



Department of the Treasury

Alcohol and Tobacco Tax and Trade Bureau



Announcement

October 12, 2016

Announcing New Hours of Operation for the National Revenue Center Call Center

The TTB [National Revenue Center](#) (NRC) is primarily responsible for processing applications for new and amended permits and for handling tax-related forms, including excise tax returns, operational reports and claims. The NRC operates a call center which handles both telephone and email inquiries. The NRC receives a very high volume of calls and emails so we encourage you to visit our website at www.TTB.gov, before you call or email, as this may save you valuable time.

The new hours of operation for the NRC's call Center are **8 a.m. to 11:30 a.m.** and **12:30 p.m. to 5 p.m. (Eastern), Monday through Friday.**

The NRC call center telephone line offers a call-back feature which allows you to secure your place in line when call volumes are high. At the prompt, speak clearly and slowly. Say and spell your name, and provide your 10-digit phone number. You'll receive a call back in the order your call was received.

If you need to have your [Permits Online](#) account unlocked or you want to know the status of an application filed through [Permits Online](#), you should leave a voicemail message. Those types of inquiries receive dedicated attention and calls are returned as quickly as possible in the order received.

TTB National Revenue Center Call Center

Hours: 8 a.m. to 11:30 a.m. and 12:30 p.m. to 5 p.m. (Eastern)

Monday through Friday

Toll-Free 877-882-3277 / 877-TTB-FAQS

Email: TTBInternetQuestions@ttb.gov