

Dear Massachusetts Tax Practitioner:

We know you are busy throughout the year and especially during the filing season. IRS Stakeholder Liaison can help you save valuable time by providing the right number for the right resource and contact. For your convenience, we are providing an IRS Contact List for Practitioners that includes the most frequently used numbers and your local contact person. Most of your questions can be answered by accessing information from IRS.gov, but when you need additional assistance, let us connect you with the right information or expert.

Local Contacts

If you need assistance in Massachusetts, contact one of the Stakeholder Liaison employees below, starting with the first (primary) specialist.

(1) Name	(2) Name	(3) Name
Mary Hanson	Mary Marcotte	Wendy Campbell
Phone: 617-316-2471	Phone: 617-316-2388	Phone: 617-316-2486
Fax: 617-316-2713	Fax: 617-316-2713	Fax: 617-316-2713
Email: Mary.S.Hanson@irs.gov	Email: Mary.E.Marcotte@irs.gov	Email: Wendy.w.Campbell@irs.gov

You may also contact the Area Manager for Stakeholder Liaison, Joseph M. Wynne, at 203-781-3133 or Joseph.M.Wynne@irs.gov.

Provide Feedback and Suggestions to the IRS

Stakeholder Liaison established the [Issue Management Resolution System](#), or IMRS, to identify nationwide trends in the tax process that may call for changes to IRS policies, practices and procedures. Please participate by calling your local Specialist or sending an e-mail with a description of the issue.

You may also help the IRS identify meaningful Taxpayer Burden Reduction opportunities by visiting our web site or contacting the [Office of Taxpayer Burden Reduction](#).

The Tax Gap

IRS.gov supports you and your clients in correctly reporting income and deductible expenses through the Fact Sheet Series available on [The Tax Gap](#) page and with links to [Audit Techniques Guides](#) that address common and unique industry issues and business activities.

Electronic Services

The IRS offers a wide range of electronic services at IRS.gov to assist you in your tax practice. In addition to [e-file for Tax Professionals](#), we also offer a number of [e-Services](#). Through e-Services, you can submit powers-of-attorney, resolve client issues electronically, and instantly receive return/account transcripts and wage and income documents on your computer. [Electronic Payment Options](#) and [The Electronic IRS](#) are showcased on IRS.gov.

Upcoming Practitioner Events

We are your first point of contact for IRS sponsored seminars, phone forums, symposiums and other practitioner events. Go to [Tax Pro Events](#) on our web site and sign up for our subscription e-mail, [e-News for Tax Professionals](#) to get the latest IRS news and practitioner-related events in your state.

IRS Contact List for Practitioners

NOTE: Local Time – Alaska (AK) and Hawaii (HI) follow Pacific Time (PT)

Title	Telephone Number	Hours of Operation
Practitioner Priority Service	866-860-4259	M-F, 8:00am - 8:00pm, local time.
IRS Tax Help Line for Individuals	800-829-1040	M-F, 7:00am - 10:00pm, local time.
Business and Specialty Tax Line	800-829-4933	M-F, 7:00am - 10:00pm, local time.
e-Help Desk (IRS Electronic Products)	866-255-0654	M-F, 6:30am – 6:00pm CT (non-peak) M-F, 6:30am – 10:00pm CT (1/8/2008 – 4/19/2008) Saturdays 7:30am – 4:00pm CT (1/8/2008 – 4/19/2008)
Refund Hotline	800-829-1954	M-F, 7:00am – 10:00pm, local time. Automated Service available 24/7
Forms and Publications	800-829-3676	M-F, 7:00am – 10:00pm, local time.
National Taxpayer Advocate's Help Line	877-777-4778	M-F, 7:00am - 10:00pm, local time.
Local Taxpayer Advocate – Boston/MA	617-316-2690	M-F, 8:00am – 4:30pm, local time.
Centralized Lien Payoff	800-913-6050	M-F, 8:00am – 5:00pm, local time.
Centralized Bankruptcy	800-913-9358	M-F, 7:00am – 10:00pm ET
Telephone Device for the Deaf (TDD)	800-829-4059	M-F, 7:00am – 10:00pm, local time.
Electronic Federal Tax Payment System (EFTPS) – for Businesses	800-555-4477	Automated Service available 24/7 Live assistance M-F, 8:00am – 4:30pm
Electronic Federal Tax Payment System (EFTPS) – for Individuals	800-316-6541	Automated Service available 24/7 Live assistance M-F, 8:00am – 4:30pm
Government Entities (TEGE) Help Line	877-829-5500	M-F, 7:30am – 5:30pm CT Complex Tax Law 7:30am – 3:30pm CT
Forms 706 and 709 Help Line	866-699-4083	M-F, 7:00am – 7:00pm, local time.
Automated Collection System (ACS) (Business)	800-829-3903	M-F, 8:00am - 8:00pm, local time.
Automated Collection System (ACS) (Individual)	800-829-7650	M-F, 8:00am - 8:00pm, local time.
Tax Fraud Referral Hotline	800-829-0433	Automated Service available 24/7.
Employer Identification Number (EIN)	800-829-4933	M-F, 7:00am - 10:00pm, local time.
Excise Tax and Form 2290 Help Line	866-699-4096	M-F, 8:00am - 6:00pm ET
Information Return Reporting	866-455-7438	M-F, 8:30am - 4:30pm ET
ITIN Program Office (Form W-7 and Acceptance Agent Program – Form 13551)	404-338-8963	Message Line: 24/7 hour operation
IRS Federally Declared Disaster or Combat Zone Inquiries Hotline	866-562-5227	M-F, 7:00am - 10:00pm, local time.