

Texas Taxpayer Bill of Rights

AUGUST 2006

As a Texas taxpayer, you have a right to expect...

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.

Our service will be Professional, Accurate, and Respectful (PAR). These characteristics are PAR for the course when you encounter a Comptroller employee.

- To be treated with courtesy, fairness, and respect.
- Prompt and accurate responses to your requests for information.
- Rules and tax regulations to be readily available and written in clear, non-technical language.
- Information to be available in any of our offices statewide, as well as on our Web site at www.window.state.tx.us.
- Complaints to be handled fairly and promptly with an agency-appointed ombudsman.
- A tax process that is fair and confidential, with specifically conveyed timelines.
- A tax system that is administered equitably.
- A collaborative working relationship with our office.

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



32 Comptroller offices in 26 cities provide convenient, courteous tax help near you...

Abilene

209 S. Danville Drive, Suite C202
79605-1464
325/695-4323

Amarillo

Park West Office Centre, Building A
7120 I-40 West, Suite 220 79106-2519
806/358-0148

Austin

1711 San Jacinto, Room 180
Central Services Building 78701-1416
512/463-4865

Beaumont

6440 Concord Road
77708-4315
409/899-4650

Belton

119 North Penelope
76513-3269
254/933-7577

Brownsville

955 West Price Road, Suite B
78520-8703
956/542-8426

Bryan

1713 Broadmoor, Suite 300
77802-5220
979/776-5200

Corpus Christi

400 Mann Street, Suite 600
78401
361/882-1234

Dallas Northeast

9241 LBJ Freeway, Suite 205
75203-3451
972/671-7166

Dallas Southwest

7222 S. Westmoreland Road, Suite 100
75237-2983
972/709-4357

Denton

400 South Carroll Boulevard, Suite 1000
76201-2929
940/891-4790

El Paso

401 East Franklin Avenue, Suite 160
79901
915/834-5660

Fort Worth

4040 Fossil Creek Boulevard, Suite 100
76137-2747
817/847-6201

Houston North

16630 Imperial Valley, Suite 227
77060-3411
281/820-6055

Houston Northwest

1919 North Loop West, Suite 510
77008-1354
713/868-9112

Houston Southeast

650 FM 1959
77034-5420
281/484-6533

Houston Southwest

9888 Bissonnet, Suite 510
77036-8247
713/777-1881

Laredo

1202 East Del Mar Boulevard, Suite 1
78041-2400
956/722-2859

Longview

1121 Judson Road, Suite 150
Judson Plaza 75601-5119
903/236-7797

Lubbock

4630 50th Street, Suite 404
79414-3599
806/792-1895

Lufkin

306 Harmony Hill Drive, Suite A
75901-5759
936/634-2621

McAllen

3231 North McColl Road
78501-5538
956/687-9227

Odessa

4682 East University Boulevard,
Suite 200 79762-8104
432/550-3027

San Angelo

3127 Executive Drive
76904-6801
325/942-8364

San Antonio Northeast

3300 Nacogdoches, Suite 105
78217-3373
210/646-0399

San Antonio Northwest

9514 Console, Suite 102
78229-2042
210/616-0067

San Antonio Southwest

123 Southwest Military Drive
78221-1613
210/924-6434

Sherman

One Grand Centre Building, Suite 110
1800 Teague Drive 75090-2672
903/893-0692

Tyler

3800 Paluxy Drive, Suite 300
75703-1661
903/534-0333

Victoria

3003 North Cameron Street
77901-3931
361/575-2874

Waco

801 Austin Avenue, Suite 810
76701-1937
254/755-7709

Wichita Falls

925 Lamar, Suite 1900
76301-3414
940/761-4141



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



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:

1-800-252-5555

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

1-800-531-5441

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

1-800-252-7875

Spanish

1-800-252-1381

Bank Franchise
Franchise Tax

1-800-252-1382

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

1-800-252-1383

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

1-800-252-1384

Coastal Protection
Natural Gas Tax
Oil Production Tax

1-800-252-1385

Coin Operated Machine Tax
Hotel Occupancy Tax

1-800-252-1386

Certificates of Account Status/Good
Standing
Officer and Director Information

1-800-252-1387

Insurance Tax

1-800-862-2260

Cigarette and Tobacco

1-888-4-FILING (1-888-434-5464)

TELEFILE: To File by Phone

1-800-252-1389

GETPUB: To Order Forms

1-800-654-FIND (1-800-654-3463)

Treasury Find

1-800-321-2274

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

1-877-44RATE4 (1-877-447-2834)

Interest Rate

1-877-662-8375

If you did not receive satisfactory
service for tax-related or business
matters

1-888-334-4112

For non tax-related matters

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For additional copies write:
**Texas Comptroller of Public Accounts
111 E. 17th Street
Austin, Texas 78774-0100**

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