

IRS Small Business/Self Employed  
Correspondence Campus Exam Improvement (CCE) Toll-Free Improvement  
Pilot Survey

READ: Thank you for participating in this voluntary survey. This survey allows taxpayers to provide information to assist the IRS in improving its telephone services. Your responses will be combined with those of other taxpayers and will be reported only in statistical totals. No individual answers will be reported. It will take less than 3 minutes to complete. During this survey you will be asked to rate the service you received from the IRS during this call regarding your correspondence examination.

- Q1 Why did you call this Toll Free number today? Was it to find out...? (READ)
- 1 What you need to send to the IRS?
  - 2 Did the IRS receive your correspondence?
  - 3 What is your refund status?
  - 4 Can you get an extension?
  - 5 Is the correspondence sufficient?
  - 6 Why you received this letter?
  - 7 Or you agree with the assessment, but are unable to pay
  - 8 Other

Please rate the following questions about your experience with the correspondence exam Toll-Free service, using the following scale (READ):

- 5 if you were very satisfied
- 4 if you were somewhat satisfied
- 3 for neither satisfied nor dissatisfied
- 2 for somewhat dissatisfied
- 1 for very dissatisfied
- And 9 if you are not sure

- Q2 Rate your satisfaction with the ease of understanding the automated answering system menu and instructions.
- Q3 Rate your satisfaction with finding the menu choice that fit your question or issue.
- Q4 Rate your satisfaction with the length of time to get through by phone to an IRS representative who can help you.
- Q5 Rate your satisfaction with the length of time it took to complete the call from when you first reached a representative.
- Q6 Was the length of the call...? (READ)
- 1 Too short
  - 2 Too long
  - 3 Or just what you expected

- Q7 Rate your satisfaction with the consistency of information received from the IRS.
- Q8 Everything considered, rate your overall satisfaction with the service you received during this call.

Q9 Overall, what can the IRS do to improve the phone service for Correspondence Exam?  
(RECORD VERBATIM)

- Q10 At the completion of your phone call, did you feel your issues were...? (READ)
- 1 Completely resolved
  - 2 Partly resolved
  - 3 Or Not resolved
  - 9 (DNR)Not sure
- Q11 Including today, how many times have you called about this particular issue? (RECORD NUMBER)
- Q12 That completes the survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 1545-1432. In addition, if you have any comments about the time used to complete this survey or ways to improve the survey, you may write to the IRS. Would you like the address to mail your comments?
- 1 Yes
  - 2 No

If yes, READ:

Mail your comments to:

Internal Revenue Service  
Tax Products Coordinating Committee  
1111 Constitution Ave., NW, Room 6510-S  
Washington DC 20224

IF ASKED READ; If you have tried unsuccessfully to resolve a problem with the IRS or if you have a complaint, you may contact the Taxpayer Advocate's office by calling a toll-free telephone number. The toll-free Taxpayer Advocate phone number is 1-877-777-4778.

Thank you for participating in this survey. Your information will help improve the services provided by the IRS. Thank you and have a great day.