

Dear Electronic Business Center Customer,

The United States Patent and Trademark Office (USPTO) would like to thank you for agreeing to participate in its online survey of customers that have utilized the Electronic Business Center's (EBC) support services. The purpose of the survey is to establish your level of satisfaction with the service that was provided by the EBC, and to better understand the reason for your contact. Our goal is to provide our customers with quality support that meets their needs. Because you are a valued customer of the USPTO, your opinions are very important to us and will be used to enhance the value of our services and our customers' experiences with the EBC.

We estimate it will require approximately six (6) minutes of your time to complete the entire survey. You may also choose not to answer all of the questions. Be assured that all information remains confidential. The results of the survey will only be available to the USPTO management and will only be used to improve the services provided by the EBC and to increase customer satisfaction. Based on your answers, USPTO management may contact you after the survey to request further information regarding your experience and any recommendations that you made.

If you have any questions about this survey, please contact the Electronic Business Center at 1.866.217.9197 or email at [ebc@uspto.gov](mailto:ebc@uspto.gov).

Thank you in advance for your participation in this survey. To take the survey now, click on the following link <http://www.ebcsurvey.com/surveystart.htm>. If you are not directed to the page you may also copy and paste the URL in the address bar of your browser and press the Enter key. Please be advised that you will only have five business days to provide your feedback to the USPTO before the survey expires. If you would like to review the Privacy Act Statement before taking the survey, please see below.

Thank you for your participation.

Electronic Business Center  
Search and Information Resources Administration  
United States Patent and Trademark Office

#### **Privacy Act Statement for the EBC Satisfaction Measurement Survey**

**AUTHORITY:** 5 U.S.C. 301, 35 U.S.C. 2, and E.O. 12862.

**PRINCIPAL PURPOSES:** The USPTO uses this information to obtain feedback from corporate patent filers, patent attorneys and their staff, and independent inventors concerning their contacts with the Electronic Business Center (EBC) including the purpose and subject of their contacts,

contact experiences, the level of satisfaction that was provided by the Electronic Business Center to the customer in each case, and service recommendations. The USPTO may also use contact information to follow-up about your survey responses and comments.

**DISCLOSURE:** Voluntary; however, if you do not furnish the requested information, the USPTO may not be able to assist you with unresolved questions or problems, to discuss service issues based on your responses to the survey, or to take action to resolve services issues that have been identified through this survey.

**ROUTINE USES:** In addition to the exceptions at 5 U.S.C. 552a(b)(1)-(b)(12), this information is subject to the following routine uses:

1. In the event that a system or records maintained by the Department to carry out its functions indicates a violation or potential violation of law or contract, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute or contract, or rule, regulation, or order issued pursuant thereto, or the necessity to protect an interest of the Department, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, state, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute or contract, or rule, regulation or order issued pursuant thereto, or protecting the interest of the Department.
2. A record from this system of records may be disclosed, as a routine use, to a Federal, state or local agency maintaining civil, criminal or other relevant enforcement information or other pertinent information, such as current licenses, if necessary to obtain information relevant to a Department decision concerning the assignment, hiring or retention of an individual, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other benefit.
3. A record from this system of records may be disclosed, as a routine use, to a Federal, state, local, or international agency, in response to its request, in connection with the assignment, hiring or retention of an individual, the issuance of a security clearance, the reporting of an investigation of an individual, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.
4. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
5. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual when the individual has requested assistance from the Member with respect to the subject matter of the record.
9. A record in this system of records may be disclosed, as a routine use, to the Department of Justice in connection with determining whether disclosure thereof is required by the Freedom of Information Act (5 U.S.C. 552).
10. A record in this system of records may be disclosed, as a routine use, to a contractor of the Department having need for the information in the performance of the contract, but not operating a system of records within the meaning of 5 U.S.C. 552a(m).
12. A record in this system may be transferred, as a routine use, to the Office of Personnel Management: for personnel research purposes; as a data source for management information;

for the production of summary descriptive statistics and analytical studies in support of the function for which the records are collected and maintained; or for related manpower studies.

13. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e. GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.