

New York State Department of Taxation and Finance

You can call us weekdays from 8:00 am to 5:00 pm. Some numbers may have extended hours near certain filing deadlines. Check our [home page](#) for extended hour announcements.

	For all callers	For in-state callers without free long distance
Individuals		
Metropolitan Commuter Transportation Mobility Tax	518-485-2392	866-579-2498
Personal income tax refund information * You will need to know your social security number, filing status and exact whole-dollar amount of your refund.	518-457-5149	800-443-3200
To disagree with your personal income tax bill (call weekdays 8:30am-4:45pm)	518-485-9791	877-876-2977
To disagree with your personal income tax adjusted refund (call weekdays 8:30am-4:45pm)	518-485-6549	877-829-6912
Personal Income Tax Information Center	518-457-5181	800-225-5829
1099-G information	518-485-0799	866-698-2946
Businesses		
Metropolitan Commuter Transportation Mobility Tax	518-485-2392	866-579-2498
Sales Tax Information Center	518-485-2889	800-698-2909
Sales Tax Certificate of Authority Renewal Information Center	518-457-0260	888-200-2126
Corporation Tax Information Center	518-485-6027	888-698-2908
Withholding Tax Information Center	518-485-6654	877-698-2910
To disagree with your bill for sales, corporation or withholding tax (call weekdays 8:30am-4:45pm)	518-485-0384	866-697-2499
Corporate dissolution	518-485-2639	800-327-9688
Miscellaneous Business Tax Information Center	518-457-5735	800-470-4353
Mortgage Recording Tax and Real Estate Transfer Tax Information Center	518-457-8637	888-698-2914
Centralized Procurement Contract Fee	518-457-7249	877-698-2930
PromptTax Customer Service Center	518-457-2332	800-338-0054
Beverage Container Deposit Initiators	518-485-2889	800-698-2909
General		
Forms ordering	518-457-5431	800-462-8100
Estate tax	518-457-5387	800-641-0004
Collections & Civil Enforcement Division	518-457-5434	800-835-3554

Office of Tax Enforcement	518-457-5181	800-225-5829
Child Support Enforcement	518-485-6820	800-200-4834
Report tax evasion and fraud	518-457-0578	888-675-9437
Office of the Deputy Inspector General	518-485-8698	
Freedom of information (FOIL)	518-457-2070	
Press office	518-457-4242	
Telephone assistance for the hearing or speech impaired (By TDD)(You may also call the NYS Relay Service by dialing 711 and give the operator any of the voice numbers listed in this "Telephone Numbers" section.)	800-634-2110 (out-of-state) 518-485-5082 (foreign locations)	800-634-2110

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You must include the following on your envelope:

- your return address
- enough postage (some returns require additional postage)

If you're NOT including a payment, mail your return to:

STATE PROCESSING CENTER
PO BOX 61000
ALBANY NY 12261-0001

If you're including a payment (check or money order), mail your return to:

STATE PROCESSING CENTER
PO BOX 15555
ALBANY NY 12212-5555

You can mail your return and tax payment using a private delivery service instead of the U.S. Postal Service. If you use any private delivery service, send the forms to:

STATE PROCESSING CENTER
101 ENTERPRISE DRIVE
KINGSTON NY 12401

To receive written proof of the delivery date, see the list of Designated Private Delivery Services.

Return assembly

See Form IT-150/201-I, Combined Instructions for Forms IT-150 and IT-201 for step-by-step instructions on how to assemble your return.



Telephone Assistance

Live Telephone Assistance

When calling, you may ask questions to help you prepare your tax return, or ask about a notice you have received.

Telephone Assistance for Individuals:

Toll-Free, 1-800-829-1040

Hours of Operation: Monday – Friday, 7:00 a.m. – 10:00 p.m. your local time (Alaska & Hawaii follow Pacific Time).

Telephone Assistance for Businesses:

Toll-Free, 1-800-829-4933

Hours of Operation: Monday – Friday, 7:00 a.m. – 10:00 p.m. your local time (Alaska & Hawaii follow Pacific Time).

Telephone Assistance for Exempt Organizations, Retirement Plan Administrators, and Government Entities:

Toll-Free, 1-877-829-5500

Hours of Operation: Monday – Friday, 7:00 a.m. to 5:30 p.m. **Central Time.**

Telephone Assistance for people with hearing impairments:

Toll-Free 1-800-829-4059 (TDD)

Hours of Operation: Monday – Friday, 7:00 a.m. – 10:00 p.m. your local time (Alaska & Hawaii follow Pacific Time).

For further information, see [Tax Topic 102](#).

Telephone Assistance for Individuals who believe they may be a victim of Identify Theft: No Tax Administration Impact - Did not receive a notice from the IRS. Toll-Free 1-800-908-4490 (Automated and live assistance)

Hours of Operation: Monday – Friday, 8:00 a.m. – 8:00 p.m. your local time (Alaska & Hawaii follow Pacific Time). For additional information, refer to our [Identify Theft and Your Tax Records](#) page.

Telephone Assistance for people who live outside the United States

Hours of availability vary by location. Please see our [International Services](#) page.

Face-to-Face Assistance

In certain areas, IRS also has [local offices](#) you may visit to receive assistance.

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