

OMB Package - **CS-10-252C**

To Measure Customer Satisfaction of the Automated Collection System Support (ACS Support)

**Justification for Proposed Changes to Approved Survey Instrument**

The ACS Support Customer Satisfaction Survey (**CS-10-252**) was approved by OMB December 14, 2010. Based on the findings, W&I Filing Payment Compliance proposed to make changes to: extend survey administration and data collection. While these changes will not impact the survey instrument, they will however, change our burden hours and costs submitted in our original OMB Submission Package.

The proposed changes are listed below and also highlighted in the revised OMB Supporting Statement Package.

**Dates of Collection Begin/End:**

We have extended our Data Collection for an additional three months. Data Collection will begin January 1, 2011 and end March 31, 2012. The approved end date is December 31, 2011.

**Cost of Study:**

The estimated cost for this survey is now \$205,502.56

The burden hours requested on the original OMB Submission: 250  
 Additional burden hours requested: 242  
 Total burden hours: 492

**Amended Burden Hours:**

Survey Name	Offered to:	Survey Respondents	Minutes to Complete Survey	Divided by 60 minutes	Equals burden hours
ACS Support	<b>12, 824</b>	1667	<b>1</b>	12,824/60	214
			<b>10</b>	16670/60	278
					<b>492</b>

We are requesting approval for the additional 242 burden hours as shown in the chart above.