

Practitioner Priority Service
Drop in Article
1-866-860-4259

Practitioner Priority Service is a new toll-free, accounts-related service, for all tax practitioners, nationwide. It will be the practitioners' first point of contact for assistance regarding taxpayers' account-related issues. This service will replace the former Practitioner Hotline.

The hours of service will be 7:30 a.m. until 5:30 p.m. local time (with the exception of Alaska and Hawaii, which will be Pacific Time), weekdays. It will operate out of five campus sites: Brookhaven, NY, Cincinnati, OH, Memphis, TN, Ogden, UT, and Philadelphia, PA. These calls will be routed to a designated campus sites based on the practitioner's geographic location and each campus site will handle both individual and business inquiries. The same organizational team will handle inquiries for individual practitioners and any issues outside the scope of the employees' authority will be priority routed to other IRS functions. The initial rollout of this new service will be January 2, 2002. It will be implemented in three phases at 45-day intervals. The dates for each phase of implementation are January 2, 2002, Feb 18, 2002, and April 1, 2002. [Attachment A](#) contains specific state information by campus site as to the discontinuation of the old number and activation of the new one for these three phases.

On the start date of each phase, designated Practitioner Hotline telephone and fax numbers will be discontinued and a message will provide callers with the new toll free number. At the same time, designated states/area codes will begin using the new toll free number. [Attachment B](#) is a listing of the states with their new assignments. Both attachments can be viewed through the IR Web site at www.irs.gov.

Practitioner Priority Service provides a number of benefits to practitioners. This toll-free consolidates five campus sites that will improve the overall consistency and quality of service. It will also improve accessibility into the system and reduce wait times. All employees answering these calls will receive specialized training to handle practitioner issues.