**PPS Toll-Free IVR Survey**

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,

press 1 for strongly disagree

1. This interaction increased my trust in the IRS.

[Rating 5-1]

1. I am satisfied with the service I received from the IRS.

[Rating 5-1]

1. Any additional feedback on your scores?

Begin speaking at the tone. Press any key when you are finished.

1. My need was addressed.

[Rating 5-1]

1. It was easy to complete what I needed to do.

[Rating 5-1]

1. It took a reasonable amount of time to do what I needed to do.

[Rating 5-1]

7. I was treated fairly.

[Rating 5-1]

8. The employees I interacted with were helpful.

[Rating 5-1]

9. What issue did you call about today?

For Transcript request, press 1

For Account related issue, press 2

For Explanation of a notice or Letter from the IRS, press 3

For A general tax law question, press 4

For Other, press 5

10. 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.

1. Did the IRS representative answer all your questions today?

If yes, press 1

If no, press 2

1. Will the information you received today eliminate the need for further calls on this issue?

If yes, press 1

If no, press 2

1. 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