

# TAXPAYER ADVOCATE SERVICE IS HERE TO HELP

The Taxpayer Advocate Service (TAS) is your voice at the IRS. Our job is to ensure that every taxpayer is treated fairly, and that you know and understand your rights.

We offer free help to guide you through the often confusing process of resolving tax problems that you haven't been able to solve on your own.

**THE WORST THING YOU CAN DO  
IS NOTHING AT ALL!**





## WHEN TO COME TO US

First, try to resolve your problem with the IRS on your own. But if you can't, then come to us. TAS can help you if:

- Your problem with the IRS is causing financial difficulties for you, your family, or your business.
- You face (or your business is facing) an immediate threat of adverse action.
- You have tried repeatedly to contact the IRS, but no one has responded, or the IRS hasn't responded by the date promised.

We will do everything we can to get your problem resolved and will stay with you every step of the way. We have offices in every state, the District of Columbia, and Puerto Rico. Our advocates are all experienced with the IRS, so we know how to work with the IRS to get your problem resolved.

## HOW TO REACH A TAXPAYER ADVOCATE

- Call the phone number listed in this brochure for the Taxpayer Advocate Service office nearest you.
- Call our toll-free line at **1-877-777-4778**.
- File IRS Form 911, ***Request for Taxpayer Advocate Service Assistance (And Application for Taxpayer Assistance Order)*** with the Taxpayer Advocate Service. You can also ask an IRS employee (in person or over the phone) to complete the form on your behalf.

Form 911 is available by phone at **1-800-829-3676** or on the IRS website at **[www.irs.gov](http://www.irs.gov)**. Fax or mail this completed form, or any other correspondence, to one of the Taxpayer Advocate Service offices listed in this brochure.

Address and phone numbers may change, but the latest information is always available on the TAS website at **[www.irs.gov/advocate](http://www.irs.gov/advocate)**.

## WHAT CAN I EXPECT FROM MY TAXPAYER ADVOCATE?

If you qualify for our help, you will be assigned to one advocate who will be with you at every turn. Your advocate will listen to you, help you understand what needs to be done, and stay with you until your problem is resolved.

You can expect your advocate to give you:

- His or her name, phone number, and employee number
- Courteous and confidential service
- Timely acknowledgement
- An impartial and independent review of your problem
- Timeframes for action
- Updates on progress
- Advice on how to prevent future federal tax problems

## WHAT INFORMATION SHOULD I PROVIDE TO MY TAXPAYER ADVOCATE?

- Your name, address, and Social Security number, or the employer identification number issued by the IRS
- Your phone number and best times to call
- The type of tax return and tax year(s) involved
- A description of your problem or hardship, how you previously tried to resolve the problem, and the IRS office(s) you contacted previously

If you want to authorize another person to discuss or receive information about your case, send IRS Form 2848, **Power of Attorney and Declaration of Representative**, or Form 8821, **Tax Information Authorization** to your taxpayer advocate. You can get these forms at most local IRS offices, on the IRS website at [www.irs.gov](http://www.irs.gov), or by calling **1-800-829-3676**.

## IS THE INFORMATION I PROVIDE TO TAS CONFIDENTIAL?

TAS is independent within the IRS. The law requires each TAS office to secure and maintain means of communication independent of other IRS offices. Each local office has a separate phone, fax, and mailing address.

We have the discretion to not disclose your information to the IRS. In general, however, to provide you with assistance or relief, TAS will likely have to disclose the information to an IRS employee or employees.

## HOW ELSE DOES THE TAXPAYER ADVOCATE SERVICE HELP TAXPAYERS?

*“The TAS employee’s job is not done when he or she closes out a particular case. Taxpayer Advocate Service employees have, as part of their statutory job description, the responsibility to think systemically about that case.”*

**NINA E. OLSON,  
NATIONAL TAXPAYER ADVOCATE**

### **Systemic Advocacy: What Do We Do?**

Systemic Advocacy is the organization within the Taxpayer Advocate Service that addresses systemic problems. While Case Advocacy fulfills the TAS mission of resolving taxpayer problems, Systemic Advocacy completes the TAS mission by recommending changes that prevent the problems from happening again.

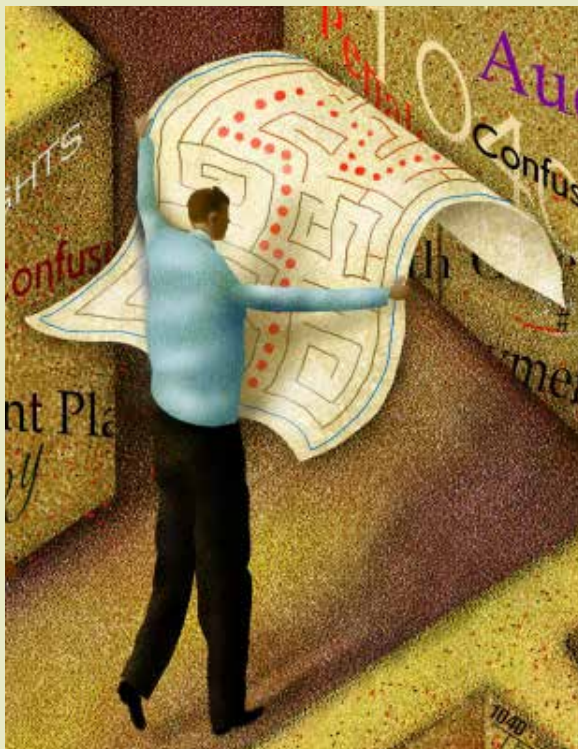
Systemic Advocacy:

- Addresses the issues that impact multiple taxpayers
- Works with individuals, businesses, and nonprofits
- Analyzes IRS systems, policies, and procedures
- Assesses taxpayer burden and taxpayer rights
- Proposes solutions or legislative changes
- Monitors the solutions

The Office of Systemic Advocacy works with the IRS to resolve issues through a variety of initiatives. For example, in collaboration with the IRS, we have addressed problems with IRS procedures relating to identity theft, penalties, and collection actions.

**How Can We Help You?** If you are aware of an IRS process or procedure that may be causing problems for multiple taxpayers, let us know! Individuals, businesses, tax professionals, and all interested parties can submit systemic issues to TAS via our Systemic Advocacy Management System (SAMS).

Go to [www.irs.gov/sams](http://www.irs.gov/sams) and follow the instructions for submitting an issue. You can also submit an issue by calling **1-800-829-3676** to obtain Form 14411, *Systemic Advocacy Issue Submission Form*, and faxing it to **202-622-3125**. Systemic Advocacy will analyze the problem and determine the next steps to resolve it. Keep in mind that issues should affect many taxpayers - please don't submit an individual problem affecting only one taxpayer.



**Low Income Taxpayer Clinics:** Taxpayers whose incomes are below a certain level may get help from a Low Income Taxpayer Clinic (LITC) for free or a small fee. Some clinics provide professional representation before the IRS or in court on audits, appeals, tax collection disputes, and other issues. Some clinics provide information about taxpayer rights and responsibilities in many different languages for individuals who speak English as a second language. Clinics are independent from the IRS. For more information and to find a clinic near you, check the LITC page at [www.irs.gov/litc](http://www.irs.gov/litc) or IRS Publication 4134, *Low Income Taxpayer Clinic List*. You can also get this publication at your local IRS office or by calling **1-800-829-3676**.

**Taxpayer Advocacy Panel:** Taxpayers have an opportunity to provide direct input to the IRS through the Taxpayer Advocacy Panel (TAP). TAP is an independent panel of citizen volunteers who listen to taxpayers, identify taxpayers' issues, and make suggestions for improving IRS service and customer satisfaction. Contact TAP at [www.improveirs.org](http://www.improveirs.org).

## TAXPAYER RIGHTS

As a taxpayer, you have rights that the IRS must abide by in its dealings with you. Our tax toolkit at [www.TaxpayerAdvocate.irs.gov](http://www.TaxpayerAdvocate.irs.gov) is a first step toward understanding your rights.

For more information about TAS, visit us on YouTube, Facebook, and Twitter at:

[www.youtube.com/TASNTA](http://www.youtube.com/TASNTA)

[www.facebook.com/YourVoiceAtIRS](http://www.facebook.com/YourVoiceAtIRS)

[www.twitter.com/YourVoiceAtIRS](http://www.twitter.com/YourVoiceAtIRS)

# TAXPAYER ADVOCATE SERVICE DIRECTORY

## National Taxpayer Advocate

1111 Constitution Avenue NW  
Room 3031, TA  
Washington, DC 20224  
Phone: 202-317-6100  
FAX: 855-810-2126

## Deputy National Taxpayer Advocate

1111 Constitution Avenue NW  
Room 3039, TA  
Washington, DC 20224  
Phone: 202-317-6100  
FAX: 855-810-2128

## Executive Director, Systemic Advocacy

1111 Constitution Avenue NW  
Room 3219, TA:SA  
Washington, DC 20224  
Phone: 202-317-4213  
FAX: 855-813-7410

## Executive Director, Case Advocacy

1111 Constitution Avenue NW  
Room 3213, TA:CA  
Washington, DC 20224  
Phone: 202-927-0755  
FAX: 855-810-2129

## Congressional Affairs Liaison

1111 Constitution Avenue NW  
Room 1314, TA  
Washington, DC 20224  
Phone: 202-317-3255 or  
202-317-3245  
FAX: 855-810-5886



# SYSTEMIC ADVOCACY DIRECTORS

## Director, Advocacy Initiatives

1111 Constitution Avenue NW  
Room 3219, TA:SA:AI  
Washington, DC 20224  
Phone: 202-317-4205  
FAX: 855-813-7410

## Director, Systemic Advocacy Systems

1111 Constitution Avenue NW  
Room 3219, TA:SA:SAS  
Washington, DC 20224  
Phone: 202-317-4205  
FAX: 855-813-7410

## Director, Advocacy Implementation and Evaluation

1111 Constitution Avenue NW  
Room 3219, TA:SA:AI/E  
Washington, DC 20224  
Phone: 202-317-4205  
FAX: 855-813-7410

# AREA OFFICES

## New York/International

290 Broadway, 14th Floor  
New York, NY 10007  
Phone: 212-298-2015  
FAX: 855-816-9809

## Richmond

400 North 8th Street, Room 328  
Richmond, VA 23219  
Phone: 804-916-3510  
FAX: 855-821-0237

## Atlanta

401 W. Peachtree Street, NE  
Room 1970, Stop 101-R  
Atlanta, GA 30308  
Phone: 404-338-8710  
FAX: 855-822-1231

## Cincinnati

312 Elm Street, Suite 2250  
Cincinnati, OH 45202  
Phone: 859-669-5556  
FAX: 855-824-6406

## Dallas

4050 Alpha Road  
Room 924, MS 3000 NDAL  
Dallas, TX 75244  
Phone: 972-308-7019  
FAX: 855-829-1824

## Seattle

915 Second Avenue  
Stop W-404  
Seattle, WA 98174  
Phone: 206-220-4356  
FAX: 855-829-5331

## Oakland

1301 Clay Street, Suite 1030-N  
Oakland, CA 94612  
Phone: 510-637-2070  
FAX: 855-819-5021

## Kansas City

333 West Pershing Road  
MS #P-L 3300  
Kansas City, MO 64108  
Phone: 816-291-9080  
EAX: 855-833-6442

## Andover

310 Lowell Street, Stop 244  
Andover, MA 01810  
Phone: 978-247-9207  
FAX: 855-836-2839

## CAMPUS OFFICES

### Andover

310 Lowell Street, Stop 120  
Andover, MA 01810  
Phone: 978-474-5549  
FAX: 855-807-9700

### Atlanta

4800 Buford Highway, Stop 29-A  
Chamblee, GA 30341  
Phone: 470-539-6742  
FAX: 855-822-3420

### Austin

3651 S. Interregional Highway  
Stop 1005 AUSC  
Austin, TX 78741  
Phone: 512-460-8300  
FAX: 855-204-5023

### Brookhaven

1040 Waverly Avenue, Stop 02  
Holtsville, NY 11742  
Phone: 631-654-6686  
FAX: 855-818-5701

### Cincinnati

201 Rivercenter Boulevard  
Stop 11-G  
Covington, KY 41011  
Phone: 859-669-5316  
EAX: 855-828-2723

### Fresno

5045 E Butler, Stop 1394  
Fresno, CA 93888  
Phone: 559-442-6400  
FAX: 855-820-7112

## **Kansas City**

333 West Pershing  
Stop 1005 S-2  
Kansas City, MO 64108  
Phone: 816-291-9000  
FAX: 855-836-2835

## **Memphis**

5333 Getwell Road, Stop 13  
Memphis, TN 38118  
Phone: 901-395-1900  
FAX: 855-828-2727

## **Ogden**

1973 N. Rulon White Boulevard  
Stop 1005  
Ogden, UT 84404  
Phone: 801-620-7168  
FAX: 855-832-7126

## **Philadelphia**

2970 Market Street  
Mail Stop 2-M20-300  
Philadelphia, PA 19104  
Phone: 267-941-2427  
FAX: 855-822-1226

## **LOCAL OFFICES BY STATE AND LOCATION**

### **Alabama**

801 Tom Martin Drive  
Room 151  
Birmingham, AL 35211  
Phone: 205-912-5631  
FAX: 855-822-2206

### **Alaska**

949 E. 36th Avenue, Stop A-405  
Anchorage, AK 99508  
Phone: 907-271-6877  
FAX: 855-819-5022

## Arizona

4041 North Central Avenue  
MS-1005 PHX  
Phoenix, AZ 85012  
Phone: 602-636-9500  
FAX: 855-829-5329

## Arkansas

700 West Capitol Avenue,  
Stop 1005 LIT  
Little Rock, AR 72201  
Phone: 501-396-5978  
FAX: 855-829-5325

## California (Laguna Niguel)

24000 Avila Road, Room 3361  
Laguna Niguel, CA 92677  
Phone: 949-389-4804  
FAX: 855-819-5026

## California (Los Angeles)

300 N. Los Angeles Street  
Room 5109, Stop 6710  
Los Angeles, CA 90012  
Phone: 213-576-3140  
FAX: 855-820-5133

## California (Oakland)

1301 Clay Street, Suite 1540-S  
Oakland, CA 94612  
Phone: 510-637-2703  
FAX: 855-820-5137

## California (Sacramento)

4330 Watt Avenue, SA-5043  
Sacramento, CA 95821  
Phone: 916-974-5007  
FAX: 855-820-7110

## California (San Jose)

(LTA located in Oakland, CA)  
55 S. Market Street, Stop 0004  
San Jose, CA 95113  
Phone: 408-283-1500  
FAX: 855-820-7109

## Colorado

1999 Broadway, Stop 1005 DEN  
Denver, CO 80202  
Phone: 303-603-4600  
FAX: 855-829-3839

## Connecticut

135 High Street, Stop 219  
Hartford, CT 06103  
Phone: 860-756-4555  
FAX: 855-836-9629

## Delaware

1352 Marrows Road, Suite 203  
Newark, DE 19711  
Phone: 302-286-1654  
FAX: 855-521-2130

## District of Columbia

77 K Street, N.E., Suite 1500  
Washington, DC 20002  
Phone: 202-803-9800  
FAX: 855-810-2124

## Florida (Ft. Lauderdale)

7850 SW 6th Court, Room 265  
Plantation, FL 33324  
Phone: 954-423-7677  
FAX: 855-822-2208

## Florida (Jacksonville)

400 West Bay Street  
Room 535A, MSTAS  
Jacksonville, FL 32202  
Phone: 904-665-1000  
FAX: 855-822-3414

## Georgia

401 W. Peachtree Street  
Room 510, Stop 202-D  
Atlanta, GA 30308  
Phone: 404-338-8099  
FAX: 855-822-1232

## Hawaii

1099 Alakea Street  
Floor 22, MS H2200  
Honolulu, HI 96813  
Phone: 808-566-2950  
FAX: 855-819-5024

## Idaho

550 W. Fort Street, M/S 1005  
Boise, ID 83724  
Phone: 208-363-8900  
FAX: 855-829-6039

## Illinois (Chicago)

230 S. Dearborn Street  
Room 2820, Stop-1005 CHI  
Chicago, IL 60604  
Phone: 312-292-3800  
FAX: 855-833-6443

## Illinois (Springfield)

3101 Constitution Drive  
Stop 1005 SPD  
Springfield, IL 62704  
Phone: 217-862-6382  
FAX: 855-836-2831

## Indiana

575 N. Pennsylvania Street  
Stop TA771  
Indianapolis, IN 46204  
Phone: 317-685-7840  
FAX: 855-827-2637

## Iowa

210 Walnut Street  
Stop 1005 DSM  
Des Moines, IA 50309  
Phone: 515-564-6888  
FAX: 855-833-6445

## Kansas

555 N. Woodlawn Street, Bldg 4  
Suite 112, MS 1005-WIC  
Wichita, KS 67208  
Phone: 316-651-2100  
FAX: 855-836-2834

## Kentucky

600 Dr. Martin Luther King Jr. Place  
Room 325  
Louisville, KY 40202  
Phone: 502-582-6030  
FAX: 855-827-2640

## Louisiana

1555 Poydras Street  
Suite 220, Stop 2  
New Orleans, LA 70112  
Phone: 504-558-3003  
FAX: 855-822-3418

## Maine

68 Sewall Street, Room 313  
Augusta, ME 04330  
Phone: 207-622-8528  
FAX: 855-836-9623

## Maryland

31 Hopkins Plaza, Room 900  
Baltimore, MD 21201  
Phone: 443-853-6000  
FAX: 855-821-0238

## Massachusetts

JFK Building  
15 New Sudbury Street, Room 725  
Boston, MA 02203  
Phone: 617-316-2690  
FAX: 855-836-9625

## Michigan

500 Woodward  
Stop 07, Suite 1000  
Detroit, MI 48226  
Phone: 313-628-3670  
FAX: 855-827-2634



## **Minnesota**

Wells Fargo Place  
30 East 7th Street, Suite 817  
Stop 1005 STP  
St. Paul, MN 55101  
Phone: 651-312-7999  
FAX: 855-833-8237

## **Mississippi**

100 West Capitol Street  
Stop 31  
Jackson, MS 39269  
Phone: 601-292-4800  
FAX: 855-822-2211

## **Missouri**

1222 Spruce Street  
Stop 1005 STL  
St. Louis, MO 63103  
Phone: 314-612-4610  
FAX: 855-833-8234

## **Montana**

10 West 15th Street, Suite 2319  
Helena, MT 59626  
Phone: 406-444-8668  
FAX: 855-829-6045

## **Nebraska**

1616 Capitol Avenue, Suite 182  
Mail Stop 1005  
Omaha, NE 68102  
Phone: 402-233-7272  
FAX: 855-833-8232

## **Nevada**

110 City Parkway, Stop 1005 LVG  
Las Vegas, NV 89106  
Phone: 702-868-5179  
FAX: 855-820-5132

## **New Hampshire**

Federal Office Building  
80 Daniel Street  
Portsmouth, NH 03801  
Phone: 603-433-0571  
FAX: 855-807-9698

## **New Jersey**

955 South Springfield Avenue  
3rd Floor  
Springfield, NJ 07081  
Phone: 973-921-4043  
FAX: 855-818-5695

## **New Mexico**

5338 Montgomery Boulevard, NE  
Stop 1005 ALB  
Albuquerque, NM 87109  
Phone: 505-837-5505  
FAX: 855-829-1825

## **New York (Albany)**

11A Clinton Avenue, Suite 354  
Albany, NY 12207  
Phone: 518-427-5413  
FAX: 855-818-4816

## **New York (Brooklyn)**

2 Metro Tech Center  
100 Myrtle Avenue, 7th Floor  
Brooklyn, NY 11201  
Phone: 718-834-2200  
FAX: 855-818-4818

## **New York (Buffalo)**

130 South Elmwood Ave, Room 265  
Buffalo, NY 14202  
Phone: 716-961-5300  
FAX: 855-818-4821

## **New York (Manhattan)**

290 Broadway - 5th Floor  
Manhattan, NY 10007  
Phone: 212-436-1011  
FAX: 855-818-4823

## North Carolina

4905 Koger Boulevard  
Suite 102, MS1  
Greensboro, NC 27407  
Phone: 336-574-6119  
FAX: 855-821-0243

## North Dakota

657 Second Avenue North  
Room 244, Stop 1005 FAR  
Fargo, ND 58102  
Phone: 701-237-8342  
FAX: 855-829-6043

## Ohio (Cincinnati)

550 Main Street, Room 3530  
Cincinnati, OH 45202  
Phone: 513-263-3260  
FAX: 855-824-6407

## Ohio (Cleveland)

1240 E. 9th Street, Room 423  
Cleveland, OH 44199  
Phone: 216-522-7134  
FAX: 855-824-6409

## Oklahoma

55 North Robinson Avenue  
Stop 1005 OKC  
Oklahoma City, OK 73102  
Phone: 405-297-4055  
FAX: 855-829-5327

## Oregon

Mail Stop O-405  
1220 SW 3rd Ave, Suite G004  
Portland, OR 97204  
Phone: 503-265-3591  
FAX: 855-832-7118

## Pennsylvania (Philadelphia)

600 Arch Street, Room 7426  
Philadelphia, PA 19106  
Phone: 215-861-1304  
FAX: 855-821-2128

## **Pennsylvania (Pittsburgh)**

1000 Liberty Avenue, Room 1400  
Pittsburgh, PA 15222  
Phone: 412-395-5987  
FAX: 855-821-2125

## **Rhode Island**

380 Westminster Street, 4th Floor  
Providence, RI 02903  
Phone: 401-528-1921  
FAX: 855-807-9696

## **South Carolina**

1835 Assembly Street  
Room 466, MDP-03  
Columbia, SC 29201  
Phone: 803-253-3029  
FAX: 855-821-0241

## **South Dakota**

115 4th Avenue Southeast  
Suite 413  
Aberdeen, SD 57401  
Phone: 605-377-1600  
FAX: 855-829-6038

## **Tennessee**

801 Broadway, Stop 22  
Nashville, TN 37203  
Phone: 615-250-5000  
FAX: 855-827-2642

## **Texas (Austin)**

300 E. 8th Street  
Stop 1005-AUS  
Austin, TX 78701  
Phone: 512-499-5875  
FAX: 855-829-1827

## **Texas (Dallas)**

1114 Commerce Street  
MC 1005DAL  
Dallas, TX 75242  
Phone: 214-413-6500  
FAX: 855-829-1829

## Texas (Houston)

1919 Smith Street  
MC 1005HOU  
Houston, TX 77002  
Phone: 713-209-3660  
FAX: 855-829-3841

## Utah

50 South 200 East  
Stop 1005 SLC  
Salt Lake City, UT 84111  
Phone: 801-799-6958  
FAX: 855-832-7121

## Vermont

128 Lakeside Ave, Ste 204  
Burlington, VT 05401  
Phone: 802-859-1052  
FAX: 855-836-9627

## Virginia

400 North 8th Street  
Room 916, Box 25  
Richmond, VA 23219  
Phone: 804-916-3501  
FAX: 855-821-2127

## Washington

915 Second Avenue, Stop W-405  
Seattle, WA 98174  
Phone: 206-220-6037  
EAX: 855-832-7122

## West Virginia

425 Juliana Street, Room 2019  
Parkersburg, WV 26101  
Phone: 304-420-8695  
FAX: 855-828-2721

## Wisconsin

211 West Wisconsin Avenue  
Room 507, Stop 1005 MIL  
Milwaukee, WI 53203  
Phone: 414-231-2390  
FAX: 855-833-8230

## Wyoming

5353 Yellowstone Road  
Cheyenne, WY 82009  
Phone: 307-633-0800  
FAX: 855-829-6071

## International-Puerto Rico

City View Plaza  
48 Carr 165, 5th Floor  
Guaynabo, PR 00968  
Phone (English): 787-522-8601  
(Spanish): 787-522-8600  
FAX: 855-818-5697



TAXPAYER  
**ADVOCATE**  
SERVICE

YOUR VOICE AT THE IRS

