Tax Law and Accounts Survey - Questionnaire:
[administration details in brackets and italics]

//Introduction

[Shortened OMB PRA (PAPRAN) intro statement using a reference to Survey page on IRS.gov]

"Thank you for participating in this voluntary 8-question survey. Your input will help us improve customer service. All answers will be kept anonymous to the extent allowed by law.
This survey is approved by the Office of Management and Budget under OMB Control Number 1545-2290. If you'd like to hear the full Privacy Act/Paperwork Reduction Act Notice or the web address to view the notice in its entirety, press 1, or press 2 at any time to continue to the survey."

[For "1"]

"To view the notice in its entirety, visit irs.gov/IRSsurveys

[Full Privacy Act (PA) and Paperwork Reduction Act Notice (PRAN) or PAPRAN]

The purpose of the information we are requesting is to help us determine ways to improve our service to taxpayers and practitioners.
The authority for us to collect opinions/feedback is 5 U.S.C. 301 and 26 U.S.C. 7801. We may disclose this information consistent with any routine uses as described in the System of Records Notice, Treasury/IRS, 00.001, Correspondence Files and Correspondence Control File (80 FR 54063). Providing the information is voluntary; not answering some or all of the questions will have no effect on you.
The information collected will be used by the Internal Revenue Service to gather data to improve our products and services. Providing this information is voluntary. We are required to inform you that an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid control number assigned by OMB. The valid OMB control number for this information collection is 1545-2290. The survey should take less than 3 minutes. There are no assurances of confidentiality, but the survey responses are anonymous and not attributed to a particular taxpayer.
Comments concerning the accuracy of this burden estimate and suggestions for reducing this burden should be directed to the Internal Revenue Service, Internal Revenue Service, Tax Forms and Publications, 1111 Constitution Ave. NW, IR-6526, Washington, DC 20224"

[For "2]

//Question 1
Please indicate your level of agreement with the following statement.

I trust the IRS to help me understand my tax obligations.

Press 5 for strongly agree,
press 4 for agree,
press 3 for neither agree nor disagree,

press 2 for disagree,
and press 1 for strongly disagree

//Question 2
Which of the following statements contributed to your response today?

[Randomize following driver statements during survey administration]

- The call addressed my need.
  - Press 1 for yes. Press 2 for no.
- The call was easy.
  - Press 1 for yes. Press 2 for no.
- The call took a reasonable amount of time.
  - Press 1 for yes. Press 2 for no.
- I understood what was asked of me during the call.
  - Press 1 for yes. Press 2 for no. Press 3 for not applicable
- The customer service representative was helpful.
  - Press 1 for yes. Press 2 for no.
- I was treated with respect on the call.
  - Press 1 for yes. Press 2 for no.

Please answer the next questions using the following scale:

Press 5 for strongly agree,
press 4 for agree,
press 3 for neither agree nor disagree,
press 2 for disagree,
and press 1 for strongly disagree

// Question 3
I am satisfied with the service I received from the IRS.

// Question 4
It was easy to use the phone system to reach an assistor.

// Question 5
My need was addressed.

// Question 6
Including today, how many times have you contacted us about this particular issue?

Press 1 through 4 for the number of times, and 5 for five or more times.

// Question 7

Will the call today eliminate the need for further contact about this issue?

Press 1 for yes. Press 2 for no.

// Question 8
If you would like to participate in future studies to help the IRS improve customer service, please enter your phone number now, . . . Otherwise, please press 1.

//End

Thank you for your time today. We appreciate your feedback. The IRS is authorized to collect this information by the 5 U.S.C. 301 and 26 U.S.C. 7801.

You may end this call now and have a nice day!