

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

From: Laura R. Rasmussen
Chief, Statistical Support Team
Statistics of Income RAS:S:S:S

Subject: OMB Approval Request for Appeals CATI Customer Survey, CS-10-227

Please find attached, documentation needed by the Office of Management and Budget for OMB Approval Request for Appeals CATI Customer Survey, CS-10-227.

The burden associated with this study is 799 hours. If you have any questions regarding this project, please direct them to me at (202) 874-1269.

Attachments:
Cover Memorandum to OMB
Clearance Request
Attachments
Survey

NOTE TO THE REVIEWER OF: OMB Clearance
1545-1349

From: Laura R. Rasmussen
Chief, Statistical Support Team
Statistics of Income RAS:S:S:S

Subject: OMB Approval for OMB Approval Request for Appeals CATI
Customer Survey, CS-10-227

Please accept the enclosed materials for approval under the OMB Clearance package 1545-1432, "Customer Satisfaction Research". 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 799 hours.

If there are any questions regarding this project, please direct them to me at (202) 874-1269.