

Appendix A		Customer Satisfaction (1545-1432)						
Page 4		Consolidated Burden Hours & Cost - November 2009-October 2012						
Report Requested	No Report Received	**Ca	Estimated	Actual	Estimated	Actual		
	Subject of Study		Cost	Cost	Burden	Burden	Difference	
318	CCE IVR Survey		\$45,251		422		422	
319	CCE TF Survey		\$80,000		300		300	
320	Innocent Spouse TF Suvey		\$80,000		390		390	
321	CCE Mail		###		390		390	
322	Innocent Spouse Mail Suvey		\$98,243		420		420	
323	ACS IVR Survey		\$49,822		909		909	
324	CSCO Mail Survey		\$77,786		624		624	
325	Collection Web Survey		\$0		208		208	
326	International Individual Complianc		\$40,108		407		407	
327	Field Exam		\$86,222		400		400	
328	IRS.gov Help Desk		\$10,000		1,207		1,207	
329	ACS IVR Survey		###		1,102		1,102	
330	ACS Support Survey		###		887		887	
331	CSCO Survey		###		664		664	
332	Field Collection		\$88,124		626		626	
333	Excise Mail Survey		\$75,586		330		330	
334	Estate & Gift		\$77,665		288		288	
335	Employment Tax		\$79,025		181		181	
336	Communications/Liaison Survey		\$49,840		477		477	
337	TAS Omnibus Survey		###		3,666		3,666	
338	SEMS Pilot Survey		\$0		125		125	
339	Excise Tax Web Browser Survey		\$0		23		23	
340	Cost Analysis		\$74,936		187		187	
341	Stay Exempt Web Survey		\$4,000		500		500	
342	Chinese LEP Conjoint Survey		###		183		183	
343	CAP Survey		\$38,999		21		21	
344	Taxpayer Burden Survey		\$0		120		120	
345	IRS.gov ITA Survey		\$0		234		234	
346	Domestic IC/CIC Survey		###		453		453	
347	Notice Effectiveness		\$55,000		1,719		1,719	
348	Reporting Agents		\$2,000		116		116	
349	PGLD Survey		\$0		31		31	
350	SPEC Partner CSAT		\$57,560		777		777	
	Totals - Cost and Burden		###	\$0	###	\$0	\$18,387	
	Three-Year Approved Burden Hours						###	
	3-Year Burden Minus Estimated Hours Pg 3-4						16,204	
	3-Year Burden Minus Actual Hours Pg 3-4						###	

		Grand Total Pages 3-4	###	###	###	45,350	83,764	
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