Automated Collection System (ACS) Survey
DRAFT (September 2020)

A. To take the survey in English, press 1

To take the survey in Spanish, press 2

Caller hears:
Thank you for participating in this voluntary survey. Your input will assist the IRS to improve its Toll-Free service for callers like you. This survey is being conducted by Pacific Consulting Group, an independent, third-party organization. All answers will be kept anonymous to the extent allowed by law. There are no penalties for not answering some or all of the survey questions

I am going to ask you several questions about your experiences during this call. Please answer the first set of questions using the following scale:

If you strongly agree, press 5
For Somewhat agree, press 4
For neither agree nor disagree, press 3
For somewhat disagree, press 2
For Strongly disagree, press 1
If you are not sure, press 9
Press the star key to repeat the question.
You may press the pound key to go back to the previous questions and change your answer if necessary.

1 *Rate your level of agreement with: This interaction increased my trust in the IRS*
2 *Rate your level of agreement with: I am satisfied with the service I received from the IRS*
3 *Rate your level of agreement with: My need was addressed*
4 *Rate your level of agreement with: It was easy to complete what I needed to do*
5 *Rate your level of agreement with: It took a reasonable amount of time to do what I needed to do*
6 *Rate your level of agreement with: I was treated fairly*
7 *Rate your level of agreement with: The employees I interacted with were helpful*

For the next set of questions about your experiences during this call, please use the following scale:

If you were very satisfied, press 5
For somewhat satisfied, press 4
For neither satisfied nor dissatisfied, press 3
For somewhat dissatisfied, press 2
For very dissatisfied, press 1
If you are not sure, press 9
Press the star key to repeat the question
You may press the pound key to go back to the previous questions and change your answer if necessary.

8 Rate your satisfaction with the ease of understanding the automated answering system menu and instructions.
9 Rate your satisfaction with the knowledge of the representative.
10 Rate your satisfaction with how clearly the IRS representative explained your issue.
11 Rate your satisfaction with the clarity of the notice, bill, or letter.

Please use the same rating scale where 1 is very Dissatisfied and 5 is very Satisfied. Select 9 if Not Applicable

12 If you called today as the taxpayer, press 1; a tax practitioner, press 2; or someone else representing the taxpayer, press 3.

13 What was the reason you called today? You may enter your response as soon as you know your answer
For a Levy, press 1
For a Lien, press 2
For a Balance Due other than a Levy or Lien, press 3
For forms or mailing information press 4
For Payment Verification, press 5
For an Un-Filed Return, press 6
For an Appeal, press 7
To ask a general question or for any other reason, press 8

14 *Do you have any comments or suggestions for the IRS regarding your experience today? Begin speaking at the tone. Press any key when you are finished.*

COMPLETION POINT

15 *The IRS periodically asks PCG to do additional research on taxpayer services. Would you be willing to be contacted by PCG to participate in future IRS research such as focus groups and other surveys on taxpayer services? If so, please provide us with your phone number and email address if you have one. Our authority for requesting the information is 5 USC and 26 USC 7801. The information you provide may be disclosed to an IRS contractor when authorized by law. The contractor is required to follow to the extent (allowed by law) protections required by the Privacy Act and/or Internal Revenue Code section 6103. Research participants may receive a small monetary incentive to participate depending on the research project.*

If you would like to participate, press 1……skip to Q16
If you do not want to participate, press 2…..skip to Q18

16 *Please type in your ten-digit phone number beginning with the area code. Do not enter the 1 before the area code.* ***(FTI)***

17 *Please state and spell your first and last name. Begin speaking at the tone. Press any key when you are finished.* ***(FTI)***

End Section

Caller hears *That completes the survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 1545-2250. In addition, if you have any comments about the time used to complete this survey or ways to improve the survey, you may write to the IRS.*

18	*Would you like the address to mail your comments?* *If yes, press 1* *If no, press 2* *If yes, the caller hears:* *Mail your comments to:* *Internal Revenue Service* Special Services Section SE:W:CAR:MP:T:M:S, Room 6129 *1111 Constitution Ave., NW*
19	*To repeat this address, press 1.* *Otherwise, press 2.*
20	*If you have tried unsuccessfully to resolve a problem with the IRS or if you have a complaint, you may contact the Taxpayer Advocate's office by calling a toll-free telephone number. If you would like the telephone number of the Taxpayer Advocate, press 1. Otherwise, press 2.* *If 1, the caller hears:* *The toll-free Taxpayer Advocate phone number is 1-877-777-4778.*
21	*To repeat this telephone number, press 1.* *Otherwise, press 2.*
Survey End	*Thank you for participating in this survey. Your information will help improve the services provided by the IRS. Thank you. Goodbye.*