

In an effort to improve our services to the public, the IRS is seeking the opinions of taxpayers who received a phone call from the IRS about a possible discrepancy on their tax return. Please assist us by completing the brief voluntary survey, which should take less than 5 minutes of your time. Your identity will be kept private to the extent permitted by law. Thank you in advance for your participation.

1. Think back to the last time you received a call from an IRS representative about a possible discrepancy on your tax return. Regardless of whether you agreed or disagreed with the final outcome, please mark the option which best describes your satisfaction with the IRS representative during the phone call.

Please rate your satisfaction with the following:

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
	▼	▼	▼	▼	▼	▼
a. Overall satisfaction with the service you received during this call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Courtesy of the representative who handled your call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Professionalism of the representative who handled your call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Representative's willingness to help you with the possible discrepancy on your return	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Knowledge of the representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. How clearly the representative explained your issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. How well the representative listened to your concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. How clearly the representative explained the next steps in resolving your possible discrepancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Length of time it took to complete the call from the representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. If you answered "Very Dissatisfied" or "Somewhat Dissatisfied" to any of the above questions, can you describe what caused you feel that way?

3. Did the IRS representative answer all your questions? Yes No

4. At the completion of the call, did you feel your discrepancy was resolved? Yes No

5. Did you later find it necessary to call the IRS back about the discrepancy? Yes No

If you answered yes, would you please share with us the reason you called the IRS back?

6. How much do you agree with the following statements?

	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Don't Know/Not Applicable
	▼	▼	▼	▼	▼	▼
a. I received an adequate description of the process to resolve the possible discrepancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The information provided was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I had the opportunity to provide information important to my case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I felt comfortable providing information about my case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. At the beginning of the call, were you told the IRS was using a Video Relay System and that you would be talking through a third party?

Yes No

8. Please rate your satisfaction with the following.

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
	▼	▼	▼	▼	▼	▼
a. Overall communication with the IRS employee through the Video Relay System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The flow of communication with the IRS employee through the Video Relay System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The timing of communicating with the IRS employee through the Video Relay System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Overall, how well did the IRS meet your expectations during the call?

Much worse than expected
 Worse than expected
 As expected
 Better than expected
 Much better than expected

10. The IRS continually looks for ways to improve its service to taxpayers. Did you experience any problems with the Video Relay System or have any other concerns? If so, please share any comments or suggestions that would help us improve this system.

**Thank you for completing this survey.
Please return the questionnaire to the survey administrator.**

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding this study. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Avenue, NW, Washington, DC 20224

Privacy Statement

The authority requesting the information is 5 USC 301. The primary purpose of asking for the information is to determine steps IRS can take to improve our service to you. The information may be disclosed as authorized by the routine uses published for the Privacy Act System of Records entitled, Treas/IRS 00.001 Correspondence Files, including Stakeholder Partnership File, and Correspondence Control Files, as published in the Federal Register: December 10, 2001 (Volume 66, Number 237) [Notices] pages 63785-6. Providing the information is voluntary. Not answering some or all the questions will not affect you.