



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
Washington, D.C. 20224
January 7, 2009

SMALL BUSINESS/SELF-EMPLOYED DIVISION

Dear CalCPA Member,

As the IRS Stakeholder Liaison Area Manager for California, I want to thank you for your past support and ask for your continued partnership with me and your local Stakeholder Liaisons. SL is proud to be in our third year as the practitioners' gateway to the IRS. We have had a busy year; holding practitioner events, conducting National Phone Forums, and establishing Web-based Tax Centers. Our local SLs have received thousands of phone calls from practitioners with 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. While 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

The best way to stay up-to-date with what is happening at the IRS is to use our free products and services. Subscribe to [e-News for Tax Professionals](#) for weekly news briefs. Check [Tax Hints](#), A Guide to the Filing Season, at least monthly, and our new quarterly [Key Messages for Tax Professionals](#). We offer Practitioner "Tax Centers" that link from your organization's Web site to ours, making it easy to find frequently used Web pages. Join our [National Phone Forums](#). Listen in, free of charge, from the convenience of your office for approximately an hour. Watch [Tax Talk Today](#) online. 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. Check out our new [Tax Practitioner Video and Audio Presentations](#) page.

How you can help your clients and colleagues

Tell us when you see a problem or have a suggestion to improve our processes. We introduced the Issue Management Resolution System three years ago and have had more than a thousand IMRS issues submitted. Check out some of the successes in our [Monthly IMRS report](#) on IRS.gov.

Help us find ways to further our partnership. Work with us in reaching more practitioners through joint events or webinars. Include IRS information in your newsletters and Web sites. Post a tax center on your Web site. Volunteer to teach a Small Business Tax Workshop in your community. Share what you learn with your colleagues.

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

CalCPA Chapter	IRS Office	IRS Stakeholder Liaison	Phone Number	e-Mail Address
Bakersfield	Los Angeles	Derek Ganter	213-576-3399	Derek.C.Ganter@irs.gov
Central Coast	Los Angeles	Phyllis Garrett	626-312-5144	Phyllis.Y.Garrett@irs.gov
Channel Counties	Los Angeles	Phyllis Garrett	626-452-5144	Phyllis.Y.Garrett@irs.gov
East Bay	Oakland	Gerry Kelly-Brenner	510-637-3036	Geraldine.Kelly-Brenner@irs.gov
Fresno	Fresno	Traci Vollmer	559-452-3021	Traci.A.Vollmer@irs.gov
Inland Empire	San Bernardino	Amy Smith	909-388-8234	Amy.M.Smith@irs.gov
Los Angeles	Los Angeles	Sharon Sanders	213-576-3912	Sharon.Sanders@irs.gov
Orange/Long Beach	Santa Ana	Neki Jones	714-347-9252	Neki.M.Jones@irs.gov
Peninsula/Silicon	Oakland	Gerry Kelly-Brenner	510-637-3036	Geraldine.Kelly-Brenner@irs.gov
Sacramento	Sacramento	Marc Zine	916-974-5281	Marc.Zine@irs.gov
San Diego	San Diego	Katie Williams	619-615-7771	Katie.M.Williams@irs.gov
San Francisco	Oakland	Gerry Kelly-Brenner	510-637-3036	Geraldine.Kelly-Brenner@irs.gov
San Joaquin	Fresno	Traci Vollmer	559-452-3021	Traci.A.Vollmer@irs.gov
San Jose/Silicon	San Jose	James Kinsey	408-817-6842	James.R.Kinsey@irs.gov

You may also contact me, Joyce Peneau, Western Area Manager for Stakeholder Liaison, at Joyce.H.Peneau@irs.gov.

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

Sincerely,

Joyce Peneau
 Stakeholder Liaison Area Manager, Western Area
Joyce.H.Peneau@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 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) M-F, 6:30 a.m. – 10 p.m. CT (peak: 1/16/2009 – 4/18/2009) Saturdays 7:30 a.m. – 4 p.m. CT (peak)
Refund Hotline	800-829-1954	Automated Service available 24/7
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	XXX-XX-XXXX	Click Here for Contact Information
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
Telephone Assistance for Individuals who believe they may be a victim of Identify Theft	800-908-4490	M-F, 8 a.m. – 8 p.m., local time
Excise Tax and Form 2290 Help Line	866-699-4096	M-F, 8 a.m. – 6 p.m. ET
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 2009 Tax Filing Season

Communications

[IRS Key Messages for Tax Professionals](#): Use these messages in your publications and educational products for tax practitioners. Updated quarterly.

[Tax Hints 2008](#): Find information on changes in tax law, IRS regulations and tax policy administration, information on IRS structure, points of contact, phone numbers, and mailing addresses. Updated at least monthly.

[IRS e-News for Tax Professionals](#): Subscribe to the IRS e-newsletter for tax pros, a weekly e-mail with news briefs and links to important information on IRS.gov. Issued weekly.

IRS Western Area Stakeholder Liaison Communications: Click [Here](#).

Contacting Us

[Stakeholder Liaison Phone Numbers](#):

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](#) is the place to look. This comprehensive list has 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	E-services	Phishing and e-mail Scams	Taxpayer Advocate
Business One-Stop	Forms and Publications	Reporting Fraud	Tax Professionals
Disasters	Help	Standards of Practice	Tax Talk Today
E-file	IRS.gov in Spanish	Subscription Services	The Tax Gap
Electronic Payments	News and Events		Where To File
Enrolled Agents			1040 Central