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| Question # | Step | Question Text | Response Categories | Skip Pattern |
| START1 | 1 | Press the star key to begin the survey  [Repeat prompt until \* key is pressed] | \* | Go to step 2 |
| INTRO1 | 2 | Thank you for participating in this voluntary survey authorized under the Paperwork Reduction Act. It should only take around 5 minutes. Your input will help the IRS improve its service for callers like you. This survey is being conducted by ICF, an independent, third-party organization. There are no penalties for not answering some or all of the survey questions.  The information that you provide will be fully protected to the extent allowed by law.  We are required by law to report to you the OMB Control Number for this public information request. That number is 1545-2290 with an expiration date of July 31, 2023. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only. 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. | If you would like to hear the address to which you may write, press 1.  Otherwise, press 2. | If 1, go to step 3  If 2, skip to step 4 |
| MAIL | 3 | Mail your comments to:  Internal Revenue Service  Special Services Section  1111 Constitution Ave., NW,  SE:W:CAR:MP:T:M:S-Room 6129  Washington DC 20224 | If you would like to hear the address again, press 1.  Otherwise, press 2. | If 1, go to step 3  If 2, go to step 4 |
| TAPHONE1 | 4 | 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.  To continue to the survey, press 2. | If 1, go to step 5  If 2, skip to step 6 |
| TAPHONE2 | 5 | The toll-free Taxpayer Advocate phone number is 1-877-777-4778. | To repeat this telephone number, press 1.  Otherwise, press 2. | If 1, go to step 5  If 2, skip to step 6 |
| INTRO2 | 6 | I am going to ask you several questions about your experiences during this call. At any point, press the star key (\*) to repeat the question. Press the pound key (#) to repeat the choices. You may enter your response as soon as you know your answer.Please answer the questions using the following scale:  Press 5 for strongly agree,  press 4 for agree,  press 3 for neither disagree nor agree,  press 2 for disagree,  and press 1 for strongly disagree  Again, press the star key (\*) to repeat the question. Press the pound key (#) to repeat the choices. You may enter your response as soon as you know your answer. Now let’s begin. |  | Go to step 7 |
| Q1 | 7 | This interaction increased my trust in the IRS. | [Rating 5-1] | Go to step 8 |
| Q2 | 8 | I am satisfied with the service I received from the IRS. | [Rating 5-1] | Go to step 9 |
| Q3 | 9 | Any additional feedback on your scores? Begin speaking at the tone. Press any key when you are finished. | [WAV] | Go to step 10 |
| Q4 | 10 | My need was addressed. | [Rating 5-1] | Go to step 11 |
| Q5 | 11 | It was easy to complete what I needed to do. | [Rating 5-1] | Go to step 12 |
| Q6 | 12 | It took a reasonable amount of time to do what I needed to do. | [Rating 5-1] | Go to step 13 |
| Q7 | 13 | I was treated fairly. | [Rating 5-1] | Go to step 14 |
| Q8 | 14 | The employees I interacted with were helpful.  **SURVEY CONSIDERED COMPLETE IF THEY ANSWER THROUGH THIS QUESTION** | [Rating 5-1] | Go to step 15 |
| Q9 | 15 | What is your professional role for this call? | For electronic return originator, press 1;  For Enrolled Agent, Certified Public Accountant, or Lawyer, press 2;  For reporting agent, press 3;  For Software Developer, press 4;  For Transmitter, press 5;  For Large Corporation, press 6;  For Financial Institution, press 7;  For Government Agency, press 8;  For any other role, press 9;  To hear these choices again, please press the pound key (#). | Go to step 16 |
| Q10 | 16 | What product did you require assistance with during this call? | For forms 1040 e-file, press 1;  For forms 940, 941 or 944, press 2;  For forms 1120, 1041, or 1065, press 3;  For Secure Access Authentication, press 4; For e-services products such as e-file application, TIN Matching or Transcript Delivery System, press 5; For EFTPS, the Electronic Federal Tax Payment System or Central Contractor Registration, press 6;  For any other reason, press 7. | Go to step 17 |
| Q11 | 17 | Including today, how many times have you called about this particular issue? | Press 1 through 4 for the number of times you have called.  Press 5 for 5 or more times. | Go to step 18 |
| Q12 | 18 | Did the IRS representative answer all your questions today? | If Yes, press 1  If No, press 2 | Go to step 19 |
| Q13 | 19 | Will the information and/or assistance you received today eliminate the need for further calls on this issue? | If Yes, press 1  If No, press 2 | If 1, skip to step 21  If 2, go to step 20. |
| Q14 | 20 | Please tell us what information and/or assistance would eliminate the need for further calls on this issue? Begin speaking at the tone. Press any key when you are finished. | [WAV] | Go to step 21 |
| Q15 | 21 | Overall, how well did the IRS meet your expectations during your call today?  **QUESTIONS BEYOND THIS POINT ARE THE QUALITATIVE RESEARCH PARTICIPATION OPT-IN QUESTIONS** | 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 | Go to step 22 |
| Q16 | 22 | The IRS periodically asks ICF to do additional research on taxpayer services. Would you be willing to be contacted by ICF to participate in future research such as focus groups and other surveys on taxpayer services? If so, please provide us with your phone number and email address if you have one. 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. Research participants may receive a monetary incentive to participate depending on the research project. | If you would like to participate, press 1  If you do not want to participate, press 2 | If 1, go to step 23  If 2, skip to step 26 |
| Q17 | 23 | Please type in your 10-digit telephone number including area code: |  | Go to step 24 |
| Q18 | 24 | Please state and spell your e-mail address. Begin speaking at the tone. Press any key when you are finished. | [WAV] | Go to step 25 |
| Q19 | 25 | Please state and spell your first and last name. Begin speaking at the tone. Press any key when you are finished. | [WAV] | Go to step 26 |
|  | 26 | That completes the survey. Thank you for participating. Goodbye. |  |  |