



Dedicated Telephone Service Pilot Project Registration Form

Thank you for your interest in participating in the Canada Revenue Agency's Dedicated Telephone Service pilot project for income tax service providers. To participate, you must meet all of the following criteria:

- You are in public practice in Ontario, Quebec, Manitoba or New Brunswick
- You are a sole proprietor, partner or shareholder of a firm with up to three partners or shareholders
- You prepare income tax returns for clients

If you meet these criteria, please provide the following information, and review and indicate your acceptance of the Terms and Conditions of Use.

Your completed registration form, and any questions on the registration process, can be emailed to: dts-str@cra-arc.gc.ca

EFILE number			
Salutation	First name	Last name	Initial
Firm/Organization name		Are you a: <input type="checkbox"/> CPA <input type="checkbox"/> Lawyer <input type="checkbox"/> Other	Number of partners
Email Address		Telephone number	Ext. Fax number
Address		City	Province Postal code

Note: The contact information you provide on this form will not update or change your CRA contact information.

Confirmation

Registration for the DTS pilot project requires that you review and agree (by checking the box) to abide by the following Terms and Conditions of Use:

Terms and Conditions of Use

In consideration of the Canada Revenue Agency (CRA) giving you access to the Dedicated Telephone Service (DTS) pilot project, you agree to the following Terms and Conditions of Use:

1. You certify that all information provided by you relating to your registration as a participant in the DTS is true, accurate and complete. You shall notify us of any changes to that information over the course of the pilot.
2. Use of this service requires a unique Telephone Access Code (TAC) that will be issued to you during the graduated roll out of the service and after the CRA has received your completed registration form. Your TAC is for your use only and you accept that you are at all times responsible for its use. This responsibility applies even if you change your contact information. This information must be kept confidential and must not be shared with or disclosed to others. Any sharing of your TAC as well as any illegal or improper use of your TAC, will result in your removal from the pilot project.
3. DTS Officers will help find answers to your technical income tax questions that remain after you have completed your own research of the information available to you. Our responses are limited to interpretative positions previously taken by the CRA. DTS Officers cannot comment on specific situations or otherwise provide tax advice.
4. The DTS is not meant to be a replacement for either the CRA's Individual Income Tax Enquiries Line or the Business Enquires Line. Depending upon the nature of your enquiry, your call may be redirected as we do not have access to taxpayer accounts.
5. If your issue does not relate to an interpretative position previously taken by the CRA, you can ask us to forward your enquiry to our Income Tax Rulings staff as a request for a technical interpretation. See Income Tax Information Circular IC70-6R7, *Advance Income Tax Rulings and Technical Interpretations* for more information.
6. As this is a pilot project, there may be times when the DTS is unavailable due to limited staffing, unforeseen delays or malfunctions. When call volume exceeds capacity, we ask that you exercise patience and try calling again at a later time. If voicemail functionality is enabled, you must not disclose any taxpayer information.
7. You understand and accept that the CRA can suspend or revoke your access to the DTS without notice in circumstances, including but not limited to the following:
 - a. we suspect unauthorized use of your TAC;
 - b. you fail to comply with other agreements in place with the CRA (such as the Represent a Client or EFILE services);
 - c. where there is a misuse or abuse of the service;
 - d. as a security measure;
 - e. for administrative reasons; or
 - f. if you fail to abide by these Terms and Conditions of Use.

8. The CRA reserves the right to make use of any information collected, provided the use is consistent with privacy and access to information laws and policies, as well as the CRA's security policies.
9. The CRA may monitor telephone access to ensure the services are being used responsibly and in accordance with these Terms and Conditions of Use.
10. Without restricting the generality of the foregoing, the CRA disclaims all liability for any claim in relation to:
 - a. the availability or unavailability of the Internet, telecommunications or other infrastructure systems due to system maintenance or any factors outside of our control; and
 - b. any unauthorized use of your EFILE# or TAC.
11. You agree that the CRA is not responsible for any losses or damages incurred by anyone because of:
 - a. any reliance upon the information provided unless it is official CRA documentation;
 - b. any transfer of information to the CRA; or
 - c. any restriction, delay, malfunction, or unavailability of the service.
12. You are aware that the CRA does not provide assurance with respect to the protection, confidentiality, or security of email or facsimile transmissions. You accept the risks inherent in sending information electronically and/or by fax and further recognize that all email messages sent over the Internet may be considered as being accessed and disclosed to unknown third parties somewhere in the world. You agree not to hold the CRA or its employees liable for any damage or loss, however caused, arising out of the email and/or facsimile transmissions of correspondence related to the DTS.
13. These Terms and Conditions of Use may be amended from time to time. When this occurs, you will be presented with the new version and asked to indicate your acceptance once again.
14. Personal information is collected under the authority of the *Income Tax Act* in order to register you with the Dedicated Telephone Service. It may also be used for any other purpose related to the administration or enforcement of the Act. Failure to provide the required information may lead to a delay in or refusal to process your registration.

Personal information is described in personal information bank CRA PPU 090. Under the [Privacy Act](#), individuals have a right of protection, access to and correction or notation of their personal information and to file a complaint with the Privacy Commissioner of Canada regarding our handling of their information.

I agree to the above Terms and Conditions of Use.

Please send your completed registration form and confirmation to: dts-str@cra-arc.gc.ca. If you do not agree to the above Terms and Conditions of Use or if you do not meet the eligibility requirements, please do not respond as you cannot register for the DTS.