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A limited test in 10 of its larger Tax Assistance Centers around the country is meant to see if this approach can help reduce taxpayer wait times during a time of severe budget cuts.

Feb. 19, 2015



The [Internal Revenue Service](#) has started taking appointments for customer service. A limited test in 10 of its larger Tax Assistance Centers around the country is meant to see if this approach can help reduce taxpayer wait times during a time of severe budget cuts.

While the IRS believes this approach will benefit taxpayers by helping them avoid

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The IRS believes the appointments could help taxpayers by allowing them to know in advance that they can get the service they need. The process typically in place at most IRS offices cannot guarantee when or if a taxpayer can receive assistance; it is on a first come-first served basis. This situation can force taxpayers to wait in long lines, sometimes with waits lasting over an hour.

The initial test locations available by appointment are: Atlanta, Ga. (Atlanta-Woodcock), Austin, Texas, Birmingham, Ala., Chicago, Ill. (Dearborn), Denver, Colo., Fresno, Calif., Hartford, Conn., Plantation, Fla., San Antonio, Texas, and Seattle, Wash. The appointment-based test begins Feb. 23.

Overall, the IRS has more than 350 walk-in locations across the nation.

Taxpayers should always check IRS.gov for days and hours of service as well as services offered at the [location they plan to visit](#). For information on how to make an appointment, please visit the [contact my local office](#) page on IRS.gov.

At these 10 locations, taxpayer service will continue to be offered without an appointment for those picking up limited forms or making a payment, but the IRS encourages taxpayers to use IRS.gov to get forms and [Direct Pay](#) to make the payment online whenever possible. All other services will require an appointment. Additional test sites may be added in the near future.

IRS

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