

Suggested Script For Follow-up Phone Call

Hello, may I please speak with [RESPONDENT NAME]?

ONCE RESPONDENT IS ON THE PHONE, CONTINUE WITH...

My name is _____ and I am calling from XXX on behalf of the United States Patent and Trademark Office.

A) I am calling as a follow-up to a questionnaire we mailed to you approximately 2 weeks ago regarding your organization's patent application activity. Have you had a chance to review this questionnaire?

Yes SKIP TO QC
No

B) If you would like, we can go over the survey together and I can gather your responses over the phone or if you need more time, please feel free to take advantage of our on-line option to complete the survey by accessing the following URL, www.xxx.xxx.xxx and use the 6-digit access code, xxxxxx.

C) Are you the person qualified to respond to the survey?

Yes SKIP TO QE
No SKIP TO QD

D) May I please speak with the person who is qualified to respond to the survey?

Yes [REINTRODUCE]
No [IF NOT AVAILABLE, ASK FOR THE NAME AND CONTACT INFORMATION OF THE ELIGIBLE RESPONDENT FOR CALL-BACK PURPOSES]

E) Do you have any questions or would you like me to collect your responses at this time?

[ANSWER QUESTIONS.]

[IF THE RESPONDENT WANTS TO COMPLETE THE SURVEY OVER THE PHONE, PLEASE ASK THE RESPONDENT THE QUESTIONS FROM EITHER THE SURVEY FOR THE LARGE DOMESTIC CORPORATIONS OR THE SURVEY FOR THE UNIVERSITIES, AS APPROPRIATE. PLEASE ASK THE QUESTIONS AS THEY ARE WRITTEN AND IN THE SAME ORDER AS THEY APPEAR IN THE SURVEY.]

Thank you for your time and have a great day.