

# Responding by Phone

The 2020 Census is happening now. You can now respond online, by phone, or by mail.

## Getting Started

The 2020 Census asks a few simple questions about you and everyone who was living with you on April 1, 2020. To see an image of the questionnaire, and for more information on answering each question, please visit [Questions Asked](#).

You have the option of completing the questionnaire by phone. To begin, call [844-330-2020](tel:844-330-2020), or call the number associated with your preferred language below.

## Language Support

The 2020 Census can be completed by phone in the below languages.

**English and Spanish Language Hours of Operation:** Customer Service Representatives are available every day from 7am to 2am Eastern Time on the following phone lines:

- English (for 50 states and Washington, D.C.): [844-330-2020](tel:844-330-2020)
- Spanish (for 50 states and Washington, D.C.): [844-468-2020](tel:844-468-2020)
- English (for Puerto Rico residents): [844-418-2020](tel:844-418-2020)
- Spanish (for Puerto Rico residents): [844-426-2020](tel:844-426-2020)
- TDD (Telephone Display Device): [844-467-2020](tel:844-467-2020)

**Non-English and Non-Spanish Language Hours of Operation:** Customer Service Representatives are available Monday through Friday from 8am to 10 pm Eastern Time on the following phone lines:

- Chinese (Mandarin): [844-391-2020](tel:844-391-2020)
- Chinese (Cantonese): [844-398-2020](tel:844-398-2020)
- Vietnamese: [844-461-2020](tel:844-461-2020)
- Korean: [844-392-2020](tel: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

To help you respond, the Census Bureau also offers web pages and guides in 59 non-English languages, including American Sign Language, as well as guides in Braille and large print.

Visit [Language Support](#) to learn more.

## Request a Callback

The Census Bureau is offering a callback option to better respond to requests during periods of high call volume.

When the callback option is presented, simply provide your preferred phone number and time of day for a return call, and an official census representative will call you back to collect your response to the 2020 Census.

## Calls From the Census Bureau

In addition to requesting a callback before you respond, after you have responded to the 2020 Census you may receive a short call from the Census Bureau to the number you provided, beginning April 22, 2020.

Census workers will occasionally follow up with homes to ask questions about their responses. The goal is to ensure that no person is left out of the census or counted in more than one place. We review your responses in order to ensure that we have a complete and accurate 2020 Census.

All responses are kept confidential. The 2020 Census caller will not ask about your financial information or Social Security number. They will only review the responses that you previously provided.

If you think you missed a call from the Census Bureau (or actually received one) but want to confirm the legitimacy of the call, call [844-809-7717](#) (English) or [844-809-7718](#) (Spanish) to speak with a local Census Bureau representative. Our business hours are 7:00am to 12:00am Eastern Time, Monday through Sunday.

**You can choose to respond to the census online, by phone, or by mail. Click the button to respond online.**

## Frequently Asked Questions

EXPAND ALL

COLLAPSE ALL

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- I already completed my 2020 Census, but I still got a phone call from the Census Bureau. Why did this happen?
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- I got a phone call from the Census Bureau, but it was listed as a "marketing" call on my caller ID. What should I do?
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- Why is the Census ID in my voicemail message different than the one in my letter?
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## Need Help?

### Contact Us

There are several ways to connect with the U.S. Census Bureau.

### Language Support

The Census Bureau offers resources in English and 59 other languages to ensure that everyone can respond to the 2020 Census.

### Help & FAQs

We want to make sure you have answers to all of your questions about the 2020 Census.