

AIPLA

American Intellectual Property Law Association

Patent Center Survey 2023

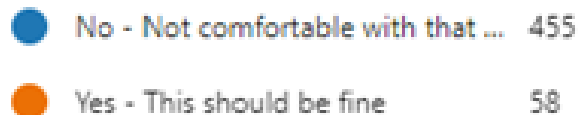


Executive Summary

- 513 respondents
- 84% Frequent Users or Power Users of Platform
- Results are Strongly Consistent

Question 1

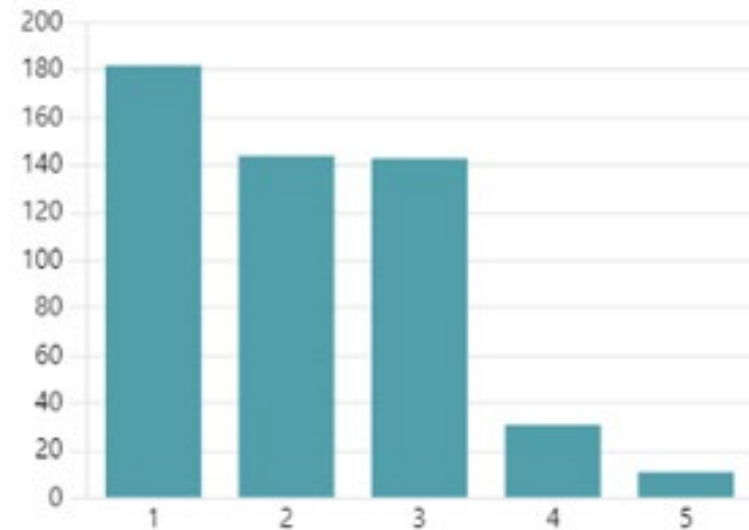
- **Would you be comfortable with Private PAIR and EFS Web being shut down in favor of PatentCenter by sometime later this summer?**



Question 2

- In your opinion, how ready is PatentCenter for full day-to-day use (without Private PAIR or EFS Web as backup)
 - (1-5) 5 meaning fully ready

2.11
Average Rating

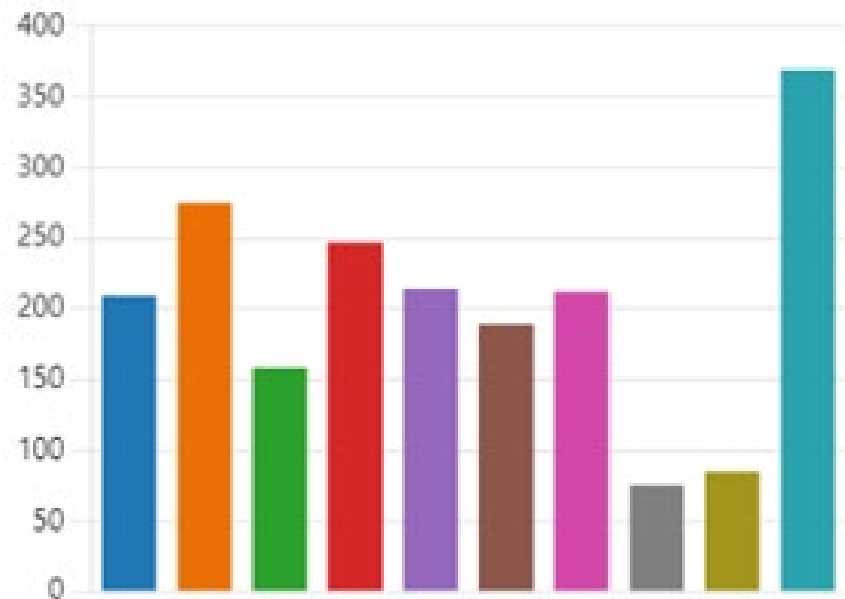


Question 3 Issue Choices

- e-Petition process is changed and more cumbersome
- Docx Issues
- Incorrect or missing continuity data
- Data access - exceeding search limits
- Data access - authentication issues
- Lack of advance notification of changes
- Difficulty searching/filtering matters on docket
- Sponsorship process issues
- Interface issues when accessing large numbers of customer numbers
- General stability and uptime

Question 3 Answers

● e-Petition process is changed a...	209
● Docx Issues	275
● Incorrect or missing continuity d...	158
● Data access - exceeding search l...	247
● Data access - authentication iss...	214
● Lack of advance notification of c...	189
● Difficulty searching/filtering mat...	212
● Sponsorship process issues	75
● Interface issues when accessing ...	85
● General stability and uptime	369



Top 2: Stability Issues / Docx/ Access Throttling

Question 4 Free Text Question

- What are other issues/shortcomings of PatentCenter that would need to be resolved to make it a viable replacement for Private PAIR/EFS Web?

Ranked Free Text Answers

(paraphrased and normalized)

- Stability and Reliability
- Feature Parity with EFS and PAIR
- Transition and Change Management & Update Communication
- Document Organization and Ordering - Specifically References for IDSs Authentication and Login Issues
- Payment and Fee Issues (Correct Fees, e.g. PCT Fees)
- Ability to Filter by Practitioner/Docket No.
- Programmatic Access and Backend APIs
- Document Formatting and Control
- Bulk Download and Access to Cited References
- eFiling Receipt issues
- ePetitions, Terminal Disclaimers and e-Filings
- Allowing a sponsor to file
- Sequence Listings (ST.25s)
- XML Data Download for all application information
- Outgoing Correspondence
- Inconsistency Data Consistency & Updating
- Ability to file in all document categories
- Change Entity Status

Question 5 Usage

- How often do you currently use Private PAIR, EFS Web, and/or PatentCenter?
- Rarely 008
- Weekly 072
- Daily 151
- Multiple Times Daily 281

84% Frequent Users/54% Power Users