

1545-1432

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

From: Kevin Cecco
Chief, Statistical Support Section
Statistics of Income RAS:S:S:S

Subject: OMB Approval Request SB/SE CSCO
Study, 07-38

Attached is the documentation needed by the Office of Management and Budget for IRS.gov IVR Customer Satisfaction Survey-07-038. The total estimated burden for this study is 80 hours.

If you have any questions regarding this project, please direct them to me at (202) 874-0464.

Attachments:
Cover Memorandum to OMB
OMB Form 83-C
Clearance Request
Attachments
Survey
Pre-notification Letter
Cover Letter
Postcard Reminder
Non-respondent Cover Letter

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

From: Kevin Cecco
Chief, Statistical Support Section
Statistics of Income RAS:S:S:S

Subject: OMB Approval Request for IRS.gov IVR Customer Satisfaction Survey-
07-038

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 80 hours.

If there are any questions regarding this project, please direct them to me at (202) 874-0464.