

Music On Hold Survey 2009 Tax Forum Administrator's Guide

Hello, I'm _____. I work for the IRS and I'm recruiting tax professionals to participate in a brief music on hold survey.

In the past one of the primary issues in our surveys and focus groups involving practitioners has been the music on hold that is played on the toll-free telephone system. This survey will provide five excerpts of music for you to rate according to your personal preference.

The purpose of this study is to seek the opinion of tax professionals related to toll-free telephone music on hold. This survey should take less than 10 minutes of your time.

Would you have a few minutes to participate? It should take less than 10 minutes of your time.

If you would like, I can give you a name and address where you can send comments and questions regarding this time estimate. We are required by law to report to you the Office of Management and Budget (OMB) control number for this public information request. That number is OMB# 1545 -1349. Your participation is voluntary.

(Read only if respondent asks for address where to send comments.)

Send comments to: Internal Revenue Service
 Tax Products Coordinating Committee
 SE:W:CAR:MP:T:T:SP
 1111 Constitution Avenue, NW, IR-6406
 Washington, DC 20224

Would you interested in participating? *(If yes, provide participant with the ballot and a station to begin the survey. Read the Concluding statement below once you have directed them to the station.)*

Thank you for your participation. We appreciate you taking the time out of your schedule to share your thoughts and opinions about these selections of music.

If you have any additional comments or suggestions about the selections that you heard today or any other suggestions regarding music on hold for the toll-free telephone system, please e-mail them to the address listed on this business card. The ballot you are using also provides additional space for comments. Again, all of your opinions are strictly private. Once you have completed the survey, please place it in the ballot box located at the station you used.

Thank you again for your participation.