



MANUAL TRANSMITTAL

Department of the Treasury
Internal Revenue Service

21.10.4

AUGUST 26, 2022

EFFECTIVE DATE

(10-03-2022)

PURPOSE

(1) This transmits obsolete IRM 21.10.4, Customer Satisfaction Surveys.

MATERIAL CHANGES

- (1) IRM 21.10.4 is obsolete because organizations have the responsibility of reviewing survey results and developing specific strategies to improve customer satisfaction per IRM 1.5.1.3.3, Measuring Customer Satisfaction. Content previously in IRM 21.10.4 has been moved as noted below:
- IRM 21.10.4.2.3.1, Telephone Customer Satisfaction Survey Attempts can be found under IRM 1.1.4.16
 - IRM 21.10.4.4, W&I Accounts Management and ACS Telephone Customer Satisfaction Survey can be found under IRM 21.1.1
 - IRM 21.10.4.5, SB/SE CCE W&I Exam Telephone Customer Satisfaction Survey can be found under IRM 4.19.19.14.2
 - IRM 21.10.4.6, e-help Phones Customer Satisfaction Survey can be found under IRM 3.42.7.14.1
 - IRM 21.10.4.7, Innocent Spouse (ISP) TF Telephone Customer Satisfaction Survey can be found under IRM 25.15
 - IRM 21.10.4.9, Accounts Management Adjustments Customer Satisfaction Survey can be found under IRM 21.1.1

EFFECT ON OTHER DOCUMENTS

IRM 21.10.4, Customer Satisfaction Surveys, dated 10-01-2021 is obsolete as of 10-03-2022.

AUDIENCE

Accounts Management (AM), Campus Compliance in Small Business/Self-Employed (SB/SE) and Wage and Investment (W&I), Electronic Products and Services Support (EPSS), Field Assistance (FA), Return Integrity and Compliance Services (RICS), and Tax Exempt and Government Organizations (TE/GE)

Ryan D. Kinikin
Director, Joint Operations Center
Wage and Investment Division

