



**UNITED STATES PATENT AND TRADEMARK OFFICE**

OFFICE OF THE GENERAL COUNSEL

July 09, 2020

Mr. Carl Oppedahl  
P O Box 351240  
Westminster, CO 80035

RE: ***Freedom of Information Act (FOIA) Request No. FP-20-00012***

Dear Mr. Oppedahl:

This is in response to your letter dated Friday, June 26, 2020, in which you requested, pursuant to the FOIA, 5 U.S.C. § 552 a copy of:

Trouble tickets opened at his request at the USPTO Electronic Business Center. (Date Range for Record Search: From 7/1/2018 to 6/26/2020). In addition, to the extent possible kindly provide documents indicative of the data and manner in which each such trouble ticket had a status update including but not limited to closure thereof

Preliminary estimates indicate that the approximate processing cost of this FOIA request is **\$833.40**. Associated copying charges cannot be estimated until a final determination regarding releasability is made.

This estimate does not necessarily represent the final cost. Estimates are inherently imprecise, and the final cost could be higher or lower than the amount provided here. However, the estimate provided herein is reasonably calculated to represent search costs required to adequately respond to your request.

As a non-commercial use FOIA requester, you are responsible for a search (excluding the first two hours) and for duplication (excluding the first 100 pages). See 37 C.F.R. § 102.11(c)(1)(iv).

Please note that a search fee is chargeable even when no responsive records are found, or when the records requested are determined to be totally exempt from disclosure. See 37 C.F.R. § 102.11(c)(3)(i).

Since the estimate exceeds \$250.00, you are required to pay the entire amount estimated before a search can begin. See 37 C.F.R. § 102.1(i)(2).

Please remit, within 30 calendar days of the date of this letter, a check made payable to the "Department of Treasury" in the amount of **\$833.40**. The payment may be sent to:

United States Patent and Trademark Office  
Freedom of Information Act Officer  
Office of the General Counsel  
P.O. Box 1450  
Alexandria, VA 22313-1450

If payment in full is not received by **August 10, 2020**, this request will be considered withdrawn and closed. Please contact us before that date, however, if you would like to discuss your request in order to reformulate it to meet your needs at a reduced cost.

Sincerely,

A handwritten signature in black ink, appearing to read 'KES', with a long horizontal line extending to the right.

Karon E. Seldon  
USPTO FOIA Specialist  
Office of General Law