Privacy Act and Paperwork Reduction Act

This report is authorized under the Paperwork Reduction Act. The approval is **OMB No: 1545-2290**, expiration date 7/31/2023. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes such as direct enforcement activities. The information that you provide will fully be protected as allowable under the Freedom of Information Act (FOIA). Public reporting burden for this collection of information is estimated to average **5** minutes. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Special Services Section, SE:W:CAR:MP:T:M:S, Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

Current

Proposal for RCEO Revised 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

Q1 **(Required)** This interaction increased my trust in the IRS.

Q2 **(Required)** I am satisfied with the service I received from the IRS.

Q3 (Recommended – open ended) Any additional feedback on your scores for the last two questions? Begin speaking at the tone. Press any key when finished.

Q4 **(Required)** My need was addressed.

Q5 **(Required)** It was easy to complete what I needed to do.

Q6 **(Required)** It took a reasonable amount of time to do what I needed to do.

Q7 **(Required)** I was treated fairly.

Q8 **(Required)** The employees I interacted with were helpful.

Q9 (Optional) The IRS representative acknowledged and understood my concerns.

Q10 (Optional) What was the reason you called today? You may enter your response as soon as you know your answer.

- To get an explanation of the letter you received, press 1
- To let the IRS know you mailed or faxed documents in, press 2
- To ask about the status of your case, press 3
- To ask a general question or for any other reason, press 4
- To hear these choices again, press the pound key.

Q11 (Optional – open ended) What could the IRS do to make the letter or notice you called about clearer? Please be specific. Begin speaking at the tone. Press any key when you are finished.

Q12 (Optional) 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

Thank you for participating in this survey. Your information will help improve the services provided by the IRS. On behalf of the IRS and ICF International, thank you. Goodbye.