



**DEPARTMENT OF THE TREASURY**

**Internal Revenue Service**

**Open meeting of the Taxpayer Advocacy Panel's Toll-Free Phone Lines Project Committee**

**AGENCY:** Internal Revenue Service (IRS), Treasury.

**ACTION:** Notice of meeting.

**SUMMARY:** An open meeting of the Taxpayer Advocacy Panel's Toll-Free Phone Lines Project Committee will be conducted. The Taxpayer Advocacy Panel is soliciting public comments, ideas, and suggestions on improving customer service at the Internal Revenue Service. This meeting will be held via teleconference.

**DATES:** The meeting will be held Thursday, November 9, 2023.

**FOR FURTHER INFORMATION CONTACT:** Rosalind Matherne at 1-888-912-1227 or 202-317-4115.

**SUPPLEMENTARY INFORMATION:** Notice is hereby given pursuant to section 10(a)(2) of the Federal Advisory Committee Act, 5 U.S.C. App. (1988) that an open meeting of the Taxpayer Advocacy Panel Toll-Free Phone Lines Project Committee will be held Thursday, November 9, 2023, at 2:00 p.m. Eastern Time. The public is invited to make oral comments or submit written statements for consideration. Due to limited time and structure of meeting, notification of intent to participate must be made with Rosalind Matherne. For more information, please contact Rosalind Matherne at 1-888-912-1227 or 202-317-4115, or write TAP Office, 1111 Constitution Ave. NW, Room 1509, Washington, DC 20224 or contact us at the web site: <http://www.improveirs.org>. The agenda includes a committee discussion that may involve On-line Chat feature, On-hold Music, Identity Theft Prevention and Victim Assistance Measures, Dashboard Data for Where's My Refund, and The Right to Quality Service on the Phone Line.

Dated: October 10, 2023.

**Kevin Brown,**

*Acting Director,*

*Taxpayer Advocacy Panel.*