

| Objective | Questions |
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| Purpose | <p>What was the purpose of your recent contact with the EBC?</p> <ul style="list-style-type: none"> • General Question • Need for Instruction • Problem • Comment • Follow Up to a Previous EBC Contact • Follow Up to a Previous USPTO Contact (Other than EBC) |
| Subject | <p>What was the subject of your recent phone call to the EBC?</p> <ul style="list-style-type: none"> • Customer Number • Digital Certificate • EFS - Web • PAIR • Other (Please specify) <p>Drill down conditional:</p> <p>If Customer Number</p> <p>Please choose which of the topics most accurately describe the subject of your recent phone call to the EBC:</p> <ul style="list-style-type: none"> • How to apply for a customer number • Status of customer number request • Forgotten customer number • USPTO system not recognizing your customer number • Other (Please specify) <p>If Digital Certificate</p> <p>Please choose which of the topics most accurately describe the subject of your recent phone call to the EBC</p> <ul style="list-style-type: none"> • How to apply for a cert • Status of cert request • Expired codes / password • Unable to gain access to EFS-Web or Private Pair • How to locate the cert file located on your computer • Other (Please specify) <p>If EFS-Web</p> |

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| | <ul style="list-style-type: none"> • Can't access EFS-Web • Fee payments • Use of fill able forms • Constructing PDF files • Document indexing • International filing • System requirements / configuration • Other (Please specify) <p>If PAIR</p> <ul style="list-style-type: none"> • Can't access Private Pair • Missing / wrong documents • Available information • Question related to viewing information • Downloading files • Receiving email notifications • Other (Please specify) |
| Method of Contact | <p>How did you initially contact the EBC?</p> <ul style="list-style-type: none"> • Telephone • Email • Transfer • Other |
| Speed of Response | <p>How rapidly would you say the EBC was able to resolve issues you have encountered ?</p> <ul style="list-style-type: none"> • While on the initial telephone call • Within the same business day after the initial telephone call was made, or email was sent • The next business day after the initial telephone call was made, or email was sent • Two or more business days after the initial telephone call was made, or email was sent • I was transferred to another USPTO organization • They were unable to resolve my issue(s) • Other (please respond) |
| Customer Experience | <p>Thinking about your overall experience with the EBC, please rate the following aspects of their service delivery, where 5 = Very Satisfied and 1 = Very Dissatisfied:</p> <ol style="list-style-type: none"> a. Professionalism, i.e. communications skills b. Knowledge about the issue(s) encountered |

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| | <p>c. Responsiveness</p> <p>d. Courtesy with which you were treated</p> |
| Customer Satisfaction | <p>Overall satisfaction provided by the Electronic Business Center (EBC) in responding to your inquiry:</p> <ul style="list-style-type: none"> • High • Medium • Low • Not Satisfied <p>If Low or Not Satisfied please indicate why:</p> |
| Recommendations | <p>Please identify any recommendations that you feel would improve the service of the EBC?</p> |
| | <p>May the USPTO contact you to discuss your responses?</p> <ul style="list-style-type: none"> • Yes • No |