

MAIN MENU OPTIONS

- Press 0 To talk with a Customer Service Caseworker.
- Press 1 If you know the telephone number of the person you are trying to reach.
- Press 2 To reach the automated Message and Payment Services Menu.
- Press 3 To leave a voice mail message.
- Press 4 For general information (See next page).
- Press 5 For assistance with License Revocation and Enforcement Issues.
- Press 7 For information about the Electronic Fund Transfer (EFT) and Alaska Debit Card Program.
- Press 8 If you are an Employer trying to reach the Employer Assistance Section.

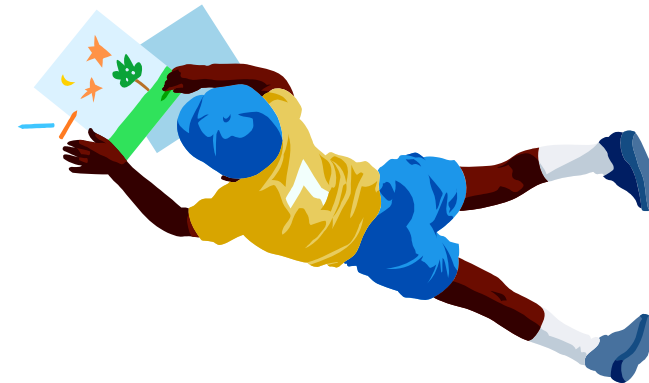
HOW TO USE THE KIDSLINE

- Have a pencil and paper ready to write down important information.
- Call (907) 269-6900 or (800) 478-3300 (In-State Toll Free) from a touch tone telephone.
- If calling for specific information, please have your member identification number ready.
- Listen and select the menu option you wish to use.
- If you know your menu selection, you may enter that number immediately; you do not have to listen to all the menu options.
- You may return to a previous menu at any time by pressing #, except when using the messaging and payment information system.
- You may reach a customer service caseworker by pressing 0.

STATE OF ALASKA DEPARTMENT OF REVENUE CHILD SUPPORT SERVICES DIVISION (CSSD)

"Keep in touch with us"

How to use the 24 hour
KIDSLINE Automated
Telephone System





OPTION 4 - GENERAL INFORMATION

The following menu options provide general information about how to access our offices and services. You may make a menu selection at anytime during the recording.

Press 1 For CSSD Website information.

Press 2 For In-state Toll Free numbers.

Press 3 For Payment Processing Information.

OFFICE CONTACT INFORMATION

Press 4 Anchorage Office

Press 5 Fairbanks Office

Press 6 Juneau Office

Press 7 Mat-Su Office

PFD GARNISHMENT INFORMATION

Press 8 PFD Garnishment Information for parents receiving child support payments.

Press 9 PFD Garnishment Information for parents making child support payments.

CUSTOMER SERVICE

Press 0 To talk to a Customer Service Caseworker.



CSSD Offices

Main Office - Statewide

550 W 7th Ave. Suite 310
Anchorage AK 99501-6699
Phone: (907) 269-6900
Fax: (907) 787-3220
(800) 478-3300 (In-State Toll Free)

Southeast

POB 110402
333 Willoughby Ave. 11th Flr SOB
Juneau AK 99811-0402
Phone: (907) 465-5887
Fax: (907) 787-3220

Fairbanks

675 7th Ave. Station J2
Fairbanks AK 99701-4531
Phone: (907) 451-2830
Fax: (907) 787-3220

Mat-Su

845 W Commercial Drive
Wasilla AK 99654-6937
Phone: (907) 357-3550
Fax: (907) 787-3220

Internet Address

<http://www.csed.state.ak.us/>

Additional Assistance

If you need assistance or other accommodations to use our services, please contact us. For TDD assistance, call (907) 269-6894 (machine access only) or (800) 370-6894 (In-State Toll Free).

Payment Information

Payments may be made in Anchorage from 7:00 am to 5:15 pm.

For information about office hours in other locations please contact the office nearest you.

Payments may be mailed to:
CSSD
PO Box 100380
Anchorage AK 99510-0380

Your case information

(Case Number)

(Member Identification Number)

(Caseworker Name)