

**PRA Burden Statement**  
**USPTO Electronic Business Center (EBC)**  
**Customer Satisfaction Survey**

PRA Burden Statement for the USPTO Electronic Business Center (EBC) Customer Satisfaction Survey. Under the Paperwork Reduction Act of 1995, persons are not required to respond to a collection of information unless it displays a valid OMB Control Number. This survey will collect feedback from the patent community who file and/or review application materials electronically, and who call into the EBC for assistance. The USPTO will use the data for strategic planning, allocation of resources, the establishment of service standards and performance goals, to tailor efficient and cost-effective customer satisfaction improvement strategies, and to ensure that customers receive necessary support. This collection of information is voluntary in accordance with E.O. 12862, Setting Customer Service Standards for the Patent and Trademark Office. All responses will remain confidential and are protected under the “Confidential Information Protection and Statistical Efficiency Act of 2002.” The USPTO estimates that it takes respondents approximately six (6) minutes (0.10 hours) to complete this survey, including the time to gather the information, complete the survey, and submit it electronically to the USPTO. The time may vary depending upon the circumstances of the individual respondent. If you have any comments or recommendations for reducing the length of this survey or on other aspects of this information collection, please send them to the United States Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450.

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