

Subject: EBC tickets, in preparation for Wednesday
From: Carl Oppedahl <carl@oppedahl.com>
Date: 10/12/2023, 5:09 PM
To: "Udupa, Vaishali" <Vaishali.Udupa@uspto.gov>
CC: Richard Schafer <richard@schafer-ip.com>, "Suzannah K. Sundby" <suzannah@canadylortz.com>

Hello Vaishali. We are making preparations for our meeting this next Wednesday. Here is a list of EBC trouble tickets that have been opened by members of our listserv, reporting bugs in Patent Center. For each EBC trouble ticket we list the corresponding CP ticket number as listed at <https://patentcenter-tickets.oppedahl.com/>, and we list the creation date of the ticket.

So far as we are aware, in none of these cases has the EBC gotten back to the user who opened the ticket. Hopefully the real situation is that each of these tickets remains outstanding at the EBC to this day, and eventually somebody from the EBC will be getting back to the person who opened the ticket.

During our meeting (or before the meeting, if you are able to get back to us before the meeting) I will invite you to let us know the status of these fifteen EBC trouble tickets.

Keep in mind that this is **not** a question about whether the USPTO thinks it has or has not corrected the software bug in Patent Center that gave rise to the EBC trouble ticket. This is a question about the present status of the EBC trouble ticket and whether the EBC has or has not gotten back to the person who reported the ticket, with some kind of outcome or closure on the reported problem.

Note that some of these EBC trouble tickets have been open for many years, apparently with no follow-through from the EBC.

Carl

EBC ticket number	CP ticket number	creation date
1-690814254	CP16	May 4, 2020
1-695641646	CP30	June 8, 2020
1-701563481	CP33	July 5, 2020
1-761431662	CP55	June 14, 2021
1-761431662	CP56	June 14, 2021
1-823950504	CP63	October 22, 2021
1-839307926	CP69	December 3, 2021
1-783509075	CP71	December 8, 2021
1-826155667	CP103	March 13, 2023
1-827293068	CP127	March 28, 2023
1-828414131	CP135	March 30, 2023

1-830635911	CP139	May 18, 2023
1-831159389	CP140	May 25, 2023
1-831173674	CP141	May 25, 2023
1-838522518	CP148	August 29, 2023
1-836237428	CP160	September 30, 2023

— Attachments: —————

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