

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](http://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 pub-

lications including the new IRS organization, tax law questions, U.S. Tax Court Site, where to get assistance.

Drafting Information

The principal author of this announcement is Thomas C. Louthan, Director, Strategic Planning and Communications (Appeals). For further information regarding this announcement contact Mr. Louthan at (202) 694-1842 or Darlene M. Marshall at (202) 694-1875 (not toll-free calls).

Appeals Officer (Customer Service/Outreach) Program

[Office Location]

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

Phoenix, AZ
Laguna Niguel, CA
Los Angeles, CA
San Francisco, CA
San Jose, CA
Denver, CO
East Hartford, CT
Ft. Lauderdale, FL
Jacksonville, FL
Atlanta, GA
Chicago, IL
Indianapolis, IN
New Orleans, LA
Boston, MA
Baltimore, MD
Detroit, MI
St. Paul, MN
St. Louis, MO
Greensboro, NC
Newark, NJ
Buffalo, NY
Hempstead, NY
New York, NY
Cleveland, OH
Oklahoma City, OK
Philadelphia, PA
Nashville, TN
Austin, TX
Dallas, TX
Houston, TX
Richmond, VA
Seattle, WA
Milwaukee, WI