

1545-1432

Note to: Glenn P. Kirkland  
IRS Reports Clearance Office  
Tax Forms and Publication SE:W:CAR:MP:T:T:SP

From: Laura R. Rasmussen  
Chief, Statistical Support Team  
Statistics of Income RAS:S:S:S

Subject: OMB Approval of Contact Center Telephone Study-CS-09-151

Attached is the documentation needed by the Office of Management and Budget for OMB Approval of Contact Center Telephone Study-CS-09-151. The total estimated burden for this study is 458 hours.

If you have any questions regarding this project, please direct them to me at (202) 874-1269.

Attachments:  
Cover Memorandum to OMB  
Clearance Request  
Attachments  
Survey

NOTE TO THE REVIEWER OF: OMB Clearance # 1545-1432

From: Laura R. Rasmussen  
Chief, Statistical Support Team  
Statistics of Income RAS:S:S:S

Subject: OMB Approval Request for OMB Approval of Contact Center Telephone  
Study-CS-09-151

Please accept the enclosed materials for approval under the OMB Clearance package 1545-1432, "Customer Satisfaction". In accordance with our agreement with OMB, I am submitting a brief description of the study and the materials to be used in the study at least two weeks in advance of the start of the study.

The total estimated burden for this study is 458 hours.

If there are any questions regarding this project, please direct them to me at (202) 874-1269.