

# IRS assistance center in Mesa now giving service by app

Taxpayers in need of service at the Mesa Internal Revenue Service Taxpayer Assistance Center now must call to schedule an appointment.

However, they first should see if their answer is available at IRS.gov. They may be able to resolve their tax question by visiting the IRS website, eliminating the need to be seen at the Taxpayer Assistance Center.

The IRS has begun taking calls for appointments. Taxpayers requiring assistance should call the special toll-free number, 1-844-545-5640, to schedule an appointment at the Mesa IRS TAC, 1818 E. Southern Ave.

IRS representatives may help resolve the issue over the phone or schedule an appointment at IRS TAC if face-to-face

service is needed. In most cases, callers are able to resolve their tax issue without having to travel to a TAC, which can sometimes be a significant trip.

Taxpayers should always check IRS.gov for days and hours of service as well as services offered at the location they plan to visit.

The IRS moved to an appointment service at the Mesa office as part of an ongoing effort to eliminate lines and reduce frustration for taxpayers with more complex tax matters, who require in-person tax help.

Studies show that many taxpayers visit an IRS office to get a tax transcript, make a payment, resolve a notice or ask about their refund. Many of these issues can be resolved at IRS.gov.

## Tax-question help

IRS.gov offers numerous online options for tax help that can save time and effort. Services include:

- Individual Taxpayer Identification Numbers and Form W-7 (Tuesdays and Thursdays only).

- Participating Taxpayer Assistance Center locations will review passports and other required documents for those who submit Form W-7.

- Application for IRS Individual Taxpayer Identification Number in person.

- Where's My Refund?: Taxpayers can check their refund status and estimated delivery date.

- Free File: Free tax software offered through IRS partners to allow you to file

On the web at [www.NearbyNews.com](http://www.NearbyNews.com)

1-844-545-5640

1818 E. Southern Ave. Mesa AZ

Just West of Gilbert - N. Side

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