

Date: 01/11/2011

Dear Texas Tax Practitioner,

As the IRS Stakeholder Liaison (SL) Area Manager for Texas, I want to thank you for your past support and ask for your continued partnership with me and your local Stakeholder Liaisons. We are proud to be in our sixth year as the practitioners' gateway to the IRS. We have had a busy year, holding practitioner events, conducting National Phone Forums and webinars, and establishing Web-based tax centers.

Practitioners provided our local SLs many suggestions on how to improve IRS systems. This partnership strengthens our mutual commitment to ensuring taxpayer compliance with federal tax responsibilities. SL is committed to getting you the information you need. Although we do not answer tax law questions or have access to your clients' tax accounts, we can steer you in the right direction.

How SL can help you navigate the IRS

I encourage you to use our free products, as this is the best way to stay up to date with what is happening at the IRS. For instance subscribe to [e-News for Tax Professionals](#) for weekly news briefs, and check out [Key Messages for Tax Professionals](#), which is updated on a quarterly basis. We also offer practitioner "[tax centers](#)" and other "[widgets](#)" that link from your organization's Web site to ours, making it easy to find frequently-used Web pages.

You may also join our free, educational [National Phone Forums and Webinars](#) from the convenience of your office, and check out [IRS Live](#) where tax professionals are encouraged to watch the free live webinar and submit questions by e-mail during the webinar. Our new [IRS Video Portal](#) is a great resource as well to view video clips of tax topics, archived versions of live panel discussions and webinars, as well as audio archives of national phone forums.

And be assured that [IRS.gov](#) has more than just forms and publications. You will find the latest news, online tools, research services, guidance and contact information. [IRS en Español](#), the IRS.gov Spanish counterpart, is available for translated information.

How to keep up-to-date with the New Return Preparer Regulations

IRS has a new Return Preparer Office which will be led by David R. Williams. This office is responsible for implementing the new requirements. [Read New Tax Preparer Requirements - Overview](#) to keep current on the implementation of the three phases. For information on Phase 1: Apply for or renew your PTIN; check out our Web page for [New PTIN Requirements for Tax Return Preparers](#). We have a Web page with answers to [New Requirements for Tax Return Preparers: Frequently Asked Questions](#). For additional PTIN information, contact the [IRS Tax Professional PTIN Information](#) Line at 877-813-PTIN (7846); Monday-Friday, 8 a.m. -5 p.m. (CST).

Check out [Many Tax Return Preparers Required to Use IRS e-file Beginning in 2011](#) for information on the new e-file rules and learn how to become an [authorized e-file provider](#).

How you can help your clients and colleagues

We introduced the Issue Management Resolution System four years ago and have had more than a thousand IMRS issues submitted. Use IMRS to let us know when you have identified a problem or simply have a suggestion to improve our processes. Some of the successes are available in our [IMRS report](#) on IRS.gov.

Help us find ways to further our partnership and work with us to reach more practitioners through joint events or webinars. We invite you to include IRS information in your newsletter and Web site, post a tax center on your Web site or volunteer to teach a [Small Business Tax Workshop](#) in your community. Share what you learn with your colleagues.

Lastly stay in touch with your local SL. If you need assistance in **Texas**, contact one of the Stakeholder Liaison employees below.

Arlene Good	Evelyn Lee	Henry Martinez
Phone: 713-209-3543	Phone: 214-413-5135	Phone: 512-499-5715
Fax: 713-209-3946	Fax: 214-413-5757	Fax: 512-499-5292
Email: Arlene.J.Good@irs.gov	Email: Evelyn.Dyson.Lee@irs.gov	Email: Henry.Martinez@irs.gov
Velena McRae	Gene Moren	
Phone: 214-413-5568	Phone: 214-413-5575	
Fax: 214-413-5757	Fax: 214-413-5757	
Email: Velena.L.McRae@irs.gov	Email: Gene.Moren@irs.gov	

If you prefer, you may also contact me, Georgia Thomas, Southwest Area Manager for Stakeholder Liaison, at 713-209-3814 or Georgia.A.Thomas@irs.gov

Filing season can be a challenging and stressful time. Together, we can make it easier. Use our free tools, products, and services, and raise your issues and concerns through your local Stakeholder Liaison.

Sincerely,

Georgia Thomas
Stakeholder Liaison Area Manager, Southwest Area
Georgia.A.Thomas@irs.gov

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 a.m. – 8 p.m., local time
IRS Tax Professional PTIN Information Line	877-613-7846	M-F, 8 a.m. – 5 p.m., CT
IRS Tax Help Line for Individuals	800-829-1040	M-F, 7 a.m. – 10 p.m., local time
Business and Specialty Tax Line	800-829-4933	M-F, 7 a.m. – 10 p.m., local time
e-Help Desk (IRS Electronic Products)	866-255-0654	M-F, 6:30 a.m. – 6 p.m. CT (non-peak) Check out peak hours .
Refund Hotline	800-829-1954	Automated Service available 24/7
Federal Management Service – FMS – Treasury Refund Offset Information	800-304-3107	M-F, 7:30 a.m. – 5:00 p.m., CT
Forms and Publications	800-829-3676	M-F, 7 a.m. – 10 p.m., local time
National Taxpayer Advocate's Help Line	877-777-4778	M-F, 7 a.m. – 10 p.m., local time
Local Taxpayer Advocate – Dallas Local Taxpayer Advocate – Austin Local Taxpayer Advocate – Houston	214-413-6500 512-499-5875 713-209-3660	M-F, 8 a.m. – 4:30 p.m., local time
Centralized Lien Payoff	800-913-6050	M-F, 8 a.m. – 5 p.m., local time
Centralized Bankruptcy	800-913-9358	M-F, 7 a.m. – 10 p.m. ET
Telephone Device for the Deaf (TDD)	800-829-4059	M-F, 7 a.m. – 10 p.m., local time
Electronic Federal Tax Payment System (EFTPS) – for Businesses	800-555-4477	Automated Service and Live Assistance available 24/7
Electronic Federal Tax Payment System (EFTPS) – for Individuals	800-316-6541	Automated Service and Live Assistance available 24/7
Government Entities (TEGE) Help Line	877-829-5500	M-F, 7 a.m. – 5:30 p.m. CT
Forms 706 and 709 Help Line	866-699-4083	M-F, 7 a.m. – 7 p.m., local time
Automated Collection System (ACS) (Business)	800-829-3903	M-F, 8 a.m. – 8 p.m., local time
Automated Collection System (ACS) (Individual)	800-829-7650	M-F, 8 a.m. – 8 p.m., local time
Tax Fraud Referral Hotline	800-829-0433	Automated Service available 24/7
Employer Identification Number (EIN)	800-829-4933	M-F, 7 a.m. – 10 p.m., local time
Excise Tax and Form 2290 Help Line	866-699-4096	M-F, 8 a.m. – 6 p.m. ET
Identity Protection Specialized Unit	800-908-4490	M-F, 8 a.m. – 8 p.m., local time
Information Return Reporting	866-455-7438	M-F, 8:30 a.m. – 4:30 p.m. 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 a.m. – 10 p.m., local time

Getting Ready for the 2011 Tax Filing Season

Communications

[Tax Information for Tax Professionals](#) – Information Center for tax professionals.
[Follow us on Twitter!](#)
[Follow the Nationwide Tax Forums on Facebook!](#)
[Check out IRS on YouTube](#)
[IRS e-News for Tax Professionals](#): Subscribe to the IRS e-newsletter for tax pros
[IRS Video Portal](#) - Find video clips of tax topics, archived versions of live panel discussions and webinars, as well as audio archives of national phone forums.
[Outreach Corner](#) – Subscribe to have access to ready-to-use articles, [widgets](#), audio/video materials, and publications/flyers for you to use.
[IRS Tax Calendar Widget](#) – Click on the “[install](#)” button to add the IRS Tax Calendar widget to your desktop and/or web site.
[QuickAlerts “More” e-file Benefits for Tax Professionals](#) – Subscribe to receive “up-to-the-minute” information on e-file events.

Contacting Us

Your local Stakeholder Liaison office establishes relationships with organizations representing small business and self-employed taxpayers. They provide information about the policies, practices and procedures the IRS uses to ensure compliance with the tax laws. To establish a relationship with us, use [this list](#) to find a contact in your state.

Tools for You

Want to find the pages you need on IRS.gov more easily? [Basic Tools for Tax Professionals](#) has a comprehensive list of what you need to help prepare your clients' tax returns and information on representation. [Electronic IRS Online Tools](#) will help you and your clients conduct business quickly and safely – electronically.

Help Us Resolve Problems

With your help, we have identified hundreds of large and small issues that were getting in the way of efficient tax administration. Continue to contact us when you or your clients notice something isn't working. The [Issue Management Resolution System](#) gets to the bottom of the problem. Check out some of the issues practitioners have raised, what we've done to resolve them and what we are currently working on.

Want quick access to more information? Click on the links below.

Appeals	Forms and Publications	PTIN Requirements	Return Preparer Regulations
Affordable Care Act	Help	Practitioner - MeF	Taxpayer Advocate
ARRA Information Center	HIRE Act	Quick Alerts	Tax Professionals
Disasters	IMRS Hot Issues	Reporting Fraud	IRS Video Portal
E-file	IRS.gov in Spanish	Small Business/Self Employed Tax Center	The Tax Gap
Electronic Payments	News and Events	Standards of Practice	Where To File
Enrolled Agents	Phishing and e-mail	Subscription Services	1040 Central

E-services	Scams	Tax Centers	1040 MeF Program
----------------------------	-----------------------	-----------------------------	----------------------------------