

| Appendix A | | | | | |
|--|--|--------------------|-----------------|--------------------|-------------------|
| Business Unit (BU) Customer Satisfaction Research (1545-2250) | | | | | |
| Consolidated Burden Hours & Cost Requested for 2021-2024 | | | | | |
| BU | | Actual | Reported | Annualized | Annualized |
| Control # | Subject of Study | Cost | Burden | Cost | Burden |
| 368 | CCE Mail Survey | \$71,856 | | \$71,856 | |
| 391 | Domestic IC/CIC Phone Survey | \$556,223 | 655 | \$278,112 | 328 |
| 392 | International Compliance Mail Survey | \$117,275 | 1,082 | \$58,638 | 541 |
| 395 | TES Survey | \$446,355 | 1,882 | \$446,355 | 1882 |
| 402 | 2013 Field Collection Mail Survey | \$247,739 | 341 | \$123,870 | 171 |
| 403 | Field Exam Mail Survey | | 346 | \$0 | 173 |
| 404 | Excise Tax Mail Survey | | 114 | \$0 | 57 |
| 405 | Estate and Gift Mail Survey | | 95 | \$0 | 48 |
| 406 | Employment Mail Survey | | 48 | \$0 | 24 |
| 407 | CSCD Mail | \$267,225 | 5,931 | \$133,613 | 2966 |
| 408 | ACS IVR | | 1,741 | \$0 | 871 |
| 410 | CCE Mail | \$240,766 | 342 | \$120,383 | 171 |
| 412 | AUR Mail/Online | | 516 | \$0 | 258 |
| 414 | CAP Online Survey | \$44,091 | 95 | \$22,046 | 48 |
| 418 | SPEC Partner Online Survey | \$62,511 | 617 | \$62,511 | 617 |
| 421 | CAS Adjustments Mail Survey | \$142,704 | 543 | \$142,704 | 543 |
| 422 | CAS Injured Spouse Mail Survey | \$76,218 | 617 | \$76,218 | 617 |
| 434 | Innocent Spouse Mail | | 70 | \$0 | 35 |
| 437 | ACS Support Mail/Online | | 3,318 | \$0 | 1659 |
| 438 | Media & Publications Web Survey | \$127,483 | 4,792 | \$127,483 | 4792 |
| 439 | TEGE 2014 Mail | \$452,937 | 749 | \$150,979 | 250 |
| | | | | | |
| | Totals - Cost and Burden | \$2,853,383 | 23,894 | \$1,814,766 | 16,048 |
| | 2018-2021 Three-Year Requested Burden Hours | | | | 106,500 |
| | 2021-2024 Three-Year Requested Burden Hours | | | | 60,000 |
| | 2018-2021 Approved Burden Minus Actual Burden Hours | | | | 82,606 |