



# Electronic Business Center Customer Satisfaction Survey

*Subject*

**What was the subject of your recent phone call to the EBC?**

- ☐ Customer Number
- ☒ Digital Certificate
- ☐ EFS - Web
- ☐ PAIR
- ☐ Other (Please specify)

## **If Digital Certificate**

Please choose which of the topics most accurately describe the subject of your recent phone call to the EBC:

- ☐ How to apply for a cert
- ☐ Status of a cert request
- ☐ Expired codes / password
- ☐ USPTO system not recognizing your customer number
- ☐ Unable to gain access to EFS-Web or Private Pair
- ☐ How to locate the cert file located on your computer
- ☐ Other (Please specify)

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