

Appendix A				
Business Unit (BU) Customer Satisfaction Research (1545-2250)				
Consolidated Burden Hours & Cost Requested for 2018-2021				
BU			Actual	Actual
Control #	Subject of Study		Cost	Burden
368		CCE Mail Survey	\$188,550	881
376		Appeals Online Survey	\$500,000	2,376
391		Domestic IC/CIC Phone Survey	\$554,321	1,176
392		International Compliance Mail Sur	\$157,881	2,317
395		TES Survey	\$900,000	3,268
402		2013 Field Collection Mail Surve	\$66,496	922
403		Field Exam Mail Survey	\$66,496	1,067
404		Excise Tax Mail Survey	\$66,496	665
405		Esate and Gift Mail Survey	\$66,496	461
406		Employment Mail Survey	\$66,496	220
407		CSCO Mail	\$84,952	1,452
408		ACS IVR	\$84,952	4,046
409		CCE IVR	\$18,837	1,206
410		CCE Mail	\$18,837	1,299
411		AUR IVR	\$18,837	1,797
412		AUR Mail/Online	\$18,837	2,775
414		CAP Online Survey	\$83,490	52
418		SPEC Partner Online Survey	\$46,767	2,775
420		CAS E-help IVR Survey	\$223,037	1,768
421		CAS Adjustments Mail Survey	\$111,000	5,255
422		CAS Injured Spouse Mail Survey	\$138,479	2,719
423		CAS Practitioner Priority IVR Surv	\$180,000	4,188
424		CAS TEGE Toll Free	\$129,000	3,256
425		Toll Free	\$160,000	21,600
426		FA Comment Card In-person	\$419,873	23,807
430		CCE IVR	\$188,550	3,638
433		Innocent Spouse IVR	\$29,923	506
434		Innocent Spouse Mail	\$29,923	995
437		ACS Support Mail/Online	\$37,350	925
438		Media & Publications Web Surve	\$221,305	2,758
439		TEGE 2014 Mail	\$862,545	2,227
	Totals - Cost and Burden		\$5,739,726	102,397
	2016 Three-Year Approved Burden			###
	2020 Three-Year Requested Burden			###
	Approved Burden Minus Actual Bur			4,103