

IRM PROCEDURAL UPDATE

DATE: 03/24/2017

NUMBER: wi-21-0317-0563

SUBJECT: Deaf or Hard of Hearing Taxpayers

AFFECTED IRM(s)/SUBSECTION(s): 21.3.4.3.2.1.2

CHANGE(s):

IRM 21.3.4.3.2.1.2 Taxpayers and Teletypewriter (TTY)/Telecommunication Devices for the Deaf (TDD) removed area mailbox addresses and email appointment procedures, added references and additional options for deaf/hard of hearing taxpayers

1. Taxpayers who are deaf/hard of hearing also have other options for obtaining assistance. They include:
 - a. Calling toll-free at **1-800-829-4059**, for assistance with tax law and account inquiries. Trained employees using dedicated terminals in the Atlanta, Dallas and/or Indianapolis call sites answer both tax law and account calls through the TTY/TDD systems.
 - b. Federal or state relay services. Individuals who are deaf or hard of hearing and who don't have TTY/TDD system equipment may be able to obtain access through federal or state relay services at Telecommunications Relay Service.
 - c. IRS.gov/accessibility has a current list of accessible tax products available for download. Additionally, taxpayers may call 800-829-3676 for hardcopy Braille or large print products.
 - d. Pub 907, *Tax Highlights for Persons with Disabilities*, and Pub 3966, *Living and Working with Disabilities*, may have additional information for these individuals.