

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=323>