UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS

October 8, 2007

RECEIVED
WITH THANKS
OCT - 9 2007
BROWDY AND NEIMARK, P.L.L.C
WASHINGTON, D.C. 20001-5303

Norman Latker
Browdy and Neimark
624 Ninth St NW Ste 300
Washington, DC 20001

Dear Norman Latker :

In July of 2007, you were asked to participate in the Customer Panel Quality Survey (CPQS), conducted by the United States Patent and Trademark Office (USPTO). If you completed the survey at that time, we wish to express our appreciation. One unique characteristic of this survey effort is gathering input from customers more than once to allow us to measure change in the quality of the patent examination process over time. To that end we are asking you to participate in the CPQS again. This will be the last time you will be asked to participate in the CPQS for at least 18 months, but your participation is extremely important in that it will allow us to detect changes in examination quality that could not be detected otherwise. Your feedback is very important to us and will be used in our planning efforts.

The purpose of this survey is to obtain feedback on the quality of USPTO patent examination procedures from the customers' point of view, to measure change in the quality of patent examination procedures, and to use that feedback to target areas for examiner training and other activities to improve the patent examination process.

Survey Instructions

Although this is a paper survey, you also have the option of responding to the survey over the Internet. To take the Internet survey, enter the URL **www.uspto-cpqs.org**. Once you are at the website, enter:

Username: **12059**
Password: **9ram**

to begin the survey. Then, follow the instructions on the screen.

If you complete the Internet survey, please discard your copy of the paper survey. Otherwise, please complete the paper survey and return it in the postage paid envelope to Westat, the research firm administering this survey for us. Your prompt response to the survey either by Internet or mail is greatly appreciated.

Confidentiality

Be assured that all of your responses, either collected over the Internet or by mail, will remain confidential and no identifying information about you will be linked to the results. Because you are a valued customer to the USPTO, your feedback is very important to us and will be used to guide our future action planning.

Use of Survey Results

The purpose of this survey is to obtain feedback on the quality of USPTO patent examination procedures from the customers' point of view, and to use that feedback to target areas for examiner training and other activities to improve the patent examination process.

Questions?

If you have any questions about this study, please call Howard King at Westat at **1-888-516-1169** or send an email to **USPTO-CPQS@westat.com**. If you would like to speak to someone at USPTO, please call Martin Rater at 571-272-5966.

Thank you in advance for your help.

Sincerely,

John Doll

John Doll, Commissioner for Patents