



PENNSYLVANIA PERSONAL INCOME TAX GUIDE

CHAPTER 1: CUSTOMER SERVICE AND TAXPAYER ASSISTANCE

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CHAPTER 1: CUSTOMER SERVICE AND TAXPAYER ASSISTANCE

I. ONLINE SERVICES

A. Revenue e-Services Center at www.revenue.state.pa.us

This is the location for all the department's electronic filing services. Through this Web site you can –

1. file returns using pa.direct.file
2. request an extension of time to file
3. make payments, including estimated payments
4. check the status of your return and refund
5. update your address
6. calculate penalty and interest
7. pay tax due by electronic funds withdrawal for Pennsylvania personal income taxes (PA PIT) and
8. find a link to pay by credit/debit card.

Taxpayers who filed a Pennsylvania tax return last year but did not receive a booklet can receive an access number to file using either PA TeleFile or pa.direct.file by logging onto the Department's Online Customer Service Center at www.revenue.state.pa.us or going to the nearest District Office and presenting picture identification.

B. Online Customer Service Center at www.revenue.state.pa.us

If you have Internet access, you can find answers to commonly asked questions by using the department's Online Customer Service Center. Use the *Find an Answer* feature to search the database of commonly asked questions. If you do not find your answer, submit your question to a customer service representative.

II. TAXPAYER ASSISTANCE

A. Taxpayer Service and Information Center

Call (717) 787-8201 for Pennsylvania personal income tax help during normal business hours, 7:30 a.m. to 5 p.m., Eastern Standard Time. For business taxes call (717) 787-1064.

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B. 1-888-PATAXES (728-2937)

Touch-tone service is required for this automated 24-hour toll-free line. Call to order forms or check the status of a personal income tax account, corporation tax account or property tax/rent rebate.

Harrisburg area residents may call (717) 772-9739.

C. Services for Taxpayers with Special Hearing and/or Speaking Needs

Services for Taxpayers with Special Hearing and/or Speaking Needs: Call 1-800-447-3020 (TTY only).

D. Language Services

Non-English-speaking taxpayers can receive assistance from the Department through an interpretation service. Assistance is available in 140 languages.

Español

El Departamento de Impuestos puede ayudar los contribuyentes que no hablan inglés por medio de un servicio de traducción durante el periodo de pago de impuestos.

III. TAX PREPARATION SERVICE ASSISTANCE

A. Free Income Tax Preparation Service

Taxpayers can receive free assistance in preparing uncomplicated, non-business Federal, state, and local income tax returns through the Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs. Contact the District Office nearest you for information or call the Internal Revenue Service's toll-free number (1-800-829-1040) for the location of assistance sites. Taxpayers with moderate incomes and senior citizens are urged to take advantage of this service.

B. Federal Tax Assistance

Assistance in filing your federal income tax return is available –

1. Federal tax account or technical information and problem solving are available by calling 1-800-829-1040.
2. Recorded Tele-Tax Service on federal tax topics or current year tax refund information is available by calling 1-800-829-4477.
3. Federal tax forms and publications are available by calling 1-800-829-FORM (3676).
4. Federal tax forms and publications are available at www.irs.gov.

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IV. TAXPAYERS' RIGHTS ADVOCATE

The Pennsylvania Department of Revenue has a Taxpayers' Rights Advocate who assists taxpayers with problems and concerns that have not been resolved through normal administrative procedures. It is the Advocate's responsibility to ensure that the Department provides equitable treatment with dignity and respect. If you would like more information concerning taxpayer's rights, taxpayers may contact the Taxpayers' Rights Advocate –

1. Send e-mail to: pataxadvocate@state.pa.us
2. Call (717) 772-9347
3. Fax: (717) 787-8264
4. Write to:

PA DEPARTMENT OF REVENUE
TAXPAYERS' RIGHTS ADVOCATE
LOBBY, STRAWBERRY SQUARE
PO Box 280101
HARRISBURG PA 17128-0101

Please include PA form REV-556, Taxpayer Request for Assistance with all written correspondence. PA form REV-556 is available on the department's Web site or by contacting the Taxpayers' Rights Advocate office.

V. VOLUNTARY DISCLOSURE PROGRAM

The Voluntary Disclosure Program provides an opportunity for businesses and individuals who have recently become aware of their Pennsylvania tax obligations to voluntarily come forward. In return for coming forward voluntarily, filing their tax returns, and clearing their tax debts, taxpayers are only responsible for the payment of tax and interest. All of the penalties for all taxes administered by the Pennsylvania Department of Revenue will be waived when the requirements of the Voluntary Disclosure Agreement have been completed.

The program is only available to those taxpayers who are not registered with the department, and for which no investigations or collection actions have begun.

VI. FORMS ORDERING SERVICES

To obtain any Pennsylvania forms, instructions booklets, schedules, or brochures, use one of these services –

1. **Internet:** www.revenue.state.pa.us
Pennsylvania income tax forms, schedules, brochures, electronic filing options, and other information are available on the department's Web site. If you do not have Internet access, visit your local public library.

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2. **E-mail Requests for Forms:** ra-forms@state.pa.us
3. **1-888-PATAXES (728-2937)**
Touch-tone service is required for this automated 24-hour toll-free line. Call to order forms or check the status of a personal income tax account, corporation tax account or property tax/rent rebate.

Harrisburg area residents may call (717) 772-9739

Note: The department does not have all forms available by fax.

4. **Automated 24-hour Forms Ordering Message Service:**
Call 1-800-362-2050. This telephone line serves taxpayers without touch-tone telephone service.
5. **Written Requests:**

PA DEPARTMENT OF REVENUE
TAX FORMS SERVICE UNIT
711 GIBSON BLVD
HARRISBURG PA 17104-3200



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VII. PENNSYLVANIA DEPARTMENT OF REVENUE DISTRICT OFFICES

A district office's location may change. Please call to verify the address before visiting a district office or visit the department's Web site at www.revenue.state.pa.us for information. Office hours are 9:00 a.m. to 12 p.m. and from 1 to 4 p.m., Eastern Standard Time.

ALTOONA

STE 204
CRICKET FIELD PLZ
615 HOWARD AVE
ALTOONA PA 16601-4867
(814) 946-7310

HARRISBURG

LOBBY
STRAWBERRY SQ
HARRISBURG PA 17128-0101
(717) 783-1405

PHILADELPHIA

ACDMY PLZ SHPG CTR
3240 RED LION RD
PHILADELPHIA PA 19114-1109
(215) 821-1860

BETHLEHEM

44 E BROAD ST
BETHLEHEM PA 18018-5998
(610) 861-2000

JOHNSTOWN

425 MAIN ST
JOHNSTOWN PA 15901-1808
(814) 533-2495

PITTSBURGH

CHMBR COMMRC BLDG
411 7TH AVE – ROOM 420
PITTSBURGH PA 15219-1919
(412) 565-7540

CHESTER

6TH FL STE 602
419 AVENUE OF THE STATES
CHESTER PA 19013-4451
(610) 619-8018

NEW CASTLE

103 S MERCER ST
NEW CASTLE PA 16101-3849
(724) 656-3203

READING

STE 239
625 CHERRY ST
READING PA 19602-1186
(610) 378-4401

ERIE

448 W 11TH ST
ERIE PA 16501-1501
(814) 871-4491

NORRISTOWN

SECOND FL
STONY CREEK OFFICE CENTER
151 W MARSHALL ST
NORRISTOWN PA 19401-4739
(610) 270-1780

SCRANTON

RM 200
SAMTERS BLDG
101 PENN AVE
SCRANTON PA 18503-1970
(570) 963-4585

GREENSBURG

SECOND FL
15 W THIRD ST
GREENSBURG PA 15601-3003
(724) 832-5386

PHILADELPHIA

STE 204A
110 N 8TH ST
PHILADELPHIA PA 19107-2412
(215) 560-2056

SUNBURY

535 CHESTNUT ST
SUNBURY PA 17801-2834
(570) 988-5520