

<DATE>

We recently mailed you a survey regarding your experiences with the services offered by the United States Patent and Trademark Office (USPTO).

If you have already completed and returned the paper survey or completed it over the Internet, please accept my sincere thanks. If not, I encourage you to do so as soon as possible. Because you are a valued customer to the USPTO, your opinions are very important to us and will be used to guide our future action planning. Your candid responses to this survey are critical to reflect accurately the perceptions of our customers. To take the Internet survey, enter the URL www.uspto-qs.org. You will be asked for your survey username and password, which are printed on the letter that accompanied the paper survey.

If you did not receive the paper survey or need another copy, or if you cannot locate your username and password, please call Sushama Rajapaksa at Westat, 1-888-516-1169 or send an email to USPTO-QS@westat.com for assistance.

Sincerely,

<NAME>

U.S. Department of Commerce
U.S. Patent and Trademark Office
C/O Westat
1600 Research Blvd., RA 1193
Rockville, MD 20850

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995, unless the information collection has a valid OMB Control Number. The OMB Control Number for this information collection is 0651-0057. Public burden for this survey is estimated to average 2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the Office of the Chief Administrative Officer, United States Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 or email InformationCollection@uspto.gov.