

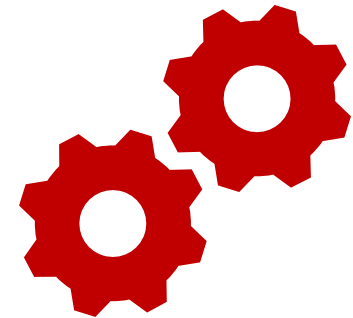


Taxpayer Services

Taxpayer Services

First point of contact to Taxpayers and Tax Practitioners

- Education
- TNTAP
- Registration
- Returns
- Notices



Taxpayer Services

147 Employees

- Customer Service Center Representatives
- Tax Auditors
- Six Regional Offices
- Leads, Supervisors and Managers

Leadership

Robyn Meeks, Assistant Director

Robyn.Meeks@tn.gov 615.313.4919

- General Registration Units
- FAE Tax Practitioner Hotline
- Nashville and West TN Regional Offices

Leadership

Dan Vinson, Assistant Director

Dan.Vinson@tn.gov 615.532.4985

- General Call Center Units/Maintenance
- East TN Regional Offices
- Education and Correspondence

Year in Review

FYE 2021

- Phone Calls: 569,721
- Work Items: 399,524
- Zen Desk: 82,311
- Tobacco Stamps: \$230,470,720.08

Customer Service



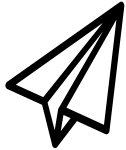
We are here to help!

Alaina Turner, Director

Alaina.B.Turner@tn.gov 615.253.0625



www.tn.gov/Revenue



Revenue.support@tn.gov



615.253.0600 (M-F 8-4:30 CST)



Thank you!