

**OMB SUPPORTING STATEMENT**  
**STUDY TO MEASURE CUSTOMER SATISFACTION**  
**PRACTITIONER PRIORITY SERVICE SURVEY- CY2011**  
**JANUARY 1, 2011 - DECEMBER 31, 2011**  
**TIRNO-05-Z-00014**  
**Practitioner Priority Service**  
**Changes implemented July 1st, 2008**

(For IRS administrator) Thank you for calling the PPS Survey. Please enter your site code.

Thank you. Please transfer taxpayer now.

(For the respondent) Please Press the star key when you are ready to take the survey.

Thank you for participating in this voluntary survey. This survey allows tax practitioners to provide anonymous and private information to assist the IRS in improving its services. It should take less than 5 minutes to complete and you can press the star key at any time to repeat any question. You may press the # key to go back to the previous question and change your answer if necessary. Before we begin the actual survey, I would like to gather some preliminary information about your call.

1. First, please enter the three-digit area code from where you are calling.
  
2. Thank you. Next, please provide an estimate of how long you were on the phone with the IRS on this call, including your time on hold? Please key in the number of minutes, followed by the pound sign.
  
3. When you called PPS today, how long did you wait on the phone before speaking to a live representative?  
If your wait was less than 1 minute, enter 1.  
If your wait was more than a minute but less than 3 minutes, enter 2.  
If your wait was more than 3 minutes but less than 5 minutes, enter 3.  
If your wait was more than 5 minutes, enter 4.
  
4. Was this wait shorter than you expected, longer than you expected, or about what you expected?  
If your wait was shorter than you expected, enter 1.  
If it was longer than you expected, enter 2.  
If it was about what you expected, enter 3.

5. During this call, to what extent were your questions or issues resolved? Enter 1 if they were completely resolved. Enter 2 if they were partially resolved. Enter 3 if they were not resolved at all.

6. Did you call about a single case or about multiple cases? If for a single case, enter 1. For multiple cases, enter 2. If this does not apply, enter 9.

7. Were the issues discussed concerning Individual accounts, Business accounts or both? For individual accounts, enter 1. For business accounts, enter 2. For both individual and business accounts, enter 3. If this does not apply, enter 9.

(Ask Q8 only if answer to Q7 was 'business' or 'both')

8. Was your issue an Employment tax account question, for example a 940 or 941 account? If yes, enter 1. If no, enter 2.

Thank you. The rest of this survey consists of 12 items related to the service you received during this call to the IRS. To repeat any question, Press the star key. For each of the following items, I will ask you to rate your satisfaction on a scale from 1 to 5, where

5 means you are completely satisfied,

4 means you are somewhat satisfied,

3 means you are neutral,

2 means you are somewhat DIS-satisfied,

and 1 means you are completely DIS-satisfied.

If any question does not apply or if you do not have an answer, press 9. Now let's begin.

9. Please rate your satisfaction with the length of your wait to talk to a representative.

10. Please rate your satisfaction with the time it took to complete your call once you got through to a representative.

11. Now rate your satisfaction with the knowledge and expertise of the representative.

12. Next, please rate your satisfaction with the professionalism of the representative.

13. Rate your satisfaction with the representative's willingness to listen to you and help you with your issue.
14. Rate your satisfaction with the authority of the representative to make decisions regarding your issue.
15. Now, rate your satisfaction with the completeness of getting your questions answered or your issues resolved during this call.  
(If respondent chooses 3, 4 or 5 skip to question 16)
- 15a. ADD What about the completeness of getting your questions answered or your issues resolved during this call were you least satisfied with?  
Begin speaking at the tone. Press any key when you are finished.
16. Rate your satisfaction with the clarity of the information or instructions that you received during this call.
17. Overall, with everything considered, please rate your overall satisfaction with the service you received during this call.

I have just a few more questions and we will be finished.

18. Using the same five-point scale as before, how satisfied are you in general with the time it takes to receive materials from the IRS following a call to the Practitioner Priority Service? (If respondent chooses 3, 4 or 5 skip to question 20)
19. REMOVE What materials did you receive from the IRS and why were you dissatisfied with the time it took to receive them? Begin speaking after the tone and press any key when finished.
20. Which methods do you use to find information about tax law? Please press 1 for yes or 2 for no after each option.
- a. Do you email the IRS to find information about tax law?
  - b. Do you visit the IRS web site?
  - c. Do you refer to IRS publications?

- d. Do you visit a Walk-in Taxpayer Assistance Center?
  - e. Do you call a Toll Free Service?
  - f. And lastly, do you use a commercial information service like CCH?
21. Which one of the options mentioned do you prefer the most?
- a. Email, press 1
  - b. Web site, press 2
  - c. IRS publications, press 3
  - d. Walk-in Taxpayer Assistance Center, press 4
  - e. Toll Free Service, press 5
  - f. Commercial information service, press 6
22. Please indicate which of the following best describes your status as a tax preparer”
- a. If mainly tax season, Self Employed, press 1
  - b. If year round tax service, Self Employed, press 2
  - c. If mainly tax season, Employee, press 3
  - d. If year round tax service, Employee, press 4
23. How many tax returns do you personally prepare in a calendar year?
- a. Fewer than 50, press 1
  - b. 51 – 150, press 2
  - c. 151 – 500, press 3
  - d. 501 – 1000, press 4
  - e. More than 1000, press 5
24. How many years have you prepared taxes
- a. Less than one year, press 1
  - b. 1 – 5 years, press 2
  - c. 6 -15 years, press 3
  - d. 16- 25 years, press 4
  - e. 26 – 35 years, press 5
  - f. More than 35 years, press 6

25. Please type in your age.

26. How frequently do you call the IRS' Practitioner Priority Service? If you call once a week or more, enter 1. If you call at least once a month, enter 2. If you call less than once a month, enter 3.

This concludes our survey; thank you for participating! 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. If you would like to hear the address to which you may write, enter 1. Otherwise you may hang up to complete this call. Thank you.

The address to provide comments or suggestions on this survey is:

Internal Revenue Service  
Tax Products Coordinating Committee  
1111 Constitution Ave., NW, Room 6510-S  
Washington DC 20224

Thank you again. Goodbye.