

OMB SUPPORTING STATEMENT
STUDY TO MEASURE CUSTOMER SATISFACTION
CCE TOLL-FREE CUSTOMER SATISFACTION SURVEY- CY2010
JANUARY 1, 2010 - DECEMBER 31, 2010
TIRNO-05-Z-00014
CCE Toll Free Wage and Investment

(For IRS administrator) Thank you for calling the CCE Toll Free Survey.

Please enter your five-digit site code.

A. Please enter the resolution of this call 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.

Status of exam, press 1

Check if IRS received information mailed or faxed in, press 2

EITC Issue, press 3

Discretionary Issue, press 4

Recon, press 5

Explanation of letter received, press 6

Closed case, press 7

Other, press 8

Thank you. Please transfer caller now

(For Respondent)

Press the star key when you are ready to take the survey

Quality of Service Section

Caller hears: Thank you for participating in this voluntary survey. This survey allows taxpayers to provide anonymous and private information to assist the IRS in improving its services. It will take less than 8 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.

Question 1 Did this call relate to a notice, bill, or letter you received recently from the IRS?

If yes, press 1

For no, press 2 (**Skip to Q4**)

If you are not sure, press 9 (**Skip to Q4**)

Question 2 Please rate your level of satisfaction with the clarity of the notice, bill, or letter.
(1, 2 and 3 go to Q3) (4 and 5 skip to Q4)

Question 3 What can the IRS do to improve the clarity of the notice, bill, or letter you received? Begin speaking at the tone. Press any key when you are finished.

Caller hears The following questions have to do with the IRS's automated answering system. The response scale is the same. You may enter your response as soon as you know your answer.

Question 4 Rate your satisfaction with the ease of understanding the automated answering system menu and instructions.

- Question 5 Rate your satisfaction with the time it took to get through to the IRS using the automated answering system.
- Caller hears** The following questions have to do with the IRS representative with whom you spoke. If you spoke to more than one representative, please consider the one with whom you spent the most time on the phone.
- Question 6 Rate your satisfaction with the friendliness of the representative who handled your call.
- Question 7 Rate your satisfaction with the representative's willingness to help you with your issue.
- Question 8 Rate your satisfaction with the fairness with which you were treated.
- Question 9 Rate your satisfaction with the knowledge of the representative.
- Question 10 Rate your satisfaction with getting all the information you needed during the call.
- Question 11 Rate your satisfaction with the length of time it took to complete your call from when you first reached a representative.
- Question 12 If you think the time you spent on the phone with the representative was too short, press 1. If you think it was too long, press 2. If the time spent with the representative was just right, press 3.
- Question 13 Rate your satisfaction with the clarity of the explanation given to you by the IRS employee regarding your issue
- Question 14 Rate your satisfaction with the representative's description of what will happen if you do not take those actions.
- Question 15 Rate your satisfaction with the ability of the representative to make decisions regarding your issue.

Question 16 Were you requested to follow-up on this issue at a later date?

If yes, press 1 (Go to Q17)

If no, press 2 (Skip to Q18)

Question 17 Rate your satisfaction with the amount of time you were given today to follow-up with the IRS on this issue.

Question 18 Everything considered, whether you agree or disagree with the final outcome, rate your **overall satisfaction** with the service you received during this call.
(Completion Point)

Question 19 Do you have any other comments or suggestions for the IRS regarding your experience today? Begin speaking at the tone. Press any key when you are finished.

Caller hears There are just a few more questions left. Please listen carefully to the new response choices.

Question 20 At the completion of your phone call, did you feel your issues were resolved?

If you feel they were completely resolved, press 1...skip to question 22

For partly resolved, press 2...go to question 21

For not resolved, press 3...go to question 21

If you are not sure, press 9... skip to question 22

Question 21 Why do you feel the issue was not completely resolved? Begin speaking at the tone. Press any key when you are finished.

Question 22 Including today, how many times have you called and discussed this particular issue with an IRS representative?

Press 1 through 4 for the number of times you have called

Press 5 for 5 or more times.

Question 23 How many minutes did you spend on this call including any time on hold, but not including the time spent answering this survey?

If less than 10 minutes, press 1

10 to 20 minutes, press 2

21 to 30 minutes, press 3

31 minutes or longer, press 4

Question 24 Why did you call today?

For an explanation about the letters you received from the IRS, press 1

To let the IRS know you had mailed/faxed documents in, press 2

To obtain the status of your case, press 3

For a general question not related to a specific case, press 4

For any other reason, press 5

End Section

Q29 We often do research on behalf of the IRS and need respondents for our research. Would you be willing to participate in future research? If so, please provide us with your phone number and email address if you have one. This information will be confidential and used only for the purpose of survey research. Research participants may receive a small monetary incentive to participate depending on the survey.

If you would like to participate, press 1.....go to Q29a

If you do not want to participate, press 2.....skip to Q25

Q29a Please type in phone number:

Q29b Please state and spell your first and last name:

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 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.

Question 25 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:

Internal Revenue Service

Tax Products Coordinating Committee

1111 Constitution Ave, NW, Room 6510-S

Washington, DC 20224

Question 26 To repeat this address, press 1.

Otherwise, press 2.

Question 27 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. If you would like the telephone number of the Taxpayer Advocate, press 1. Otherwise, press 2.

If 1, the caller hears:

The toll-free Taxpayer Advocate phone number is 1-877-777-4778.

Question 28 To repeat this telephone number, press 1.

Otherwise, press 2.

Thank you for participating in this survey. Your information will help improve the services provided by the IRS. Thank you. Goodbye.

SURVEY END