



STATE OF HAWAII  
**DEPARTMENT OF TAXATION**

## **News Release**

**LINDA LINGLE**  
Governor

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### **DEPARTMENT OF TAXATION TEMPORARILY EXPANDS CALL CENTER HOURS & DAYS**

HONOLULU – The State Department of Taxation (DOTAX) is temporarily expanding its Call Center hours and days to better serve the public. Beginning November 9, 2006 and ending June 29, 2007, the Call Center will be open from 7:00 a.m. to 5:00 p.m. Monday thru Friday (excluding State holidays). The Call Center will also be open on three Saturdays: November 18, November 25, and December 2, 2006, from 8:00 a.m. to 4:30 p.m.

The expanded hours and days are to help accommodate the anticipated increase in call volume due to the new ½ percent Oahu County Surcharge tax that takes effective January 1, 2007. Notices about the new ½ percent Oahu County Surcharge tax are being mailed to all registered businesses throughout the month of November 2006 and are expected to generate additional calls to the Department of Taxation.

In addition to the expanded Call Center hours and days, the Department of Taxation is launching its new Call Center phone system. The new phone system will offer callers the ability to check on the status of their general excise tax returns and payments over

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the telephone and will also inform callers of their position number in the holding queue and the anticipated wait time to speak with a customer service representative.

To reach DOTAX's Call Center dial 808-587-4242 or toll free at 1-800-222-3229.

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For more information, contact:

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