TEGE Toll-Free IVR Survey

----------*Circular A-11, Section 280 Questions*----------

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.

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

3. Any additional feedback on your scores?
   Begin speaking at the tone. Press any key when you are finished.

4. My need was addressed.

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

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

7. Please tell us why you feel that way?
   Begin speaking at the tone. Press any key when you are finished.

8. I was treated fairly.

9. The employees I interacted with were helpful.

----------*Operational Questions*----------

10. If you called today regarding:
    An exempt organization issue, press 1 (continue to Q11)
    An employee plan issue, press 2 (skip to Q12)
    A federal, state, or local government issue, press 3 (skip to Q12)
    An Indian Tribal Government issue, press 4 (skip to Q12)
    A tax-exempt bond issue, press 5 (skip to Q13)
    For other, press 6

11. If you called today (EO Only):
    For help in completing a form or application, press 1
    To verify or confirm an organization's exempt status, press 2
    To obtain a copy of an exempt organization's determination letter, press 3
    To check on Status of an Application, press 4

For help establishing an exempt organization, press 5
To respond to a notice, press 6
Other, press 7

12. 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.

13. Did the IRS representative answer all your questions today?
    If yes, press 1
    If no, press 2

14. Will the information you received today eliminate the need for further calls on this issue?
    If yes, press 1
    If no, press 2

15. 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