

2023 Census Test Panels 6-7 English phone script for the following phone lines: 833-484-5573; 833-484-8188

Intro Message:

Thank you for calling the 2023 Census Test Information Line.

For help responding online, press 1.

For questions about mail you received or when you'll receive a paper questionnaire, press 2.

For general information about the 2023 Census Test, including how the Census Bureau protects your information, press 3.

For information about how the 2023 Census Test uses additional information, such as government records, press 4.

To repeat this menu, press 5.

1 (Help Responding):

For help finding your Census ID, press 1.

If the address is vacant, press 2.

If you live or stay at more than one address, press 3.

For help providing your address, press 4.

To repeat this menu, press 5.

To go back, press 6.

1-1 (ID):

Your 12-digit Census ID is a combination of numbers that can be found on the front of the letter. If you received the postcard or questionnaire, the Census ID is located below the barcode.

To go back to the previous menu, press 1.

1-2 (Vacant):

Please respond even if no one will be living at the address where the invitation was received. You will be asked a few questions about the home at the address.

To go back to the previous menu, press 1.

1-3 (Multiple Addresses):

You can respond for each of your addresses, using the same Census ID for each response. Please count each person only once, at their usual residence. That is, where they live and sleep most of the time. If a person spends equal time at both places, count them at the address of the place where they were staying on March 1, 2023. If no one lives or stays at an address, you will be asked a few questions about whether it is vacant.

To go back to the previous menu, press 1.

1-4 (Address):

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A complete address will help us accurately count you in the right place. Provide the address you would use to have a package delivered directly to your residence, not a P.O. Box address.

To go back to the previous menu, press 1.

2 (Mailings/Paper Q):

The Census Bureau is minimizing the use of paper questionnaires. In early March, we will mail questionnaires to all households that have not yet responded. If you do not want to respond online, you can wait to receive a paper questionnaire.

If you already responded, but continue to receive mailings from the Census Bureau, press 1.

To repeat this menu, press 2.

To go back, press 3.

2-1 (Mailings):

If you have already responded to the 2023 Census Test, the reminder may have been sent before we received your response. Thank you for your response. You do not need to do anything else. The U.S. Census Bureau may still contact you about other surveys.

To go back to the previous menu, press 1.

3 (General Info):

The goal of the 2023 Census Test is to help design the next census. We use census tests to research more effective methods for counting the population. By completing this test, you are helping us improve the 2030 Census.

To find out if you are required to respond, press 1.

For information about how the Census Bureau keeps responses confidential, press 2.

To repeat this menu, press 3.

To go back, press 4.

3-1 (Required):

You are required by law to respond to this test. We are conducting this test under the authority of Title 13, U.S. Code, Sections 141, 193 and 221.

To go back to the previous menu, press 1.

3-2 (Confidential):

Your answers are confidential. The U.S. Census Bureau is required by law to protect your information. Title 13, U.S. Code, Section 9 is the law that protects your confidentiality. The Census Bureau is not permitted to publicly release your responses in a way that could identify you or your household. By law, the Census Bureau can only use your responses to produce statistics.

To go back to the previous menu, press 1.

4 (Admin Records):

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For households that do not respond, we may use data from government records and other available records to fill in missing information. Examples include information that households have already provided to the U.S. Postal Service, the Social Security Administration, or the Internal Revenue Service. Your answers can only be used to produce statistics and cannot be used against you by any government agency or court.

To go back to the previous menu, press 1.