



2007 Tax Forum Customer Satisfaction Survey

1. LOCATION (Check one)

- Atlanta, Chicago, Las Vegas, New York, Anaheim, Orlando

2. PROFESSION (Check one)

- Electronic Return Originator, Enrolled Agent, Reporting Agent, Transmitter, Immediate Service Provider, Software Developer, Financial Institution, Certified Public Accountant, Other

3. e-IRS ROOM

Did you visit the e-IRS Room?

- Yes, No

If yes, how would you rate your level of satisfaction with the service(s) you received?

Very Satisfied (5-3) Very Dissatisfied (2-1)

4. e-help DESK

Have you ever contacted the e-help Desk from your workplace or residence?

- Yes, No

If yes, was your contact by telephone, e-mail, or postal mail?

- Telephone, E-mail, Postal Mail

Thinking back to your last contact (from your workplace/residence) how would you rate your level of satisfaction with the service(s) you received?

Very Satisfied (5-3) Very Dissatisfied (2-1)

What is your preferred method of communication with the e-help Desk?

- Telephone, E-mail, Postal Mail

5. COMMENTS

Your opinion is very valuable to us. Please use the space below to provide information on how we can improve help desk services for our customers.

Five horizontal lines for writing comments.