

Automated Collection System (ACS) Survey  
Revised (February 5, 2013)

(only asked of W&I) A. To take the survey in English, press 1  
To take the survey in Spanish, press 2

*Caller hears: Thank you for participating in this survey. The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Responding to this survey is voluntary. However, if you do not answer all or part of the survey questions, the IRS may lack information it could use to improve taxpayer service. This survey allows taxpayers to provide anonymous information to the extent allowed by law to assist the IRS in improving its services. It will take less than 10 minutes to complete*

*I am going to ask you several questions about your experiences during this call. Please answer the questions using the following scale:*

*If you were very satisfied, press 5*

*For somewhat satisfied, press 4*

*For neither satisfied nor dissatisfied, press 3*

*For somewhat dissatisfied, press 2*

*For very dissatisfied, press 1*

*If you are not sure, press 9*

*Press the star key to repeat the question.*

*You may press the pound key to go back to the previous questions and change your answer if necessary.*

- 1 Everything considered, rate your overall satisfaction with the service you received during this call.  
  
*This question relates to the IRS' automated answering system.*
- 2 Rate your satisfaction with the ease of understanding the automated answering system menu and instructions.  
  
*These questions have to do with the IRS representative with whom you spoke. If you spoke to more than one representative, please consider the one with whom you spent the most time on the phone.*
- 3 Rate your satisfaction with the courtesy of the representative who handled your call.
- 4 Rate your satisfaction with the professionalism of the representative who handled your call.
- 5 Rate your satisfaction with the representative's willingness to help you with your issue.
- 6 Rate your satisfaction with the knowledge of the representative.
- 7 Rate your satisfaction with how clearly the IRS representative explained your issue.
- 8 Rate your satisfaction with how well the IRS representative listened to your concerns.
- 9 Rate your satisfaction with how clearly the IRS representative explained the next steps in resolving your issue.
- 10 Rate your satisfaction with the length of time it took to complete your call from when you first reached a representative.

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- 11 How many minutes did you spend on this call including any time on hold, but not including the time spent answering this survey? If less than 10 minutes, press 1; 10 to 20 minutes, press 2; 21 to 30 minutes, press 3; 31 minutes or longer, press 4
- 12 If you think the time you spent on the phone with the representative was too short, press 1. If you think it was too long, press 2; if it was just right, press 3.
- 13 This question is regarding the type of account you called about. Is the account about...  
An individual who filed a short form (for example a 1040A or 1040EZ with no schedules), press 1  
An individual who filed a long form who is not self-employed, press 2  
An individual who filed a long form who is self-employed, press 3  
A business taxpayer, press 4  
Or an exempt organization, press 5
- The next few questions are about your case and the call today*
- 14 If you called today as the taxpayer, press 1; a tax practitioner, press 2; or someone else representing the taxpayer, press 3.
- 15 What was the reason you called today? You may enter your response as soon as you know your answer  
For a Levy, press 1  
For a Lien, press 2  
For a Balance Due other than a Levy or Lien, press 3  
For forms or mailing information press 4  
For Payment Verification, press 5  
For an Un-Filed Return, press 6  
For an Appeal, press 7  
To ask a general question or for any other reason, press 8
- 16 Did this call relate to a notice, bill, or letter you received recently from the IRS?  
If yes, press 1  
For no, press 2  
If you are not sure, press 9  
**If 2 or 9 then skip to Q19**
- 17 Rate your level of satisfaction with the clarity of the notice, bill, or letter.  
*Please use the same rating scale where 1 is very Dissatisfied and 5 is very Satisfied*
- 18 Rate your level of satisfaction with the tone of the notice, bill, or letter.  
**If 1 or 2 for either Q17 or Q18, then ask Q18a; otherwise skip to Q19**
- COMPLETION POINT**
- 18a What can IRS do to improve the clarity and/or tone of the notice, bill or letter you received? Begin speaking at the tone. Press any key when you are finished.
- 19 During the call, did the representative explain the specific actions you need to take to resolve your issue? If yes, press 1; if no, press 2; If not applicable, press 3

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If 2 or 3 then skip to Q21

- 20 Did the representative explain what will happen if you do not take these actions? If yes, press 1; if no, press 2; If not applicable, press 3
- 21 To resolve your issue, are you required to follow-up with an additional phone call or mail-in correspondence?  
If yes, press 1; If no, press 2; If not applicable, press 3.  
If 2 or 3 then skip to Q23
- 22 Do you feel the time provided will be sufficient for you to follow-up? If yes, press 1; if no, press 2; If not applicable, press 3
- 23 Not counting this survey, how many people at the IRS did you speak to during this call? Press 1 through 4 for the number of people you spoke with. If you spoke with 5 or more people, press 5; if you are not sure, press 9
- 24 Did the IRS representative answer all your questions today? If Yes, press 1; if No, press 2; if Don't know, press 3
- 25 Overall, how well did the IRS meet your expectations during your call today?  
For Much better than expected, press 5  
For Better than expected, press 4  
For As expected, press 3  
For Worse than expected, press 2  
For Much worse than expected, press 1  
If 3, or 4, or 5 then skip to 26
- 25a Please share how the IRS can improve so that they would have better met your expectations during your call today. Begin speaking at the tone, Press any key when you are finished.
- 26 Do you have any comments or suggestions for the IRS regarding your experience today? Begin speaking at the tone. Press any key when you are finished.
- 27 We often conduct research on behalf of the IRS and need participants like you. Would you be willing to participate in future research? If so, please provide us with your name and phone number. Our authority for requesting the information is 5 USC. and 26 USC 7801. The information you provide may be disclosed to an IRS contractor when authorized by law. The contractor is required to follow confidentiality protections required by the Privacy Act and/or Internal Revenue Code section 6103. You may receive a small monetary incentive to participate in future research projects.  
  
If you would like to participate, press 1.....skip to Q28a  
If you do not want to participate, press 2.....skip to Q29
- 28a Please type in your ten-digit phone number beginning with the area code. Do not enter the 1 before the area code. **(FTI)**
- 28b Please state and spell your first and last name. Begin speaking at the tone. Press any key when you

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are finished. **(FTI)**

**End Section**

**Caller hears**

That completes the survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 1545-1432. In addition, if you have any comments about the time used to complete this survey or ways to improve the survey, you may write to the IRS.

- 29 Would you like the address to mail your comments?  
If yes, press 1  
If no, press 2

If yes, the caller hears:  
Mail your comments to:  
Internal Revenue Service  
Tax Products Coordinating Committee  
1111 Constitution Ave., NW, Room 6510-S  
Washington DC 20224

- 29a To repeat this address, press 1.  
Otherwise, press 2.

- 30 If you have tried unsuccessfully to resolve a problem with the IRS or if you have a complaint, you may contact the Taxpayer Advocate's office by calling a toll-free telephone number. If you would like the telephone number of the Taxpayer Advocate, press 1. Otherwise, press 2.  
If 1, the caller hears:  
The toll-free Taxpayer Advocate phone number is 1-877-777-4778.

- 30a To repeat this telephone number, press 1.  
Otherwise, press 2.

**Survey End**

Thank you for participating in this survey. Your information will help improve the services provided by the IRS. Thank you. Goodbye.