

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

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

	<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"> <li>• High</li> <li>• Medium</li> <li>• Low</li> <li>• Not Satisfied</li> </ul> <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"> <li>• Yes</li> <li>• No</li> </ul>