

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 representative 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 October 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, and
- 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

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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 (<i>Location</i>)	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) 338-7197
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) 771-2772
MIDSTATES REGION	
Oklahoma-Arkansas (<i>Oklahoma</i>)	(405) 297-4956
Houston (<i>Houston</i>)	(281) 721-7215
Illinois (<i>Chicago</i>)	(312) 886-5736 ext. 652
Kansas-Missouri (<i>St. Louis</i>)	(314) 612-4672
Midwest (<i>Milwaukee</i>)	(414) 297-4120
North Central (<i>St. Paul</i>)	(651) 290-3868
North Texas (<i>Dallas</i>)	(972) 308-7271
South Texas (<i>Austin</i>)	(512) 499-5650

TELEPHONE DIRECTORY—Continued
Appeals Customer Service Representatives

Office (*Location*)

Customer Service Representatives
(Not A Toll-Free Number)

WESTERN REGION

Central California (*San Jose*)

(408) 817-4622

Los Angeles (*Los Angeles*)

(213) 894-4700 ext. 129

Northern California (*San Francisco*)

(415) 744-9255

Pacific Northwest (*Seattle*)

(206) 220-6054

Southern California (*Laguna Niguel*)

(949) 360-6380

Southwest (*Phoenix*)

(602) 207-8167

Rocky Mountain (*Denver*)

(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