

Invitation for CPA members

Re: The CRA's Dedicated Telephone Service Pilot Project is Expanding

Since July 2017, the Canada Revenue Agency (CRA) has been piloting a new Dedicated Telephone Service (DTS) to assist income tax service providers. The DTS gives service providers access to experienced CRA staff who can help with more complex, interpretive tax issues than those typically dealt with under the CRA's general enquiries service.

We have received word from CPA Canada that the DTS pilot project is expanding. The DTS is now available to all small and medium income tax service providers across Canada.

Enrolment and participation in the pilot are voluntary and there is no cost to use the service. However, since access to the service during the pilot is limited, we recommend you register as soon as possible to reserve your place.

The DTS is not intended for large firms — those firms with more than 50 partners — or organizations with specialized tax professionals whose services include advanced tax planning.

If you believe you meet the eligibility criteria and want to register for the pilot, visit the [DTS website](#) and follow the instructions to register. Once registered you will receive a telephone number and your personal access code.

If you have any questions or need assistance with the registration process, please contact the CRA at dts-str@cra-arc.gc.ca.