

Attachment B: Invitation to take survey via web “Pop-up” window on IRS.gov

The following will appear in the web pop-up window solicitation for participation in the survey:

The IRS needs your feedback in order to provide you with the online information and services to meet your needs. Please share your preferences for online information and services with us by completing our survey. The survey takes less than five minutes and your feedback will be used to improve the services IRS.gov provides. No personal identifying information will be gathered. All responses are anonymous to the extent allowed by law.

To take the survey you must have Adobe Reader installed on your PC; Adobe Reader is free software you can download from <http://www.adobe.com/products/acrobat/readstep2.html>.

Please open the PDF document to take the survey, fill out each question and click on the send button.

Thank you for allowing us to serve you better!

Attachment C: Survey Instrument (12/01/2011)

Thank you for agreeing to participate in the web survey. Please share your preferences about online information and services you would like IRS to provide that will meet your needs. Completion of this survey is entirely voluntary. No personal identifying information will be gathered. All responses are anonymous to the extent allowed by law. The survey takes less than five minutes and your feedback will be used to improve the services IRS.gov provides.

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 the 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

Survey Instructions:

To complete this survey, enter an "x" in the box next to your selected response, or type your answer in the space provided. Once you have completed the survey, just click the send button.

Adobe Reader should automatically generate an email with your completed survey back to the Survey Team. If Adobe Reader does not produce your evaluation response email for you, save and attach your completed survey to an email addressed to the Survey Team at [Mailbox Address Inserted Here].

Thank you again for your participation. If you have any issues with the survey process please contact Maryamm Muzikir, 240-595-0604.

The following question asks what type of taxpayer you are. Your response is important because the information on IRS.gov is organized by taxpayer type.

1. I am a(n):
 - Individual (filed a Form 1040A or Form 1040EZ)
 - Individual (filed a Form 1040 and without a Schedule C)

- Individual (filed a Form 1040 with a Schedule C)
- Business taxpayer (filed Form 1065, Form 1120 or Form 1120S)
- Tax practitioner
- Other (write in answer)

The following questions have to do with the types of tasks you would like to be able to complete online.

2. I would like to be able to do the following online (select all that apply):

- Determine my current balance due
- Verify my payment was received
- Find out what to do if I can't pay
- Access income information reported about me to the IRS
- How to get a [levy](#) released
- Check status of my request for an [Offer In Compromise](#) or [Installment Agreement](#)
- Find out if a notice of lien has been filed
- Check status of my request for [lien release](#), [subordination](#), discharge, withdrawal
- Check status of my request to be contacted by the IRS
- Other _____ (write in answer)

3. I would like to be able complete the following tasks related to my account online (select all that apply):

- Respond to a notice from the IRS.
- Submit information requested by the IRS (for example, amended return information, other documentation, substantiation, etc.).
- Reset my Personal Identifying Number (PIN)
- Determine Federal Tax Deposit (FTD) amount using a web-application FTD amount calculator.
- Provide financial information to assist the IRS in determining my ability to pay.
- Establish an installment agreement for businesses taxes.
- Determine if I'm eligible for a refund or abatement of interest, penalties, or tax.
- File a claim for a refund or abatement of interest, penalties, or tax.
- Request lien [discharge](#), [subordination](#) or [withdrawal](#).
- Ask the IRS to call me.
- Update my contact information.
- Other E-services offered by the private sector I would like to see on IRS.gov (write in answer) _____