

CHRIS DELUZIO
17TH DISTRICT, PENNSYLVANIA

WASHINGTON OFFICE
1222 LONGWORTH HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-2301

CARNEGIE DISTRICT OFFICE
1 VETERANS WAY
SUITE 204
CARNEGIE, PA 15106
(412) 344-5583



HOUSE ARMED SERVICES COMMITTEE
HOUSE TRANSPORTATION AND INFRASTRUCTURE COMMITTEE

Congress of the United States
House of Representatives
Washington, DC 20515

August 24, 2026

Frank J. Bisignano
Chief Executive Officer
Internal Revenue Service
1111 Constitution Avenue NW
Washington DC, 20224

Dear Frank J. Bisignano,

I write today to address concerns about accessibility and communication issues between Americans and the Internal Revenue Service (IRS).

My office regularly hears from constituents who receive notices in the mail from the IRS asking for payment, identity verification, or other time sensitive matters that can affect the good standing of their taxpayer status. Each notice seems to provide a different 1-800 number for constituents to call and speak to a representative.

My team has heard from many constituents who share that they wait on hold for up to an hour at times just to have the line disconnected. Other constituents have shared they try calling the number listed on their notice and are told the agency is unable to take your call due to high call volumes and to please try again at a different time. Constituents continue to receive this same message as they try calling at different days and times, with no luck. My office has even heard from constituents who shared they were so concerned about trying to resolve their issue with the agency that they felt they needed to request time off from work to be able to sit by the phone in the hopes of being able to reach a live agent for assistance.

Constituents receive no answers and waste an unreasonable amount of time trying to fulfill their duties to pay taxes and to address their issues with the IRS.

Americans should be able to have their questions answered and receive assistance in a timely manner without spending days and weeks at a time trying to get connected to an agent by phone.

I respectfully ask for a response to these questions by September 4, 2026:

1. What steps, if any, are being taken to address high call volumes so that Americans can receive assistance in a timely manner?
2. Has there been a recent shift to provide more automated systems and chat bot options rather than providing human staffing?
3. If Americans are stuck waiting for extended periods of time, is there an option for them to receive a call back if the wait is anticipated to extend past a certain time frame?
4. What steps are being taken to support one on one support between the IRS and Americans? Are there any staffing and technology improvements being worked on and if so, what is the time frame to complete these improvements?

Very respectfully,

A handwritten signature in blue ink that reads "Christopher R. Deluzio". The signature is written in a cursive, flowing style.

Chris Deluzio
Member of Congress