

## Attachment

### Email Script:

*This information, along with the survey, should be sent in an email that is separate from the response to their request.*

The SBSE Excise Tax Office would appreciate it if you would participate in our ExSTARS web browser survey. The survey will help us measure your satisfaction with the web browser that you use to upload your monthly 720-TO Terminal Operator Report, and/or 720-CS Carrier Summary Report. We would appreciate it if you would take a few minutes to complete and return our survey.

Completion of the survey is entirely voluntary. We estimate that the survey should take 5 minutes to complete. We have included a copy of the survey directly below, as well as a file copy attached to this email.

To return the survey, please email or fax it back to us using the information provided on the survey. Please return the survey as soon as possible.

Thank you for your time and assistance. We value your participation in our survey and welcome all comments and suggestions you may have.

ExSTARS has been tested to work with several different web browsers including Internet Explorer versions 7 and 8 and Firefox versions 3.6.3 and 4. We would appreciate your responses to the following questions to help us plan for future support of the most commonly used browsers.

- Which web browser and version number are you currently using to access ExSTARS? \_\_\_\_\_
  - Do you plan to upgrade or change your web browser in the near future? \_\_\_\_\_
    - If yes, when? \_\_\_\_\_
    - If so, which browser and version number will you use to access ExSTARS?  
\_\_\_\_\_
  - Comments: \_\_\_\_\_
- 

Thank you for volunteering to participate in our survey. The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. The time estimated for participation is 3 minutes. If you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the, Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

**Follow-up Script:**

*On the 15<sup>th</sup> of the month, this message should be sent to customers who received surveys during the previous month.*

Recently, the SBSE Excise Tax Office of the IRS sent you a survey regarding your ExSTARS web browser usage.

If you have already returned the survey, thank you for your participation. If you have not yet completed the survey, please take a few minutes to do so. We encourage you to respond so that we can use your feedback to improve the services we provide to our customers.

In case you misplaced the survey, we have attached a copy to this email. If you have any questions, please call us at (404) 338-8309 or email us at [Lisa.R.Phillips@IRS.gov](mailto:Lisa.R.Phillips@IRS.gov).

Your feedback will be anonymous to the extent allowed law and will allow us to improve our services to you in the future.

Thank you.

