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Estimated time to complete: 4 minutes

Your participation is voluntary and  
there are no effects for choosing not to  
participate.

Do not include any personal information on  
this survey including name, email address,  
phone number, etc.

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#### Trademark Assistance Center Survey

Overall, how satisfied are you with your experience with the Trademark Assistance Center?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

Please rate your level of agreement with the following statement:

I trust USPTO to register trademarks in accordance with U.S. laws and regulations.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree

- ☐ Disagree
- ☐ Strongly disagree

*Display this question:*

*If Trust valence = Positive*

*Or Trust valence = Null*

**Which of the following was true of your experience with the Trademark Assistance Center?**

**Choose all that apply:**

- ☐ It was easy to contact the Trademark Assistance Center.
- ☐ It took a reasonable amount of time to receive help from the Trademark Assistance Center.
- ☐ My questions were answered and/or my issues were resolved.
- ☐ The Trademark Assistance Center representative was committed to assisting me.
- ☐ None of the above

*Display this question:*

*If Trust valence = Negative*

**Which of the following was true of your experience with the Trademark Assistance Center?**

**Choose all that apply:**

- ☐ It was difficult to contact the Trademark Assistance Center.
- ☐ It took too much time to receive help from the Trademark Assistance Center.
- ☐ My questions were not answered and/or my issues were not resolved.
- ☐ The Trademark Assistance Center representative was not committed to assisting me.
- ☐ None of the above

**How could we improve your experience with the Trademark Assistance Center?**

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**Please rate your level of agreement with the following statement:**

**The Trademark Assistance Center representative I interacted with was helpful.**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

**Did the Trademark Assistance Center answer your question or resolve your issue?**

- ☐ Yes
- ☐ No
- ☐ Partially

**In the past 30 days, have you encountered a trademark scam?**

- ☐ Yes
- ☐ No

*Display this question:*

*If In the past 30 days, have you encountered a trademark scam? = Yes*

**Please describe the trademark scam and how you responded.**

Do not include any personally identifiable information (PII). The information you provide will be used to better understand scams, but we are not able to respond to your survey comments.

If you need assistance, please review [What to do if you've been scammed](#) for more information.

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**After contacting the Trademark Assistance Center, how confident are you that you know what to do next?**

- ☐ Not at all confident
- ☐ A little confident
- ☐ Somewhat confident
- ☐ Very confident
- ☐ Extremely confident

**Which of the following did you do before contacting the Trademark Assistance Center? Choose all that apply:**

- ☐ Visited uspto.gov
- ☐ Called another USPTO contact center
- ☐ Emailed the TEAS help desk
- ☐ Reached out to a Trademarks employee assigned to my application
- ☐ Visited another government agency website or office
- ☐ Asked a colleague or co-worker

☐ None of the above

**How knowledgeable are you about Trademarks?**

- ☐ Not at all
- ☐ A little
- ☐ Somewhat
- ☐ Very
- ☐ Extremely

**Have you attended Trademark Basics Boot Camp?**

- ☐ Yes
- ☐ No

**Which of the following best describes you?**

- ☐ Business owner
- ☐ Entrepreneur
- ☐ Inventor
- ☐ Trademark attorney
- ☐ Paralegal or legal assistant
- ☐ Patent attorney
- ☐ Copyright attorney
- ☐ Attorney not specializing in intellectual property
- ☐ Intellectual property agent
- ☐ Office or administrative support staff
- ☐ Other

**Which of the following best describes your organization?**

- ☐ Small business or startup
- ☐ Business (other than small business)
- ☐ Law firm
- ☐ Nonprofit or NGO
- ☐ Primary or secondary (K-12) school
- ☐ College or university
- ☐ U.S. federal government
- ☐ U.S. state, local, tribal, or territorial government
- ☐ Foreign government
- ☐ Individual
- ☐ Other

Display this question:

*If Which of the following best describes your organization? = Small business or startup*

*Or Which of the following best describes your organization? = Business (other than small business)*

*Or Which of the following best describes your organization? = Law firm*

**What is your organization's legal entity type?**

- ☐ Sole proprietorship
- ☐ Limited liability corporation (LLC)
- ☐ Limited liability partnership (LLP)
- ☐ Corporation
- ☐ Other