Tax Exempt Request- 1184

Introduction

Special Information:

- Tax exempt status does **not** apply to **surcharges**. Customers are **still responsible for surcharges**
- **Bulk customers** are not charged taxes on bulk services; taxes display until the account is installed
    - Do **not** mistake this for tax exempt status; the bulk master pays taxes for bulk services
    - If taxes bill on bulk services after customer is installed, enter a Service Now Ticket (do **not** issue credit)
- **Tax exempt status**
    - **Takes effect the day the paperwork is received. Can't be back dated**; it takes **effect the day** the **paperwork** is **received**
    - **Does not eliminate** all items billed in the taxes, fees, and surcharges section
        - Once approved and added to the customer's account:
            - A letter with tax exempt status rules is mailed

out

- **Residential Letter**

- **Business Letter**

        - Status will remain in effect until the customer disconnects
    - **Credits** for applicable sales tax on cable/data/telephone service will be **issued** within **two billing statements**
    - **Foreign diplomat** must **provide** the appropriate tax exempt **forms** (identification cards are not sufficient for utilities)
- Tax exempt forms are available on the IRS website: **https://apps.irs.gov/app/picklist/list/formsPublications.html** - then under list the forms are 1023 and 1024
    - We **do not supply** Tax Exempt Forms

Complete List of Tax Exempt Code

- **Complete List of Tax Exempt Code**

Resolution Steps

Submitting a Tax Exempt Form

Forms can be mailed or faxed to us

By mail, provide address to customer with their respective brand:

Company Name

Attention: Tax Exempt Information

PO Box 1330

Wilkes-Barre, PA 18703

Fax to: 703-434-8197 (Attn: Tax Exempt Information)

Status of Tax Exempt Form

Submit a

Service Now ticket

- Select Billing Systems / Submit a Request
- Category: select **Taxes**
- Fill out all information and provide the customer's best **contact number**
- Include all pertinent information and **Submit**

Tax Exempt Issue

Submit a

Service Now ticket

- Select Billing Systems / Report an Incident
- Category: select **Taxes**

- Fill out all information and provide the customer's best **contact number**
- Include all pertinent information and **Submit**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=192