

TOLL-FREE NUMBER FOR THE APPEALS OFFICER (CUSTOMER SERVICE/OUTREACH) PROGRAM

Announcement 2000-80

This document informs the public of the new Appeals Officer (Customer Service/Outreach) program. Appeals now has a toll-free number for contacting an Appeals Officer (Customer Service/Outreach) who will provide assistance with an Appeals tax matter. Previously, Announcement 99-98, 1999-42 I.R.B. 520, listed telephone numbers which were not toll-free.

The toll-free number for contacting an Appeals Officer (Customer Service/Outreach) is **1-877-457-5055**. The new toll-free system will automatically send the call to the nearest Appeals Officer (Customer Service/Outreach). This new service emphasizes 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.

Appeals presently has an Appeals Officer (Customer Service/Outreach) in each of the thirty-three Appeals Offices nationwide. A list of the office locations appears at the end of this announcement.

The duties of the Appeals Officer (Customer Service/Outreach) 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 Service 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.

The Appeals Officers (Customer Service/Outreach) endorse 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 **1-877-457-5055** whenever you need assistance with an Appeals tax matter.

Appeals on the World-Wide Web

For further information on the Appeals organization, visit the recently updated Appeals section of the IRS Web Site at www.irs.gov/prod/ind_info/appeals. Included are links to information on:

- ***Appeals Redesign and Program Development*** - An introduction to the Appeals organization;
- ***Appeals Expectations-Yours and Ours*** - A review of mutual commitments for the Appeals Process;
- ***Alternative Dispute Resolution Programs*** - Are you having trouble resolving your Appeals case?;
- ***Appeal Rights*** - IRS publications providing detailed information on what can be appealed;
- ***Appeals Officer (Customer Service/Outreach) Program*** - How to contact nationwide Appeals Officers (Customer Service/Outreach) and their role in the Appeals process;
- ***Other Appeals Programs*** - Collection Appeals, Innocent Spouse, Bankruptcy, Offer-In-Compromise, and Industry Specialization; and
- ***Other Sites*** - Various sites and publications including the new IRS organization, tax law questions, U.S. Tax Court Site, where to get assistance.

Drafting Information

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Appeals Officer (Customer Service/Outreach) Program
[Office Location]

Toll-Free Number: 1-877-457-5055

NORTHEAST REGION

Brooklyn (*Hempstead*)
 Connecticut-Rhode Island (*East Hartford*)
 Manhattan (*New York City*)
 Michigan (*Detroit*)
 New England (*Boston*)
 New Jersey (*Newark*)
 Ohio (*Cleveland*)
 Pennsylvania (*Philadelphia*)
 Upstate New York (*Buffalo*)

SOUTHEAST REGION

Delaware-Maryland (*Baltimore*)
 Georgia (*Atlanta*)
 Gulf Coast (*New Orleans*)
 Indiana (*Indianapolis*)
 Kentucky-Tennessee (*Nashville*)
 North Florida (*Jacksonville*)
 North-South Carolina (*Greensboro*)
 South Florida (*Ft. Lauderdale*)
 Virginia-West Virginia (*Richmond*)

MIDSTATES REGION

Oklahoma-Arkansas (*Oklahoma*)
 Houston (*Houston*)
 Illinois (*Chicago*)
 Kansas-Missouri (*St. Louis*)
 Midwest (*Milwaukee*)
 North Central (*St. Paul*)
 North Texas (*Dallas*)
 South Texas (*Austin*)

WESTERN REGION

Central California (*San Jose*)
 Los Angeles (*Los Angeles*)
 Northern California (*San Francisco*)
 Pacific Northwest (*Seattle*)
 Southern California (*Laguna Niguel*)
 Southwest (*Phoenix*)
 Rocky Mountain (*Denver*)