

**Justification for the Nonsubstantive Change to
Request for Internet Services & 800# Automated Telephone Services
Knowledge-Based Authentication (RISA)
20 CFR 401.45
OMB No. 0960-0596**

Reason for Change:

In response to a court order in American Council of the Blind v. Astrue, 2009 WL 3400686 (N.D. Cal. Oct. 20, 2009), SSA will collect media preferences for receiving notices and information from Title II beneficiaries, Title XVI recipients, representative payees, and applicants who are blind or visually impaired. Individuals can give us their preference on the Internet, call an automated 800 number, call a Teleservice Center, or call or visit a field office. Prior to giving us the information, SSA will verify the identity of the individuals by asking questions such as name, date of birth, and Social Security Number. We are increasing the number of respondents for our knowledge-based authentication clearance to include the respondents who will choose an alternative media for receiving SSA notices and information. We are increasing the number of 1-800 number and Internet requestors, and are including individuals who telephone or visit SSA's field offices. Please refer to the chart below for the increased numbers:

| Forms | Number of Respondents | Frequency of Response | Average Burden Per Response | Burden Hours |
|----------------------|-----------------------|-----------------------|-----------------------------|---------------|
| Internet Requestors | 150,000 | 1 | 1 ½ Minutes | |
| Telephone Requestors | 150,000 | 1 | 1 ½ Minutes | |
| Intranet Requestors | 1,200,000 | 1 | 1 1/2 Minutes | 30,000 |
| Totals: | 1,500,000 | | | 37,500 |