

Appeals Customer Service Program

Announcement 99-98

To emphasize Appeal's commitment to advancing its customer service program under the Internal Revenue Service Restructuring and Reform Act of 1998, Pub. L. No. 105-206, 112 Stat. 685, Appeals Policy Statement P-8-1, and Treasury Directive 63-01, this announcement informs taxpayers about Appeals Customer Service Representatives. Appeals presently has a Customer Service Representative in each of the thirty-three Appeals Offices nationwide.

The duties of the Appeals Customer Service Representatives include:

- 1) Serving as proponents of the Appeals process;
- 2) Providing assistance to taxpayers during their administrative appeal;
- 3) Handling taxpayers complaints regarding Appeals;
- 4) Participating in National Problem Solving Days;
- 5) Coordinating with Taxpayer Advocate representatives on Appeals matters;
- 6) Performing Appeals education and outreach with the public, as well as other IRS functions;
- 7) Ensuring that taxpayer rights are not abridged; and
- 8) Identifying problems and trends, including analyzing customer survey and balanced measures results.

A list of the office locations and telephone numbers of the Appeals Customer Service Representatives, and the National and Regional Coordinators, as of July 1999 appears at the end of this announcement.

The announcement of these Appeals Customer Service Representatives reaffirms the Commissioner's concept for modernizing the Internal Revenue Service to focus on:

- 1) Service to Each Taxpayer
- 2) Service to All Taxpayers
- 3) Productivity Through a Quality Work Environment

Please call your local Appeals Customer Service Representative whenever you need assistance with an Appeals tax matter. For further information visit Appeals Internet Web Site at http://www.irs.gov/prod/ind_info/appeals/index.html

DRAFTING INFORMATION

The principal author of this announcement is Thomas C. Louthan, Director, Office of Alternative Dispute Resolution and Customer Service Programs. For further information regarding this announcement contact Mr. Louthan at (202) 694-1842, Frederick L. Gavin at (616) 235-1280 or Darlene M. Marshall at (202) 694-1875 (not a toll-free call).

TELEPHONE DIRECTORY

Appeals Customer Service Representatives

Office (Location)	Customer Service Representatives (Not A Toll-Free Number)
NORTHEAST REGION	
Brooklyn (<i>Hempstead</i>)	(516) 539-6259
Connecticut-Rhode Island (<i>East Hartford</i>)	(860) 290-4055
Manhattan (<i>New York City</i>)	(212) 298-2430
Michigan (<i>Detroit</i>)	(313) 226-2314 ext. 62344
New England (<i>Boston</i>)	(617) 565-7962
New Jersey (<i>Newark</i>)	(973) 645-6288
Ohio (<i>Cleveland</i>)	(216) 623-2047
Pennsylvania (<i>Philadelphia</i>)	(215) 597-2177 ext. 160
Upstate New York (<i>Buffalo</i>)	(716) 551-5330 ext. 21
SOUTHEAST REGION	
Delaware-Maryland (<i>Baltimore</i>)	(410) 962-9354
Georgia (<i>Atlanta</i>)	(404) 338-7335
Gulf Coast (<i>New Orleans</i>)	(504) 558-3177
Indiana (<i>Indianapolis</i>)	(317) 226-6778
Kentucky-Tennessee (<i>Nashville</i>)	(615) 250-5613
North Florida (<i>Jacksonville</i>)	(904) 665-0962
North-South Carolina (<i>Greensboro</i>)	(336) 378-2309
South Florida (<i>Ft. Lauderdale</i>)	(305) 982-5377
Virginia-West Virginia (<i>Richmond</i>)	(804) 771-2302 ext. 19
MIDSTATES REGION	
Oklahoma-Arkansas (<i>Oklahoma</i>)	(405) 297-4941
Houston (<i>Houston</i>)	(281) 721-7255
Illinois (<i>Chicago</i>)	(312) 886-5736 ext. 652
Kansas-Missouri (<i>St. Louis</i>)	(314) 612-4652
Midwest (<i>Milwaukee</i>)	(414) 297-4120
North Central (<i>St. Paul</i>)	(651) 290-3867 ext. 351
North Texas (<i>Dallas</i>)	(972) 308-7329
South Texas (<i>Austin</i>)	(512) 499-5650
WESTERN REGION	
Central California (<i>San Jose</i>)	(408) 817-4622
Los Angeles (<i>Los Angeles</i>)	(213) 894-4700 ext. 129
Northern California (<i>San Francisco</i>)	(415) 744-9255
Pacific Northwest (<i>Seattle</i>)	(206) 220-6054
Southern California (<i>Laguna Niguel</i>)	(949) 360-6380
Southwest (<i>Phoenix</i>)	(602) 207-8167
Rocky Mountain (<i>Denver</i>)	(303) 844-1951

For additional information, contact:

National Office (*Washington, DC*)

Office of Alternative Dispute Resolution and Customer Service Programs: Tom Louthan (202) 694-1842, Frederick L. Gavin (616) 235-1280 or Darlene Marshall (202) 694-1875

Regional Coordinators

Northeast Region (New York City): Ellen Wassong (212) 298-2361

Southeast Region (Atlanta): Janell Gadd (404) 338-7706

Midstates Region (Dallas): Leonard Horton (972) 308-7495

Western Region (San Francisco): Dennis Malone (415) 575-7313