

2008 Tax Forum Customer Satisfaction Survey

1.) **Location** (ie: atl, chi, orl, ny, lv or sd)

2.) **Profession** (Check all that apply)

- Electronic Return Originator
- Enrolled Agent
- Reporting Agent
- Transmitter
- Intermediate Service Provider
- Software Developer
- Financial Institution
- Certified Public Accountant
- Tax Preparer
- Other

3.) **How would you rate your level of satisfaction with the service(s) you received today?**

Very Satisfied 5____ 4____ 3____ 2____ 1____ Very Dissatisfied

Please use the space below to provide information on how we can improve the Tax Forum services we provide for our customers?

4.) **e-Help Desk**

Have you ever contacted the e-help Desk ?

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

_____Telephone _____ e-mail _____Postal Mail

Thinking back to your contact, how would you rate your level of satisfaction with the service(s) you received?

Very Satisfied 5____ 4____ 3____ 2____ 1____ Very Dissatisfied

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

5.) **Comments**

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

The OMB Control Number for this study is 1545-1349. If you have comments regarding this survey, please write to: IRS, Tax Products Coordinating Committee, SE:W:CAR:T:T:SP, 1111 Constitution Ave, NW, Washington, DC 20224

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1349. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the, Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.