

Texas Taxpayer Bill of Rights

Susan Combs, Texas Comptroller of Public Accounts

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As a Texas taxpayer, you're important. You have the right to expect our best.

The goal of this bill of rights, and our office, is to ensure those individuals and businesses who file and pay state taxes receive the treatment and service to which they are entitled.

The Comptroller seeks input and comments from taxpayers to ensure that taxpayers receive prompt, professional and accurate responses to requests for information.

- You're going to be treated with fairness, courtesy and genuine respect because it's the Texas thing to do.
- You'll get fast, accurate responses to your information needs. That's an important part of our job.
- If you ever have a complaint, it will be handled by an agency-appointed expert ombudsman.
- The rules, publications and forms are readily available and written clearly.
- Helpful information resources are available at any of our statewide offices or at your fingertips at www.window.state.tx.us.
- The tax process is fair and confidential. The timelines are clear. We will do everything we can to work with you and meet your needs.

For more information, visit our Web site www.window.state.tx.us. Receive tax help via e-mail at tax.help@cpa.state.tx.us.

For additional assistance, visit one of our local field offices (www.window.state.tx.us/taxinfo/fieldoff.html) or call us at one of our toll-free numbers (www.window.state.tx.us/taxinfo/fieldtoll.html).

Texas Taxpayer Bill of Rights

Como contribuyente de Texas, usted es importante. Usted tiene el derecho de contar con lo mejor.

El objetivo de nuestra oficina y de esta declaración de derechos es asegurar que aquellas personas y comercios que registran y pagan impuestos estatales reciban el servicio y el tratamiento que se merecen.

La Contraloría busca la opinión y comentario de contribuyentes por medio de encuestas para asegurar a contribuyentes reciben respuestas precisas, puntual y profesional de información solicitada.

- Usted será tratado con imparcialidad, cortesía y respeto genuino porque esa es la manera en que se hacen las cosas en Texas.
- Usted conseguirá las respuestas rápidamente y exactas a sus solicitudes de información. Esa es una parte importante de nuestro trabajo.
- Si usted tiene alguna queja, su queja será manejada por medio de un mediador experto designado por esta agencia.
- Los reglamentos, publicaciones y formularios están siempre a su alcance y escritos claramente.
- Los recursos serviciales de la información están disponibles en cualquiera de nuestras oficinas estatales o en el sitio www.window.state.tx.us.
- El proceso de impuesto es imparcial y confidencial. El término de tiempo de los procedimientos son claros. Haremos todo lo posible para trabajar con usted y satisfacer sus necesidades.

Para asistencia adicional, puede visitar alguna de nuestras oficinas locales (www.window.state.tx.us/taxinfo/fieldoff.html) o llamar gratuitamente al (800) 252-7875.

We're Here To Help! *Call Toll-Free!*

If you have questions or need information on a specific tax, please call our toll-free numbers:

(800) 252-5555

911 Emergency Service/Equalization Surcharge
Automotive Oil Fee
Battery Fee
Boat and Boat Motor Sales Tax
Customs Broker
Fireworks Tax
Mixed Beverage Tax
Off-Road, Heavy-Duty Diesel Equipment Surcharge
Oyster Fee
Sales and Use Taxes
Telecommunications Infrastructure Fund

(800) 531-5441

Cement Tax
Inheritance Tax
Local Revenue
Miscellaneous Gross Receipts Taxes
Oil Well Servicing Tax
Sulphur Tax

(800) 531-5441, ext. 3-3630

WebFile Help

(800) 252-1381

Bank Franchise
Franchise Tax

(800) 252-7875

Spanish

(800) 531-1441

Fax on Demand (Most frequently requested Sales and Franchise tax forms)

(800) 252-1382

Clean Vehicle Incentive Program
Manufactured Housing Tax
Motor Vehicle Sales Surcharge,
Rental and Seller Financed Sales Tax
Motor Vehicle Registration Surcharge

(800) 252-1383

Fuels Tax
IFTA
LG Decals
Petroleum Products Delivery Fee
School Fund Benefit Fee

(800) 252-1384

Coastal Protection
Crude Oil Production Tax
Natural Gas Production Tax

(800) 252-1387

Insurance Tax

(800) 252-1385

Coin Operated Machine Tax
Hotel Occupancy Tax

(800) 252-1386

Certificates of Account Status/Good Standing
Officer and Director Information

(800) 862-2260

Cigarette and Tobacco

(888) 4-FILING (888-434-5464)

TELEFILE: To File by Phone

(800) 252-1389

GETPUB: To Order Forms and Publications

(800) 654-FIND (800-654-3463)

Treasury Find

(800) 321-2274

Unclaimed Property Claimants
Unclaimed Property Holders
Unclaimed Property Name Searches
(512) 463-3120 in Austin

(877) 44RATE4 (877-447-2834)

Interest Rate

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For additional copies write:

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www.window.state.tx.us

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tax.help@cpa.state.tx.us

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(512) 463-4600 in Austin
(512) 475-0900 (FAX)