

Alabama Department of Revenue

News Release
Feb. 27, 2007

State Offers After-Hours Telephone Assistance during 2007 Tax Season

Montgomery—Have a tax question about preparing your Alabama income tax return, and it's after 5 p.m.? Not a problem, according to the Alabama Department of Revenue.

State Revenue Commissioner Tom Surtees announced today that beginning Thursday, March 1, the department will offer telephone assistance during extended hours for taxpayers from 6 p.m. until 9 p.m. on Tuesdays and Thursdays and from 9 a.m. until 12 noon on Saturdays through April 14. After-hours assistance will also be available on Sunday, April 15; Monday, April 16; and Tuesday, April 17, from 6 p.m. until 9 p.m. To reach a department representative during these hours, call (334) 546-9258.

“Our goal is to have staff available to answer questions related to the preparation of Alabama income tax returns, so that individuals can go ahead and complete their returns,” said Surtees.

Alabama individual income tax forms and instruction booklets are also available online at www.revenue.alabama.gov/incometax/ITformsindex.htm.

Taxpayers who have questions concerning income tax billing invoices, refunds, or any correspondence they have received from the department's Individual and Corporate Tax Division should contact the division at (334) 242-1000 during normal business hours. Department representatives will not have access to tax records after hours that are needed to answer billing, refund, or correspondence-related questions.

Taxpayers having Internet access may also contact the department through E-mail at <http://www.revenue.alabama.gov/mailform.cfm> by selecting

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the category entitled “Individual Income Tax Questions” and following the prompts provided.

“Evenings and weekends are the times many taxpayers choose to prepare their returns. By offering telephone assistance for extended periods during the tax season, we believe we will be able to assist more taxpayers and hopefully, make the tax preparation process a little better for everyone,” said Surtees.

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Media contact for more information:

ADOR Media Affairs Office: Carla A. Snellgrove or Carolyn Blackstock: (334) 242-1390; FAX: (334) 242-0550

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