U.S. Individual Income Tax Return | 13141 |
| Form 4952 | Investment Interest Expense Deduction | 13177 |
| Form 4972 | Tax on Lump-Sum Distributions | 13187 |
| Instr. 4972 | | 13188 |
| Form 5329 | Additional Taxes Attributable to IRAs, Other Qualified Retirement Plans, Annuities, Modified Endowment Contracts, and MSAs | 13329 |
| Instr. 5329 | | 13330 |
| Form 6198 | At-Risk Limitations | 50012 |
| Instr. 6198 | | 50013 |
| Form 6251 | Alternative Minimum Tax— Individuals | 13600 |
| Instr. 6251 | | 64277 |
| Form 6252 | Installment Sale Income | 13601 |
| Instr. 6252 | | 64262 |
| Form 6781 | Gains and Losses From Section 1256 Contracts and Straddles | 13715 |
| Form 8271 | Investor Reporting of Tax Shelter Registration Number | 61924 |

| Name of Form or Instructions | Title of Form or Instructions | Fax Order No. |
|---|--|------------------------------|
| Form 8283 | Noncash Charitable Contributions | 62299 |
| Instr. 8283 | | 62730 |
| Form 8300 | Report of Cash Payments Over \$10,000 Received in a Trade or Business | 62133 |
| Form 8332 | Release of Claim to Exemption for Child of Divorced or Separated Parents | 13910 |
| Form 8379 | Injured Spouse Claim and Allocation | 62474 |
| Form 8582 | Passive Activity Loss Limitations | 63704 |
| Instr. 8582 | | 64294 |
| Form 8586 | Low-Income Housing Credit | 63987 |
| Form 8606 | Nondeductible IRAs (Contributions, Distributions, and Basis) | 63966 |
| Instr. 8606 | | 25399 |
| Form 8615 | Tax for Children Under Age 14 Who Have Investment Income of More Than \$1,400 | 64113 |
| Form 8718 | User Fee for Exempt Organization Determination Letter Request | 64728 |
| Form 8801 | Credit for Prior Year Minimum Tax— Individuals, Estates, and Trusts | 10002 |
| Form 8809 | Request for Extension of Time To File Information Returns | 10322 |
| Form 8812 | Additional Child Tax Credit | 10644 |
| Form 8814 | Parents' Election To Report Child's Interest and Dividends | 10750 |
| Form 8815 | Exclusion of Interest From Series EE U.S. Savings Bonds Issued After 1989 | 10822 |
| Form 8822 | Change of Address | 12081 |
| Form 8824 | Like-Kind Exchanges | 12311 |
| Instr. 8824 | | 12597 |
| Form 8829 | Expenses for Business Use of Your Home | 13232 |
| Instr. 8829 | | 15683 |
| Form 8839 | Qualified Adoption Expenses | 22843 |
| Instr. 8839 | | 23077 |
| Form 8850 | Pre-Screening Notice and Certification Request for the Work Opportunity Credit and Welfare-to-Work Credits | 22851 |
| Instr. 8850 | | 24833 |
| Form 8853 | Medical Savings Accounts and Long-Term Care Insurance Contracts | 24091 |
| Instr. 8853 | | 24188 |
| Form 8857 | Request for Innocent Spouse Relief | 24647 |
| Form 8859 | District of Columbia First-Time Homebuyer Credit | 24779 |
| Form 8862 | Information To Claim Earned Income Credit | 25145 |
| Instr. 8862 | | 25343 |
| Form 8863 | Education Credits | 25379 |
| Form 9465 | Installment Agreement Request | 14842 |

TeleTax - Recorded Information and Automated Refund Status

What is TeleTax?

TeleTax is an automated telephone service which provides Federal tax information as well as the status of your current year refund. The Federal tax information is divided into approximately 150 tax topics (scripts). A complete list of these topics begins on page 11.



To Call TeleTax, Dial
1-800-829-4477

How Do I Access TeleTax? Recorded Tax Information

Touch-tone service is available 24 hours a day, 7 days a week.

Dial 1-800-829-4477.

Follow the recorded instructions.

For a complete list of topics, see pages 11 through 13.

Have paper and pencil handy to take notes.

Automated Refund Information

To obtain information concerning the status of your 2000 income tax refund, use our touch-tone service which is available 24 hours a day, 7 days a week. If the system has no information concerning your refund, please wait 7 days before calling again. The TeleTax database is updated weekly.

Dial 1-800-829-4477.

Follow the recorded instructions.

To protect your privacy, you will need:

- 1) The first social security number listed on your return;
- 2) Your filing status; and
- 3) The **exact** whole-dollar amount of your refund.

Please be sure to have this information or a copy of your return handy when you call.



Notes



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TeleTax Topics—To listen to pre-recorded messages covering tax information, call **1-800-829-4477**.



| Topic No. | Subject |
|---|---|
| IRS Help Available | |
| 101 | IRS Services — Volunteer Tax Assistance, Toll-Free Telephone, Walk-in Assistance, and Outreach Programs |
| 102 | Tax Assistance for Individuals with Disabilities and the Hearing Impaired |
| 103 | Intro to Federal Taxes for Small Business/ Self-Employed |
| 104 | Taxpayer Advocate Program — Help for Problem Situations |
| 105 | Public Libraries — Tax Information and Reproducible Tax Forms |
| IRS Procedures | |
| 151 | Your Appeal Rights |
| 152 | Refunds — How Long They Should Take |
| 153 | What To Do if You Haven't Filed Your Tax Return (Non-filers) |
| 154 | Form W-2 — What To Do if Not Received |
| 155 | Forms and Publications — How to Order |
| 156 | Copy of Your Tax Return — How to Get One |
| 157 | Change of Address — How to Notify IRS |
| 158 | Ensuring Proper Credit of Payments |
| Collection | |
| 201 | The Collection Process |
| 202 | What to Do if You Can't Pay Your Tax |
| 203 | Failure to Pay Child Support and Other Federal Non-Tax Obligations |
| 204 | Offers in Compromise |
| 205 | Innocent Spouse Relief (And Separation of Liability and Equitable Relief) |
| Alternative Filing Methods | |
| 252 | Electronic Filing |
| 253 | Substitute Tax Forms |
| 254 | How to Choose a Paid Tax Preparer |
| 255 | TeleFile |
| General Information | |
| 301 | When, Where, and How to File |
| 302 | Highlights of Tax Changes |
| 303 | Checklist of Common Errors When Preparing Your Tax Return |
| 304 | Extensions of Time to File Your Tax Return |
| 305 | Recordkeeping |
| 306 | Penalty for Underpayment of Estimated Tax |
| 307 | Backup Withholding |
| 308 | Amended Returns |
| 309 | Roth IRA Contributions |
| 310 | Education IRA Contributions |
| 311 | Power of Attorney Information |
| Filing Requirements, Filing Status, and Exemptions | |
| 351 | Who Must File? |
| 352 | Which Form—1040, 1040A, or 1040EZ? |
| 353 | What is Your Filing Status? |
| 354 | Dependents |
| 355 | Estimated Tax |
| 356 | Decedents |
| Types of Income | |
| 401 | Wages and Salaries |
| 402 | Tips |
| 403 | Interest Received |
| 404 | Dividends |
| 405 | Refunds of State and Local Taxes |
| 406 | Alimony Received |
| 407 | Business Income |
| 408 | Sole Proprietorship |

| Topic No. | Subject |
|------------------|---|
| 409 | Capital Gains and Losses |
| 410 | Pensions and Annuities |
| 411 | Pensions—The General Rule and the Simplified Method |
| 412 | Lump-Sum Distributions |
| 413 | Rollovers from Retirement Plans |
| 414 | Rental Income and Expenses |
| 415 | Renting Vacation Property and Renting to Relatives |
| 416 | Farming and Fishing Income |
| 417 | Earnings for Clergy |
| 418 | Unemployment Compensation |
| 419 | Gambling Income and Expenses |
| 420 | Bartering Income |
| 421 | Scholarship and Fellowship Grants |
| 422 | Nontaxable Income |
| 423 | Social Security and Equivalent Railroad Retirement Benefits |
| 424 | 401(k) Plans |
| 425 | Passive Activities—Losses and Credits |
| 426 | Other Income |
| 427 | Stock Options |
| 428 | Roth IRA Distributions |
| | Adjustments to Income |
| 451 | Individual Retirement Arrangements (IRAs) |
| 452 | Alimony Paid |
| 453 | Bad Debt Deduction |
| 454 | Tax Shelters |
| 455 | Moving Expenses |
| 456 | Student Loan Interest Deduction |
| | Itemized Deductions |
| 501 | Should I Itemize? |
| 502 | Medical and Dental Expenses |
| 503 | Deductible Taxes |
| 504 | Home Mortgage Points |
| 505 | Interest Expense |
| 506 | Contributions |
| 507 | Casualty and Theft Losses |
| 508 | Miscellaneous Expenses |
| 509 | Business Use of Home |
| 510 | Business Use of Car |
| 511 | Business Travel Expenses |
| 512 | Business Entertainment Expenses |
| 513 | Educational Expenses |
| 514 | Employee Business Expenses |
| 515 | Disaster Area Losses |
| | Tax Computation |
| 551 | Standard Deduction |
| 552 | Tax and Credits Figured by the IRS |
| 553 | Tax on a Child's Investment Income |
| 554 | Self-employment Tax |
| 555 | Ten-year Tax Option for Lump-Sum Distributions |
| 556 | Alternative Minimum Tax |
| 557 | Tax on Early Distributions from Traditional and Roth IRAs |
| 558 | Tax on Early Distributions from Retirement Plans |
| | Tax Credits |
| 601 | Earned Income Credit (EIC) |
| 602 | Child and Dependent Care Credit |
| 603 | Credit for the Elderly or the Disabled |
| 604 | Advance Earned Income Credit |
| 605 | Education Credits |
| 606 | Child Tax Credits |
| 607 | Adoption Credit |
| 608 | Excess Social Security and RRTA Tax Withheld |
| | IRS Notices |
| 651 | Notices—What to Do |
| 652 | Notice of Underreported Income CP 2000 |
| 653 | IRS Notices and Bills and Penalties and Interest Charges |

| Topic No. | Subject |
|--|---|
| Basis of Assets, Depreciation, and Sale of Assets | |
| 701 | Sale of Your Home |
| 702 | Sale of Your Home—Before May 7, 1997 |
| 703 | Basis of Assets |
| 704 | Depreciation |
| 705 | Installment Sales |
| Employer Tax Information | |
| 751 | Social Security and Medicare Withholding Rates |
| 752 | Form W-2—Where, When, and How to File |
| 753 | Form W-4—Employee's Withholding Allowance Certificate |
| 754 | Form W-5—Advance Earned Income Credit |
| 755 | Employer Identification Number (EIN)—How to Apply |
| 756 | Employment Taxes for Household Employees |
| 757 | Form 941—Deposit Requirements |
| 758 | Form 941—Employer's Quarterly Federal Tax Return |
| 759 | Form 940 and 940-EZ—Deposit Requirements |
| 760 | Form 940 and 940-EZ—Employer's Annual Federal Unemployment Tax Return |
| 761 | Tips—Withholding and Reporting |
| 762 | Independent Contractor vs. Employee |
| Magnetic Media Filers—1099 Series and Related Information Returns (For electronic filing of individual returns, use topic 252.) | |
| 801 | Who Must File Magnetically |
| 802 | Applications, Forms, and Information |
| 803 | Waivers and Extensions |
| 804 | Test Files and Combined Federal and State Filing |
| 805 | Electronic Filing of Information Returns |
| Tax Information for Aliens and U.S. Citizens Living Abroad | |
| 851 | Resident and Non-Resident Aliens |
| 852 | Dual-Status Alien |
| 853 | Foreign Earned Income Exclusion — General |
| 854 | Foreign Earned Income Exclusion—Who Qualifies? |
| 855 | Foreign Earned Income Exclusion—What Qualifies? |
| 856 | Foreign Tax Credit |
| 857 | Individual Taxpayer Identification Number—Form W-7 |
| 858 | Alien Tax Clearance |
| Tax Information for Puerto Rico Residents (in Spanish) | |
| 901 | Who Must File a U.S. Income Tax Return in Puerto Rico |
| 902 | Deductions and Credits for Puerto Rico Filers |
| 903 | Federal Employment Taxes in Puerto Rico |
| 904 | Tax Assistance for Puerto Rico Residents |

Toll-Free Telephone Assistance—Answers to Your Tax Questions

Calling the IRS

If you cannot answer your question by using one of the methods listed on pages 2 through 5, please call us for assistance at 1-800-829-1040. This service is available 24 hours a day, 7 days a week.

If you want to check on the status of your 2000 refund, See page 9 for the information.

Before You Call

IRS representatives care about the quality of the service we provide to you, our customer. You can help us provide accurate, complete answers to your questions by having the following information available.

- The tax form, schedule, or notice to which your question relates.
- The facts about your particular situation. The answer to the same question often varies from one taxpayer to another because of differences in their age, income, whether they can be claimed as a dependent, etc.
- The name of any IRS publication or other source of information that you used to look for the answer.

To maintain your account security, you may be asked for the following information, which you should also have available.

- Your social security number.
- The amount of refund and filing status shown on your tax return.
- The "Caller ID Number" shown at the top of any notice you received.
- Your personal identification number (PIN) if you have one.
- Your date of birth.
- The numbers in your street address.
- Your ZIP code.

If you are asking for an installment agreement to pay your tax, you will be asked for the highest amount you can pay each month and the date on which you can pay it.

Evaluation of Services Provided

The IRS uses several methods to evaluate the quality of this telephone service. One method is for a second IRS representative to sometimes listen in on or record telephone calls. Another is to ask some callers to complete a short survey at the end of the call.

Making the Call

Call **1-800-829-1040** (for TTY/TDD help, call 1-800-829-4059). If you have a pulse or rotary dial phone, stay on the line and one of our assisters will answer.

If you have a touch-tone phone, press **1** to enter our automated system. You can press the number for your topic as soon as you hear it. The system will direct you to the appropriate assistance. You may not need to speak to a representative to get your answer. You can do the following within the automated system.

- Order tax forms and publications.
- Find out the status of your refund or the current amount you owe.
- Determine if we have adjusted your account or received payments you made.
- Request a transcript of your account.

Before You Hang Up

If you do not fully understand the answer you receive, or you feel our representative may not fully understand your question, our representative needs to know this. He or she will be happy to take additional time to be sure your question is answered fully.

By law, you are responsible for paying your share of Federal income tax. If we should make an error in answering your question, you are still responsible for the payment of the correct tax. Should this occur, however, you will not be charged any penalty.

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The IRS Mission

Provide America's taxpayers
top quality service by helping
them understand and meet
their tax responsibilities and
by applying the tax law with
integrity and fairness to all.



Department of the Treasury
Internal Revenue Service

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