

# Publication 5814

## Alternative Media Center

For use in preparing

**2024** Returns



Get forms and other information faster and easier at:

- [IRS.gov](https://www.irs.gov) (English)
- [IRS.gov/Korean](https://www.irs.gov/Korean) (한국어)
- [IRS.gov/Spanish](https://www.irs.gov/Spanish) (Español)
- [IRS.gov/Russian](https://www.irs.gov/Russian) (Русский)
- [IRS.gov/Chinese](https://www.irs.gov/Chinese) (中文)
- [IRS.gov/Vietnamese](https://www.irs.gov/Vietnamese) (Tiếng Việt)



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Department of the Treasury **Internal Revenue Service** [www.irs.gov](https://www.irs.gov)

Visit the Accessibility  
Page on [IRS.gov](https://www.irs.gov)

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## **Alternative Media Center**

The Alternative Media Center (AMC) creates alternative media formats such as Braille and large print to make it easier for taxpayers with print disabilities to meet their tax responsibilities and receive tax incentives for

which they are eligible. The AMC works with vendors and operates a facility to produce Braille and large print pages.

Our dedicated staff provides Braille transcription, customized accessibility solutions and web services. We also provide customer support through our Accessibility Helpline. We welcome opportunities to provide outreach and partnerships with disability organizations to help us better understand taxpayer media preferences. Contact our Accessibility Helpline at 833-690-0598 for additional information.

## **Accessible Forms and Publications**

The IRS offers content in a variety of file formats to accommodate people who use assistive technology such as screen reading software, refreshable Braille displays and voice recognition software. We have prepared hundreds of tax forms, instructions and publications that can be downloaded or

viewed online in text, Braille ready files, browser-friendly HTML, accessible PDF and large print. Visit the **Accessible Forms and Publications** page on IRS.gov to access this information.

To request paper copies of tax forms, instructions or publications in Braille or large print, call the tax form telephone number at 800- 829-FORM (3676).

## **IRS Mission**

Providing America's taxpayers top quality service by helping them understand and meet their tax responsibilities and enforce the law with integrity and fairness to all.

## **Accessibility Helpline**

IRS established an Accessibility Helpline to answer questions related to products in alternative media formats (i.e. Braille, large print, audio, etc.) and accessibility services available to taxpayers with print disabilities.

Taxpayers who need accessibility assistance can call 833-690-0598. Assistance for multilingual taxpayers is also available on the helpline via the Over-the-Phone Interpreter service. The helpline does not have access to taxpayers' IRS accounts. Those needing help with tax law, refunds or other account-related issues, should visit the **Let Us Help You page.**

## **AMC Vision**

Creating a culture that provides an inclusive environment through equal access to information.

## **Accessible notices and letters**

Taxpayers can choose to receive their IRS tax letters and notices in Braille, large print, audio or electronic formats. This includes notices about additional taxes or penalties owed. To receive notices in an alternative media format, choose one of the following options.

- Select your preference on your IRS Individual Online account.
- Complete **Form 9000, Alternative Media Preference**, and include it with your tax return or mail it as a standalone form to the IRS.
- Call the tax assistance number at 800-829-1040 to elect your preferred format.
- If you already received a notice or letter in print format and prefer it in Braille, large print, audio or text, select one of the options below.
- Call the Accessibility Helpline at 833-690-0598.
- Fax your notice and a cover sheet to: Alternative Media Center, at 855-473-2006. At the top of the cover sheet, write "Alternative Media Format" and include your name, address, daytime phone number and your preferred alternative media format.

- Mail your notice with a note stating your preferred format (Braille or large print) to:

Internal Revenue Service  
Alternative Media Center  
400 N. 8th St., Room G39  
Richmond, VA 23219

Once the AMC receives your notice, it could take up to 15 business days to convert it to your preferred format and mail it back to you.

## **Helpful Links**

American Sign Language (ALS) Videos

Disability Information for Individuals,  
Businesses and Partners Providing Services

Understanding Your IRS Notice or Letter