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OMB Control No. 0651-0088 (exp. 09/30/2028)
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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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 currently valid OMB Control Number. Response to this information collection is voluntary; however, it allows the USPTO to analyze the overall effectiveness of the program. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the Chief Administrative Officer, United States Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 or email InformationCollection@uspto.gov.

Patents Contact Centers Survey

Thank you for contacting USPTO. Please take a few minutes to share your feedback, which will help us provide the best experience possible.

Please rate your level of agreement with the statement: Based on my experience with the contact center, I trust USPTO to grant patents in accordance with U.S. laws and regulations.



Thank you for contacting USPTO. Please take a few minutes to share your feedback, which will help us provide the best experience possible.

Please rate your level of agreement with the statement:

Based on my experience with the contact center, I trust USPTO to grant patents in accordance with U.S. laws and regulations.

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

Next

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Privacy Act Notice

This Notice is provided in accordance with the Privacy Act, 5 U.S.C. 552a(e)(3), and concerns the information requested in connection with your completing this survey.

- Authority: The requested information is solicited pursuant to one or more of the following: 5 U.S.C. 301 and 35 U.S.C. 2.
- Principal Purpose: The purpose of this request is to facilitate the U.S. Patent and Trademark Office's ability to collect feedback from the public to continue to improve its services.
- Routine Uses: The USPTO may disclose the information to contractors performing work for the USPTO and for other legitimate purposes as detailed in the USPTO's Federal Register Notice published in the Federal Register at 78 FR 16837 (March 19, 2013) for the [PAT-TM-20, Customer Call Center, Assistance and Satisfaction Survey Records](#) system of records, which describes all of the routine uses of this information.
- Effect of Failure to Respond: Disclosure is voluntary.

Overall, how satisfied are you with the service you received from USPTO?



Overall, how satisfied are you with the service you received from USPTO?

☐ Very satisfied

☐ Satisfied

☐ Neither satisfied nor dissatisfied

☐ Dissatisfied

☐ Very dissatisfied

Previous

Next

Please rate your level of agreement with the statement: It was easy to complete what I needed to.

Please rate your level of agreement with the statement:

It was easy to complete what I needed to.

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

Previous

Next

Please rate your level of agreement with the statement: After being connected to a representative, the amount of time I was on the phone was reasonable.

Please rate your level of agreement with the statement:

After being connected to a representative, the amount of time I was on the phone was reasonable.

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

Previous

Next

Please rate the customer service representative who assisted you in the contact center for:

Please rate the customer service representative who assisted you in the contact center for:

	1=Needs Improvement	2	3 = Neutral	4	5=Outstanding
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your question or issue was resolved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Previous

Next

Based on your interaction with the USPTO, please share any suggestions for improvements that the customer service representative or contact center could make to improve the customer service experience.

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Previous

Next

What was your purpose for contacting AAU? Please select all that apply.

What was your purpose for contacting AAU? Please select all that apply.

☐ General information

☐ Website navigation

☐ How to file

☐ Filing issues

☐ Prosecution question

☐ Unable to get in contact with Examiner

☐ Representation

☐ Application Status

☐ Other

What was your purpose for contacting EBC? Please select all that apply.

What was your purpose for contacting EBC? Please select all that apply.

☐ General information

☐ Formality notices

☐ How to file

☐ Petition

☐ Filing issues

☐ Payment issues

☐ Customer Number issue

☐ PAIR issues

☐ Other

What was your purpose for contacting IAC? Please select all that apply.

What was your purpose for contacting IAC? Please select all that apply.

- ☐ General information
- ☐ How to file / pre-application
- ☐ Filing issues
- ☐ Application status
- ☐ Forms / how to fill
- ☐ Provisional application
- ☐ Amend / revive application
- ☐ Fee information
- ☐ Unable to get in contact with examiner
- ☐ Prosecution / examination
- ☐ Attorney/agent issues regarding representation
- ☐ Website
- ☐ Other

What was your purpose for contacting OMB? Please select all that apply.

What was your purpose for contacting OMB? Please select all that apply.

- ☐ General information
- ☐ Website navigation
- ☐ Prosecution question
- ☐ Representation
- ☐ Unable to get in contact with Examiner
- ☐ After Final Practice questions
- ☐ Application status
- ☐ Application status
- ☐ Other

What was your purpose for contacting the Pro Se contact center? Please select all that apply.

What was your purpose for contacting the Pro Se contact center? Please select all that apply.

☐ General information

☐ Website navigation

☐ How to file

☐ Filing issues

☐ Prosecution question

☐ Representation

☐ Unable to get in contact with Examiner

☐ Fee information

☐ Other

What was your purpose for contacting OPET? Please select all that apply.

What was your purpose for contacting OPET? Please select all that apply.

- ☐ Check the status of a petition that has already been filed.
- ☐ Resolve issues related to the abandonment of my application
- ☐ Resolve issues with priority or benefit claims in my application or patent
- ☐ Resolve issues with a petition to make special, (e.g., Track 1, PPH, Green Technology, First Time Filer)
- ☐ Questions regarding entity status of my application (Micro, Small, Undiscounted)
- ☐ General fee and refund related questions (i.e., what do I do if I paid the wrong fee, what do I do if I paid a fee twice, what do I do if I paid a fee in the wrong application, etc.)
- ☐ Questions regarding Patent Term Adjustment
- ☐ Questions regarding when and how I can pay maintenance fees
- ☐ Determine requirements of a petition
- ☐ Determine what type of or if a petition needs to be filed
- ☐ Questions about a petition decision that I have received
- ☐ Other

What was your purpose for contacting PCT? Please select all that apply.

What was your purpose for contacting PCT? Please select all that apply.

☐ General information

☐ Formality notices

☐ How to file

☐ Filing issues

☐ Petition

☐ Forms

☐ Status

☐ Sequence Listing

☐ Fees

☐ Rules and Procedures

☐ Other

What was your purpose for contacting UCC? Please select all that apply.

What was your purpose for contacting UCC? Please select all that apply.

☐ General information

☐ Formality notices

☐ How to file

☐ Filing issues

☐ Petition

☐ USPTO.gov account

☐ Other

Which of the following did you do before contacting us? Select all that apply.

Which of the following did you do before contacting us? Select all that apply.

☐ Contacted the examiner assigned to my application

☐ Reviewed MPEP resources

☐ Called other USPTO contact centers

☐ Searched USPTO website

☐ Internet search (e.g., Google search)

☐ Did not do anything before contacting USPTO

☐ Consulted IP Professional

☐ Other

[Previous](#)

[Next](#)

Which of the following best describes your role?

Which of the following best describes your role?

- ☒ Inventor filing on my own
- ☐ Inventor filing with assistance from licensed IP professional
- ☐ IP Professional: Attorney / Agent
- ☐ IP Professional: Paralegal
- ☐ Student/Researcher
- ☐ USPTO Employee
- ☐ Entrepreneur/Business Professional
- ☐ Journalist / Media
- ☐ Other

[Previous](#)

[Next](#)

Where are you currently in the application process?

Where are you currently in the application process?

- ☐ I am not currently working on filing an application
- ☐ I am getting ready to file my application (pre-file)
- ☐ I filed my application (file)
- ☐ I am correcting my application prior to first examiner correspondence (pre-prosecution)
- ☐ I received an office action from my examiner (prosecution)
- ☐ I received a notice of allowance/final rejection/advisory/abandonment or I am under appeal (post-prosecution)
- ☐ I received a patent (patent maintenance)

[Previous](#)

[Next](#)



Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the [Contact Us](#) section of our website.

If you would like to volunteer to participate in future research, such as interviews, usability testing of prototypes, or feedback sessions, [sign up as a volunteer](#).