

Tax agent phone services (Fast Key Code) guide

Use the Tax agent phone services (Fast Key Code) guide to find the right phone number for the topic you need to phone us about. The Fast Key Codes allow you to key ahead to the option of your choice without listening to the entire menu.

Current at March 2018.

Before you phone us, check online

Where transactions and information are available online, you need to use those channels first before you phone us. Use our [Tax agent online services guide](#) to get the most out of our online services.

If you phone about something that can be resolved via an online channel, our customer service representatives will direct you to that channel.

Before you phone us, check that you have your:

- Registered Agent Number (RAN)
- proof of identity (POI) For information about POI, refer to [Proof of identity for registered agents](#).

You can phone us on **13 72 86**, 8:00am–6:00pm, Mon–Fri, excluding public holidays. At different times we operate an extended-hours service. To find out if an extended service is currently available, refer to the information on our [phone us](#) page.

- [Registered agent phone line](#)
- [Contacting us if you're not a registered agent](#)



Account information

| Account information | Available online? | 13 72 86 Fast Key Code |
|--|--|------------------------------|
| <i>For business clients:</i> | | |
| ■ account balance | Tax Agent Portal ato.gov.au | 1 2 5 1 |
| ■ explanation | ato.gov.au | 1 2 5 1 |
| ■ notice of assessment | ato.gov.au | 1 2 5 1 |
| ■ refund or credit transfer | Tax Agent Portal | 1 2 5 1 |
| ■ replacement cheques | Tax Agent Portal ato.gov.au | 1 2 5 1 |
| For personal clients: | | |
| ■ account balance | Tax Agent Portal ato.gov.au | 1 2 5 2 |
| ■ explanation | ato.gov.au | 1 2 5 2 |
| ■ name changes | ato.gov.au | 1 2 5 2 |
| ■ notice of assessment | Tax Agent Portal ato.gov.au | 1 2 5 2 |
| ■ refund or credit transfer | Tax Agent Portal | 1 2 5 2 |
| ■ replacement cheques | Tax Agent Portal ato.gov.au | 1 2 5 2 |
| Bank details – update for activity statement roles | Tax Agent Portal | 1 1 3 |
| Assistance with the failure to lodge penalty | | 1 2 2 2 |
| <i>General interest charge (GIC):</i> | | |
| ■ assistance with | | 1 2 2 2 |
| ■ Higher education loan program | Tax Agent Portal ato.gov.au | 1 2 1 |
| ■ Withholding variations, section 15–15, vary an individual pay as you go (PAYG) rate of withholding | | 1 2 3 |

Activity statements

| Activity statements | 13 72 86 Fast Key Code |
|---|------------------------------|
| Assistance with completing | 1 4 1 |
| Request new DIN | 1 4 1 |
| Respond to our request to contact activity statement exceptions | 1 4 2 |

See also:

- [Activity statements](#)
- [Prepare and lodge](#)

Debt and payment

| Debt and payment | Available online? | 13 72 86 Fast Key Code |
|---|--|------------------------------|
| GIC remission request | Tax Agent Portal | 1 2 2 |
| Payment arrangements | Tax Agent Portal ato.gov.au | 1 2 2 |
| Respond to demands or notices about tax | | 1 2 2 |

Lodgment

| Lodgment | 13 72 86 Fast Key Code |
|---|------------------------------|
| <i>Information about lodgment of:</i> | |
| ■ activity statements, Single Touch Payroll, business income tax returns, super and fringe benefits tax | 1 3 1 1 |
| ■ personal income tax returns | 1 3 1 2 |
| <i>Lodgment program:</i> | |
| ■ lodgment program information and assistance | 1 3 2 |
| <i>Private binding ruling (PBR):</i> | |
| ■ Respond to lodgment notices from us | 1 3 3 |

See also: [Prepare and lodge](#)

Practice administration

| Practice administration | Available online? | 13 72 86 Fast Key Code |
|--|--|------------------------------|
| Access Manager system assistance | ato.gov.au | 3 3 |
| Feedback and complaints about: | Tax Agent Portal | |
| Income tax | | 3 2 1 1 |
| Business tax | ato.gov.au | 3 2 1 2 |
| Superannuation | | 3 2 1 3 |
| Other matters | | 3 2 1 4 |
| <i>The practitioner lodgment service (PLS) and the electronic lodgment service (ELS):</i> | | |
| ■ assistance with all ELS transactions including password reset and validation | | 3 1 1 |
| ■ assistance with all PLS transactions and Standard Business Reporting (SBR) enabled software | | 3 1 2 |
| ■ assistance with technical issues, connections, firewalls and virtual private network (VPN) | | 3 5 |
| ATO online services for registered agents | ato.gov.au | 3 3 |
| Assistance with the Tax Agent Portal , including access, technical difficulties, functions and navigation | | |
| <i>Other services:</i> | | |
| ■ general administrative issues | | 3 2 2 |
| ■ natural disaster assistance see General phone services | | |
| ELS Technical Help Desk | | |
| See: General phone services | | |

See also: [Your practice](#)

Registration

If your query relates to your tax agent registration, visit tpb.gov.au

| Registration | Available online? | 13 72 86 Fast Key Code |
|---|--|------------------------------|
| Duplicated TFN or ABN | | 1 1 1 |
| Grouping and branching, joint venture registrations, consolidations and government controlled registrations | | 1 1 2 |
| New or changes to registration details or other general registration enquiries | | 1 1 3 |
| <i>Register for:</i> | | |
| ■ GST and PAYG withholding | ABR Tax Agent Portal | 1 1 3 |
| ■ fuel tax credits | ABR | 1 1 4 |
| ■ luxury car tax and wine equalisation tax | | 1 1 3 |
| <i>Update client details:</i> | | |
| ■ legal name – individual or sole trader | ato.gov.au | 1 2 5 2 |
| <i>Cancel:</i> | | |
| ■ GST, PAYG withholding, LCT, WET | Tax Agent Portal | 1 1 3 |
| ■ fuel tax credits | Tax Agent Portal | 1 1 4 |
| ■ ABN | ABR | 1 1 3 |
| ■ TFN | | 1 1 3 |

Tax law and advice

The ato.gov.au website has significant online resources to help you with your query. Links relevant to each topic are available below.

Unless indicated in another topic, the listed Fast Key Codes should only be used for enquiries about the correct interpretation of tax and superannuation law.

Some of the topics listed are complex and depending on the specifics of your question, we may not be able to provide you with an answer immediately.

| | 13 72 86 Fast Key Code |
|--|---------------------------------------|
| Tax law and advice | |
| Capital gains tax – business | 2 1 2 1 |
| Capital gains tax – personal | 2 1 2 2 |
| Consolidation | 2 1 3 |
| Private company benefits – Division 7A dividends | 2 1 3 |
| Employee share schemes | 2 1 2 1 |
| Excise and fuel schemes (excluding fuel tax credits) | 1 1 5 |
| Fringe benefits tax (FBT) | 2 4 1 |
| Fuel tax credits | 1 1 4 |
| GST | 2 3 |
| Higher education loan program (HELP) | 1 2 1 |
| Imputation | 2 1 3 |
| Income tax – business | 2 1 3 |
| Income tax – personal or pre-filing | 2 1 4 |
| International tax issues | 2 1 3 |
| Losses | 2 1 3 |
| New legislation – business | 2 5 |
| New legislation – personal | 2 1 4 |
| Non-commercial losses | 2 1 3 |
| Non-profit organisations | 2 4 2 |
| PAYG instalments | 2 1 1 |
| PAYG withholding | 2 1 1 |
| Research and development tax concession | 2 1 3 |
| Self-managed super funds (SMSF) – including eSAT | 4 3 |
| Small business entity concessions | 2 1 3 |
| Super simplification | 4 1 1 |
| Super surcharge | 4 1 2 |
| Super guarantee – including calculators | 4 2 |
| Super enquiries – other (not accounts) | 4 4 |

Letters – alternative phone service

When we send letters to your clients, the phone numbers that we quote are those we provide for the general community.

To ensure your status as a tax agent is recognised by our phone system, you can use the list below to respond to letters from us that quote other phone numbers.

| If a letter from us asks your client to phone: | Phone 13 72 86 and select Fast Key Code |
|---|--|
| 13 10 20 | 4 4 |
| 13 11 42 (debt issues) | 1 2 2 |
| 13 11 42 (lodgment issues) | 1 3 3 |
| 13 28 66 | 1 2 5 1 |
| 13 28 61 | 1 2 5 2 |
| 1300 130 926 | 1 4 2 |
| 1300 657 162 | 1 1 5 |

General phone services

We provide as many options as possible through the registered agent phone line. We also have a range of other phone numbers for other topics.

| Topic | Phone number |
|---|--------------|
| Standard Business Reporting (SBR) cloud-based enabled practice management software – Notify us of a hosted SBR software service . | 1300 852 232 |
| ELS Tech Help Desk | 1300 139 373 |
| Natural disaster assistance for registered agents | 1800 700 724 |
| AUSkey – general enquiries and technical support (including downloading and installation) | 1300 287 539 |
| EFT direct debit – direct refund help line | |
| Direct debit payments and income tax electronic refund advice | 1800 802 308 |
| Payment methods: <ul style="list-style-type: none">■ refer to How to pay■ phone the payment hotline. | 1800 815 886 |
| Publications can be printed or ordered: <ul style="list-style-type: none">■ online■ by phone (have the full title or NAT number ready). | 1300 720 092 |
| Report tax evasion: <ul style="list-style-type: none">■ online■ by phone. | 1800 060 062 |
| Report schemes : <ul style="list-style-type: none">■ by email■ by phone (wait until message finishes and select Option 3). | 1800 177 006 |
| Also see Tax Planning . | |
| Wine equalisation tax | 1300 137 290 |

Complex issue resolution

Our Complex issue resolution service is available to resolve complex administrative issues and tax technical interpretation queries, which you have been unable to resolve through our online channels or by phoning us.

- [Complex issue resolution](#)

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