


Coronavirus Update

Stay informed about coronavirus – COVID-19. Learn more. *Mar. 19th, 2020, 9:30 am* [Read more](#) 

Status of in-person state office locations for Executive Branch agencies *Mar. 18th, 2020, 7:00 pm* [Read more](#) 

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Important COVID-19 Coronavirus Response Update from DOR

DOR is actively monitoring the latest developments regarding the COVID-19 coronavirus. Updated: March 18, 2020.

Overview and Resources

DOR is actively monitoring the latest developments and is following guidance from the [Department of Public Health \(/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19\)](#) and the federal [Centers for Disease Control and Prevention \(https://www.cdc.gov/coronavirus/2019-ncov/index.html\)](#) with respect to the coronavirus outbreak.

We are taking all necessary precautions as we continue to conduct business as usual in order to support our customers.

All DOR tax and child support walk-in centers are closed until further notice. If you need assistance, please visit the [DOR \(/dor\)](#) and [CSE \(/cse\)](#) websites.

Contact centers can be reached at the following numbers:

- **Tax** (617) 887-6367 or (800) 392-6089 (toll-free in Massachusetts)
- **Child Support:** (800) 332-2733, (local callers) (617) 660-1234

Online transactions

- To make tax payments, check on your refund, and more, visit [MassTaxConnect \(/masstaxconnect\)](#).
- To access your child support account, visit the [CSE Case Manager \(https://ecse.cse.state.ma.us/uwps/wps/portal/Home/cwp/customerwebsitehome!/ut/p/a1/hY_NDolwDICfxQNXVtiU6a2KQRSjB424i5ImAon8hA19fafRmz9N2qTN9zU\)](#) (Visit the CSE website for additional ways to [make child support payments \(/how-to/how-to-pay-child-support\)](#).)

We apologize for any inconvenience. Please use the online self-service options.

DOR recognizes that our customers may need assistance with various tax, child support, and municipal obligations due to the impact of the coronavirus. We are here to help and taxpayers are advised of the following support tools and measures during this public health emergency:

- In many instances, taxpayers automatically receive at least six extra months to file their tax returns, as long as they satisfy certain tax payment requirements. See [AP 604: Extensions of Time to File Tax Returns](#) (</administrative-procedure/ap-604-extensions-of-time-to-file-tax-returns>).
- DOR may also waive penalties under certain circumstances if a taxpayer is late in paying their tax obligation and will work with impacted taxpayers to waive such penalties. See [AP 633: Guidelines for the Waiver and Abatement of Penalties](#) (</administrative-procedure/ap-633-guidelines-for-the-waiver-and-abatement-of-penalties>).
- In the event mail service is delayed, you can ensure that returns, payments and refunds are received if you elect to submit them or receive them by electronic means.
- In the event the Internal Revenue Service (IRS) issues tax relief to taxpayers with federal filing obligations, DOR is prepared to follow the IRS in offering similar relief for taxpayers with Massachusetts tax filing obligations.
- The Probate Court is closed March 16th and 17th. The Child Support team is continuing to work with the Probate Court to develop a plan to handle child support cases.
- Get important updates from DOR as they happen. Just [sign up](https://wfb.dor.state.ma.us/DORCommon/Listserv/DORMailList.aspx) (<https://wfb.dor.state.ma.us/DORCommon/Listserv/DORMailList.aspx>) with your email.

[One-stop connection](#) (</info-details/dor-contact-us>) to DOR by phone or email.

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