Appendix F

Automated Collection System W&I Questionnaire

ACS Wage and Investment

Revised 9-13-04 Adjustment of open-ended questions Moved Question 7

(For IRS administrator) Thank you for calling the ACS Wage and Investment Survey.

Please enter your five-digit site code.

A. Please enter the resolution of this case from your perspective.

For completely resolved, press 1 For partially resolved, press 2 For not resolved, press 3

B. Please enter the issue that the taxpayer called about.

For Levy, press 1
For Lien, press 2
For a Balance Due other than Levy or Lien, press 3
For a Letter, press 4
For Taxpayer Assistance, press 5
For Payment Verification, press 6
For an Un-Filed Return, press 7
For an Appeal, press 8

Thank you. Please transfer caller now

(For Respondent)

Press the star key when you are ready to take the survey (to repeat in Spanish also)

C. To take the survey in English, press 1 To take the survey in Spanish, press 2

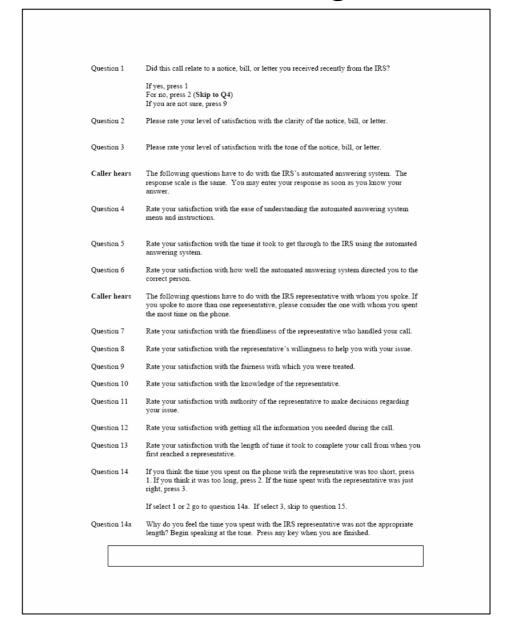
Quality of Service Section

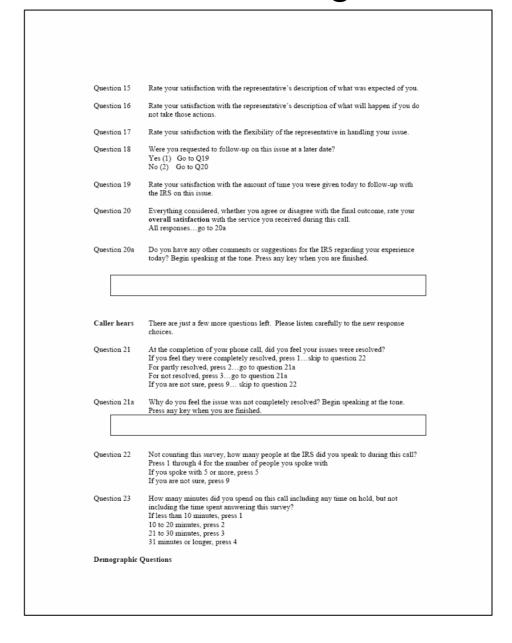
Caller hears: Thank you for participating in this voluntary survey. This survey allows taxpayers to provide anonymous and confidential information to assist the IRS in improving its services. It will take less than 10 minutes to complete. During this survey you will be asked to rate the service you received from the IRS during this call.

Please rate the following questions using the following scale:

If you were very satisfied, press 5 For somewhat satisfied, press 4 For neither satisfied nor dissatisfied, press 3 For somewhat dissatisfied, press 2 For very dissatisfied, press 1 If you are not sure, press 9

Press the star key to repeat the question





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If you called today as an individual taxpayer, press 1.....skip to Q28
Ouestion 24
                A business taxpayer, press 2.......go to Q25
An exempt organization, press 3.....skip to TEXT BEFORE Q31
                Or a tax practitioner, press 4.....skip to Q26
Question 25
                For businesses with assets less than 5 million dollars, press 1
                Otherwise, press 2.....skip to TEXT BEFORE Q31
                As a tax practitioner, if you are representing an individual who filed a short form, press
Onestion 26
                1...skip to TEXT BEFORE O31
                An individual who filed a long form with no small business, farm, or supplemental
                income, press 2...skip to TEXT BEFORE Q31
                An individual who filed a long form with small business, farm, or supplemental income,
                press 3...skip to TEXT BEFORE Q31
                A business taxpayer, press 4
                Or an exempt organization, press 5...skip to TEXT BEFORE Q31
Question 27
                If you are representing a business with assets less than 5 million dollars, press 1
                Otherwise, press 2.....skip to TEXT BEFORE Q31
Ouestion 28
                If you filed short form 1040EZ, press 1.....skip to TEXT BEFORE O31
                If you filed short form 1040A (did not itemize deductions), press 2......skip to
                TEXT BEFORE Q31
                If you filed long form 1040 without other forms or schedules, press 3.....skip to
                TEXT BEFORE 031
                If you filed long form 1040 with other forms or schedules, press 4
                If you don't remember which form you filed, press 5.....skip to TEXT BEFORE
Ouestion 29
                If you reported income or losses from a farm or business you own, press 1
                From rental property, press 2
                From royalties, press 3
                From a partnership or S Corporation, press 4
                From an estate or trust, press 5
                If you don't remember, press 6
                If you filed a Form 2106 for employee business expenses, press 1
Ouestion 30
End Section
Caller hears
                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 XXXX-XXXX. 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?
                If yes, press 1
                If no, press 2
                If yes, the caller hears:
                Mail your comments to:
                Tax Forms Committee
                 Western Area Distribution Center
                Rancho Cordova, CA 95743
Question 31a To repeat this address, press 1
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