

# Tax agent phone services (Fast Key Code) guide

You can use this 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.

We recommend you bookmark this page as we regularly update the information it contains.

## Before phoning us, check online

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

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

Where an online option is available, we have included links in the tables in this guide.

Before phoning us, check you have your:

- registered agent number (RAN)
- [proof of identity \(POI\)](#).

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 our [phone us](#) page.

## Find the Fast Key Codes for:

- [Account information for clients](#)
- [Activity statements](#)
- [Debt and payment](#)
- [Lodgment](#)
- [Practice administration](#)
- [Registration](#)
- [Tax law and advice](#)
- [Letters – alternative phone service](#)

## See also:

- [General phone services](#)
- [Complex issue resolution](#)
- [Registered agent phone line](#)



## Account information

**Table 1: Fast Key Codes for account information**

Topic	Online services for agents	Tax Agent Portal	13 72 86 Fast Key Code
<a href="#">Name changes – individuals</a>	No	No	1 2 5 2
Notice of assessment – non-individual	No	No	1 2 5 1
Refund or credit transfer – individuals	Yes	Yes	1 2 5 2
Refund or credit transfer – non individuals	Yes	Yes	1 2 5 1
Bank details – update for income tax	Yes	No	1 2 5 2
Assistance with the <a href="#">failure to lodge penalty</a>	No	No	1 2 2 2
Assistance with <a href="#">general interest charge (GIC)</a>	No	No	1 2 2 2
<a href="#">Higher Education Loan Program (HELP)</a>	Yes	Yes	1 2 1
<a href="#">Withholding variations</a> , section 15–15, vary an individual pay as you go (PAYG) rate of withholding	No	No	1 2 3

**See also:**

- [Online services for agents](#)
- [Tax Agent Portal](#)

## Activity statements

**Table 2: Fast Key Codes for activity statements**

Topic	13 72 86 Fast Key Code
Assistance with completing	1 4 1
Request new document identification number	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

**Table 3: Fast Key Codes for debt and payment**

Topic	Online services for agents	Tax Agent Portal	13 72 86 Fast Key Code
GIC remission request	Yes	Yes	1 2 2
Payment arrangements – <a href="#">Help with paying</a>	Yes	Yes	1 2 2
Respond to <a href="#">demands or notices</a> about tax	No	No	1 2 2

**See also:**

- [Online services for agents](#)
- [Tax Agent Portal](#)

## Lodgment

**Table 4: Fast Key Codes for lodgment**

Topic	13 72 86 Fast Key Code
Lodgment of activity statements, Single Touch Payroll, business income tax returns, super and fringe benefits tax	1 3 1 1
Lodgment of personal income tax returns	1 3 1 2
<a href="#">Lodgment program</a> information and assistance	1 3 2
<a href="#">Private binding ruling</a> : respond to lodgment notices from us	1 3 3

**See also:**

- [Prepare and lodge](#)

## Practice administration

**Table 5: Fast Key Codes for practice administration**

Topic	Online services for agents	Tax Agent Portal	13 72 86 Fast Key Code
Access Manager system assistance	No	No	<b>3 3</b>
<a href="#">Feedback and complaints</a> about income tax	Yes	Yes	<b>3 2 1 1</b>
<a href="#">Feedback and complaints</a> about business tax	Yes	Yes	<b>3 2 1 2</b>
<a href="#">Feedback and complaints</a> about superannuation	Yes	Yes	<b>3 2 1 3</b>
<a href="#">Feedback and complaints</a> about other matters	Yes	Yes	<b>3 2 1 4</b>
Assistance with all <a href="#">practitioner lodgment service</a> (PLS) transactions and Standard Business Reporting (SBR) enabled software	No	No	<b>3 1 2</b>
Assistance with PLS and Online services for agents technical issues, connections, firewalls and virtual private network (VPN)	No	No	<b>3 5</b>
Assistance with <a href="#">Online services for agents</a> and the Tax Agent Portal, including access, technical difficulties, functions and navigation	No	Yes	<b>3 3</b>
Enquiries about the <a href="#">Small Business Superannuation Clearing House (SBSCH)</a>	Yes	Yes	<b>4 5</b>
Report phoenix, tax evasion or black economy activity	No	No	<b>3 4</b>
General administrative issues	No	No	<b>3 2 2</b>
<a href="#">Natural disaster</a> assistance – see <a href="#">General phone services</a>	N/A	N/A	N/A

**See also:**

- [Your practice](#)
- [Online services for agents](#)
- [Tax Agent Portal](#)

## Registration

If your query relates to your tax agent registration, visit the [Tax Practitioners Board](#) website.

**Table 6: Fast Key Codes for registration**

Topic	Online services for agents	Tax Agent Portal	13 72 86 Fast Key Code
Duplicated TFN or ABN	No	No	<b>1 1 1</b>
Grouping and branching, joint venture registrations, consolidations and government controlled registrations	No	No	<b>1 1 2</b>
New or changes to registration details or other general registration enquiries	No	No	<b>1 1 3</b>
<a href="#">Register for luxury car tax (LCT)</a> and <a href="#">wine equalisation tax (WET)</a>	Yes	No	<b>1 1 3</b>
<a href="#">Update client legal name</a> – individual or sole trader	No	No	<b>1 2 5 2</b>
<a href="#">Cancel fuel tax credits</a>	Yes	Yes	<b>1 1 4</b>
Cancel TFN	No	No	<b>1 1 3</b>

**See also:**

- [Online services for agents](#)
- [Tax Agent Portal](#)

## Tax law and advice

Our website has significant online resources to help you with your query. Links relevant to each topic are available in Table 7 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.

**Table 7: Fast Key Codes for tax law and advice**

Topic	13 72 86 Fast Key Code
<a href="#">Capital gains tax</a> – business	2 1 2 1
<a href="#">Capital gains tax</a> – personal	2 1 2 2
Compassionate release of super	4 4
<a href="#">Consolidation</a>	2 1 3
<a href="#">Downsizer</a>	4 4
<a href="#">Private company benefits – Division 7A dividends</a>	2 1 3
<a href="#">Employee share schemes</a>	2 1 2 1
<a href="#">Excise and fuel schemes</a> (excluding fuel tax credits)	1 1 5
<a href="#">First home superannuation saver scheme</a>	4 4
<a href="#">Fringe benefits tax (FBT)</a>	2 4 1
<a href="#">Fuel tax credits</a>	1 1 4
<a href="#">GST</a>	2 3
<a href="#">Higher education loan program (HELP)</a>	1 2 1
<a href="#">Imputation</a>	2 1 3
<a href="#">Income tax – business</a>	2 1 3
<a href="#">Income tax – personal</a> or <a href="#">pre-filing</a>	2 1 4
<a href="#">International tax issues</a>	2 1 3
<a href="#">Losses</a>	2 1 3
<a href="#">New legislation</a> – business	2 5
<a href="#">New legislation</a> – personal	2 1 4
<a href="#">Non-commercial losses</a>	2 1 3
<a href="#">Non-profit organisations</a>	2 4 2
<a href="#">PAYG instalments</a>	2 1 1
<a href="#">PAYG withholding</a>	2 1 1
<a href="#">Research and development tax concession</a>	2 1 3
<a href="#">Self-managed super funds (SMSF)</a> – including <a href="#">eSAT</a>	4 3

<a href="#">Small business entity concessions</a>	2 1 3
<a href="#">Super simplification</a>	4 1 1
<a href="#">Super surcharge</a>	4 1 2
<a href="#">Super guarantee</a> – including calculators	4 2
<a href="#">Super enquiries</a> – other (not accounts)	4 6
<a href="#">Wine equalisation tax</a>	1 1 3

## Letters – alternative phone service

When we send letters to your clients, the phone numbers 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.

**Table 8: Fast Key Codes for letters – alternative phone service**

If a letter from us asks your client to phone:	Phone 13 72 86 and select Fast Key Code
13 10 20	4 6
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 phone numbers for other topics.

**Table 9: General phone services**

Topic	Phone number
Standard Business Reporting (SBR) cloud-based enabled practice management software – <a href="#">Notify us of a hosted SBR software service</a>	1300 852 232
<a href="#">Natural disaster</a> assistance for registered agents	1800 700 724
<a href="#">AUSkey</a> – general enquiries and technical support (including downloading and installation)	1300 287 539
<a href="#">EFT direct debit</a> – direct refund help line Direct debit payments and income tax electronic refund advice	1800 802 308
Payment methods: <ul style="list-style-type: none"><li>■ refer to <a href="#">How to pay</a></li><li>■ phone the payment hotline</li></ul>	1800 815 886
Publications can be printed or ordered: <ul style="list-style-type: none"><li>■ <a href="#">online</a></li><li>■ by phone (have the full title or NAT number ready).</li></ul>	1300 720 092
Report phoenix, tax evasion or black economy activity: <ul style="list-style-type: none"><li>■ <a href="#">online</a></li><li>■ by phone</li></ul>	1800 060 062

## 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.

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