

Census Questionnaire Assistance (CQA) Toll-Free Lines

Beginning March 1, 2020, the English and Spanish language lines will be available to provide general information about the 2020 Census, including answering frequently asked questions (FAQs) via an automated Interactive Voice Response (IVR) system.

Beginning **March 9, 2020**, all lines will have live Customer Service Representative (CSR) providing information about the 2020 Census and assistance with the questionnaire.

Callers to the English and Spanish language lines will be routed through the IVR system prior to being transferred to a CSR. Callers to all other language lines will be greeted in their languages.

The CQA IVR and live CSR support on all language lines will end on July 31, 2020.

LANGUAGE LINE	TOLL-FREE NUMBER
English	844-330-2020
Spanish	844-468-2020
Chinese (Mandarin)	844-391-2020
Chinese (Cantonese)	844-398-2020
Vietnamese	844-461-2020
Korean	844-392-2020
Russian	844-417-2020
Arabic	844-416-2020
Tagalog	844-478-2020
Polish	844-479-2020
French	844-494-2020
Haitian Creole	844-477-2020
Portuguese	844-474-2020
Japanese	844-460-2020
TDD	844-467-2020

You CANNOT request a Census Form to be sent to you!

All CQA toll-free phone lines will be open seven days (Monday to Sunday) a week, 7:00 am to 2:00 am EST/ 4:00 am to 11:00 pm PST.

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