

IRS



Fact Sheet

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FREE TAX ASSISTANCE

Fast and reliable assistance for the 2002 tax filing season is as close as your personal computer, your telephone or your fax machine. A user-friendly Web site and toll-free help lines will make it easier than ever to access the 5,000-plus tax products and services offered by the Internal Revenue Service. For those with Internet access, the IRS home page has links to forms, publications and lots of helpful information. Throughout the 2002 filing season, telephone assistance will be available from 7 a.m. to 10 p.m., Monday through Friday and 9 a.m. to 5 p.m. on Saturdays. If you prefer to drop by an IRS office, Saturday hours have been expanded at many sites.

Of course, the first place to look for answers to tax season questions is your 2001 tax package. It contains tips for avoiding common mistakes and guidance for taxpayers who need help.

TAX HELP ON-LINE

Millions of taxpayers visited the IRS Web site in 2001, with taxpayers downloading more than 220 million forms, publications and a variety of topic-oriented tax information. Anyone with Internet access can receive:

- Tax forms, instructions and publications.
- The latest tax information and tax law changes.
- Tax tables and rate schedules.
- Publication 17, "Your Federal Income Tax."
- All TeleTax topics.
- Answers to the most frequently asked tax questions.
- A library of tax regulations.
- The weekly Internal Revenue Bulletin, containing revenue rulings, revenue procedures, notices, announcements, proposed regulations and final regulations.

Taxpayers can access the IRS Web site at www.irs.gov.

TAX ASSISTANCE BY TELEPHONE

Need a form? Call the IRS special forms order line or try IRS TaxFax. Checking on a tax refund? Call the TeleTax line for quick service. Still need help? The IRS tax assistance phone service awaits your call.

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Tax Assistance -- 1- 800- 829 - 1040

Taxpayers who can't answer their tax questions by reading the tax forms instructions or the free tax publications can call the IRS for help. Telephone tax assistance is available from Monday to Friday from 7 a.m. to 10 p.m.; Saturday from 9 a.m. to 5 p.m. from Jan. 2 to Apr. 15 and on Sunday Apr. 7 and Apr. 14. Tax assistance will also be available on President's Day, Feb. 18. Spanish-speaking taxpayers can also receive assistance by calling the 1-800-829-1040 number during these same hours.

Recorded Tax Information -- 1- 800- 829- 4477

TeleTax has more than 140 topics available 24 hours a day using a Touch-Tone phone. Taxpayers can call 1-800-829-4477 toll-free to hear recorded information on tax subjects such as earned income credit, child care/elderly credit, dependents, innocent spouse relief or other topics such as electronic filing, which form to use, or what to do if you can't pay your taxes. More than 6 million taxpayers used TeleTax last year for recorded tax information. TeleTax topics are also available at the IRS Web site.

Forms and Publications -- 1- 800-TAX- FORMS (1-800-829-3676)

Free copies of current and prior year forms, instructions and publications are available by calling the IRS. Your order should arrive within 10 days. Some of the most requested tax forms, instructions and publications are also available at many post offices and libraries.

Forms by Fax -- (703) 368- 9694

Taxpayers can receive about 150 different tax forms 24 hours a day by calling IRS TaxFax. In addition to forms and instructions, copies of TeleTax topics and small business newsletters are available. Taxpayers must call from the telephone connected to the fax machine to use this service.

Automated Refund Information -- 1- 800- 829- 4477

Automated tax refund information is available on the TeleTax system from 7 a.m. to 11 p.m. ET Monday through Friday and from 7 a.m. to 4 p.m. ET on Saturdays. Taxpayers should wait at least four weeks after filing a return before calling to check on the status of a refund.

TAXPAYER ASSISTANCE CENTERS

Tax help is available at more than 400 IRS Taxpayer Assistance Centers nationwide. Taxpayer Assistance Centers are the source of face-to-face help resolving IRS account and notice issues year-round. During the 2002 filing season, many centers will offer assistance on 12 Saturdays

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from Jan. 26 through April 13. From Feb. 2 through Feb. 23, the focus of the Saturday sessions will be the Earned Income Tax Credit and the expansion of the child tax credit.

CD-ROM

The 2001 federal tax forms CD-ROM contains more than 2,500 tax products including forms, instructions and topic-oriented tax information. Users can electronically search, view on-screen or print any of the items contained on the CD.

Buy the CD-ROM on the Internet at www.irs.gov/cdorders for \$21 (shipping and handling included) and save 35 percent or call 1-877-CDFORMS (1-877-233-6767) toll-free to buy the CD-ROM for \$21 (plus a \$5 handling fee).

VOLUNTEER PROGRAMS

Once again, thousands of volunteers stand ready to assist the public. These volunteer programs are set up in shopping centers, libraries, churches or community centers across America. Last filing season, there were more than 18,000 Volunteer Income Tax Assistance sites and Tax Counseling for the Elderly sites. Taxpayers should watch their local newspapers to find these site locations or call the IRS at 1-800-829-1040.

PROBLEM SOLVING

The IRS Taxpayer Advocate Service provides assistance to taxpayers whose problems are not resolved through normal IRS channels. There is a National Taxpayer Advocate, an advocate in each service center and at least one advocate in each state.

Taxpayers with unresolved problems may reach the Taxpayer Advocate Service by calling toll-free 1-877-777-4778. Around-the-clock service is available except on holidays.

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