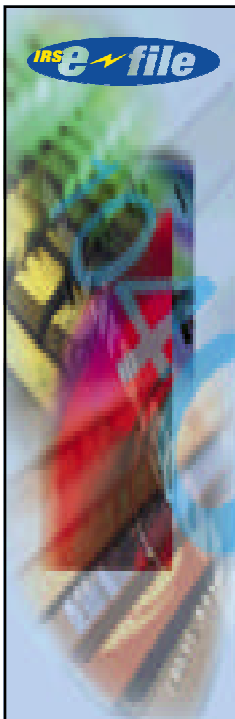




**FEDERAL/STATE
TELEFILE**

**Nancy Ebersole
TeleFile Coordinator**



BACKGROUND

- * Federal /State TeleFile allows eligible taxpayers in participating states to file their state income tax return in the same phone call as their federal return using the IRS TeleFile System.
- * This program was piloted in 1999 as a joint venture with the states of Kentucky and Indiana.



IRS e file

- * Participating states for 2003 are Georgia, Indiana, Kentucky, Maryland, Missouri, Oklahoma and West Virginia .



IRS e file

TARGET AUDIENCE

- * Taxpayers must qualify for Federal TeleFile
- * Receive the special tax package(s) in the mail
- * Taxpayers must live full time in the participating states
- * Have withholding only from the participating states' sources



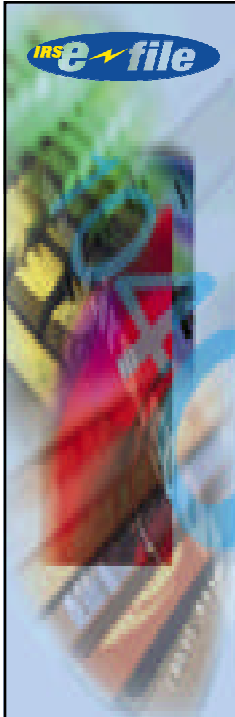
QUALIFICATIONS TO Fed/State TeleFile

- * Taxpayer lives at address shown on Tax Package
- * Single or MFJ with no dependants.
- * Under 65



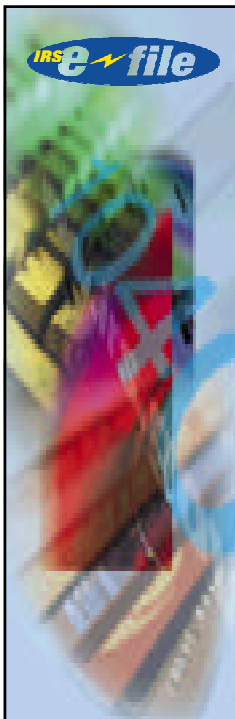
QUALIFICATIONS TO Fed/State TeleFile (cont'd)

- * Income only from: Wages, Unemployment , Taxable Interest < \$400
- * Taxable Income < \$50,000



Program Operation

- * Phone number and CSN (Customer Service Number) are only listed in Federal Package
- * Taxpayer completes both the federal & state tax record
- * Calls the toll-free number
- * Completes the federal portion
- * Receives a federal confirmation number



Program Operation (cont'd)

- * Taxpayer completes the 'disclosure consent'
- * Taxpayer completes the state specific portion
- * Receives State Confirmation Number
- * The return is formatted as a Federal/State e-file return

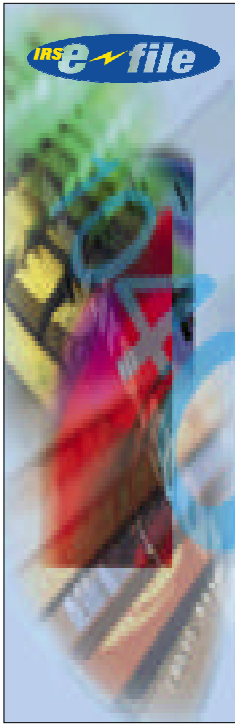


Program Operation (cont'd)

* State data is retrieved from the State
Retrieval Subsystem

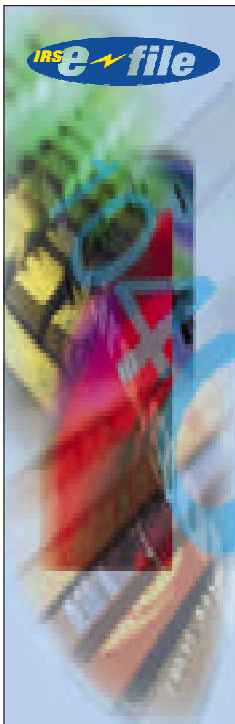


2002 Filing Season Reports



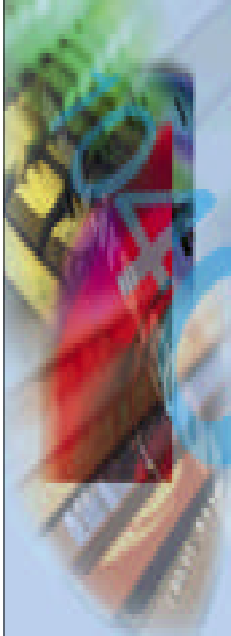
Daily TeleFile Statistics
4/5/2002
Cum Volumes by State

State	Attempted Cum	Calls Completed	% Completed Cum
GA	64678	59747	92%
IN	74662	65315	87%
KY	50442	46556	92%
MD	48836	39940	82%
OK	24663	23131	94%
WV	28805	25020	87%



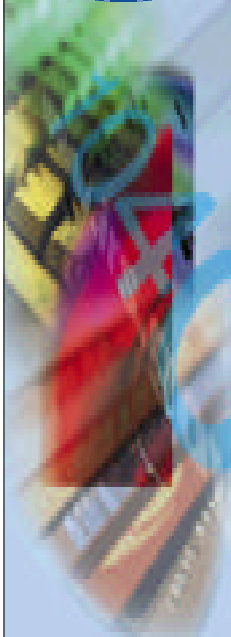
Hang Up Report

# Hangups	Description
8782	Entercty - Enter County Code
3586	Allstwh - Not Eligible State W/H



Average Call Length

OK	6 Min
WV	7 min
GA	7 min
KY	7 min
Md	8 min
IN	10 min



Federal/ State TeleFile Contact Persons:

Nancy Ebersole

Phone number 859-669-5291

Nayda I Maldonado

Phone number 202-283-0806