

USPS tracking number 9416430109355006497299

Vaishali Udupa, Commissioner for Patents  
USPTO  
P O Box 1450  
Alexandria, VA 22313

November 13, 2023

Dear Commissioner Udupa:

I am writing to follow up on our discussions about tickets relating to Patent Center that have been opened at the Electronic Business Center (EBC). It will be recalled that during our October 18 meeting, you said that you thought the EBC routinely gets back to the person who opened the ticket, in each case where the problem did not get fixed during the initial EBC telephone call. What you heard from us is that so far as we are aware, it has not happened even once that the EBC has ever gotten back to the person who opened an EBC ticket relating to Patent Center.

On October 12, 2023 I sent you a list of fifteen EBC trouble tickets that relate to Patent Center and that are cited in our bug list at <https://patentcenter-tickets.oppedahl.com/>. I asked that you please advise us of the open-or-closed status of each of the fifteen EBC tickets. For each closed ticket, I asked that you please advise when it got closed, and whether or not the closure got communicated to the person who opened the EBC ticket. (An extra copy of that email is attached.) We did not reach this agenda item during our October 18 meeting.

Could you please now advise us as to the open-or-closed status of each of these fifteen EBC tickets?

On October 17, 2023 you wrote to me that you were completing a review of 350 EBC tickets relating to Patent Center. (An extra copy of that email is also attached.) You placed this on the agenda for the October 18 meeting, but we did not reach that agenda item.

As for these 350 EBC tickets relating to Patent Center, could you please list the tickets by number, and for each ticket advise:

- Your review shows that the EBC solved the problem during the initial telephone call.
- Your review shows that the ticket got closed after the initial telephone call, with a communication back to the person who opened the ticket, and the date of that communication.
- Your review shows that the ticket got closed after the initial telephone call, with no communication back to the person who opened the ticket. For each such closure, could you please let us know the date of ticket closure.
- Your review shows that the ticket remains open.

I look forward to your answers on this.

Sincerely,



Carl Oppedahl  
for the Patent Center listserv

**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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2.4 KB

**Subject:** RE: Agenda for tomorrow's meeting (was Re: Audio-visual request)  
**From:** "Udupa, Vaishali" <Vaishali.Udupa@uspto.gov>  
**Date:** 10/17/2023, 11:51 AM  
**To:** Carl Oppedahl <carl@oppedahl.com>  
**CC:** "Suzannah K. Sundby" <suzannah@canadylortz.com>, Richard Schafer <richard@schafer-ip.com>, "Siridavong, Minh" <Minh.Siridavong@USPTO.GOV>

I look forward to receiving the slides and then will finalize the agenda.

As to the EBC tickets, you have only identified 16 of the over 350 EBC tickets that have been submitted by [carl2@oppedahl.com](mailto:carl2@oppedahl.com), [carl@oppedahl.com](mailto:carl@oppedahl.com), [nzoh@philip.law](mailto:nzoh@philip.law) and [scnieldson@outlook.com](mailto:scnieldson@outlook.com). I am glad that you are only currently concerned about a small percentage (less than 5%). However, to be thorough, I am still completing my full review of these tickets and I look forward to discussing the EBC ticket issue tomorrow.

Safe travels.

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**From:** Carl Oppedahl <carl@oppedahl.com>  
**Sent:** Tuesday, October 17, 2023 10:05 AM  
**To:** Udupa, Vaishali <Vaishali.Udupa@uspto.gov>  
**Cc:** Suzannah K. Sundby <suzannah@canadylortz.com>; Richard Schafer <richard@schafer-ip.com>; Siridavong, Minh <Minh.Siridavong@USPTO.GOV>  
**Subject:** Agenda for tomorrow's meeting (was Re: Audio-visual request)

On 10/16/2023 8:58 PM, Udupa, Vaishali wrote:

Carl

We appreciate you, Richard and Suzannah traveling the distance you are traveling. I am sure you and your colleagues are working hard to get these slides completed. We will need them by noon on Wednesday so that I can give them to the AV technician to present. Please send them to Minh by that time. Because your time is precious, I also want the team to have time to review and be responsive to the things in your slides. Ideally if you can get them to us by end of business tomorrow that would be great. Otherwise, we will accommodate noon on Wednesday.

We look forward to Wednesday's meeting to discuss the retirement of EFS Web and PrivatePair and to alleviate any concerns that you and the Patent Center Listserv might have. I have also added the EBC ticket issue to the agenda. Is there anything else you would like to add to Wednesday's agenda related to Patent Center?

Thank you Vaishali for your email message of yesterday evening.

At your request I worked through the night this past night to try to get closer to finalizing our presentation slides. Colleagues are now reviewing my work. I think there is a chance we can get the slides into your hands by some time today, Tuesday.

As you correctly point out, everybody's time is precious. You have proposed to add the status of the EBC tickets to the agenda for tomorrow's meeting. This ought not to be necessary. You have had the EBC ticket list since October 12 (five days ago). Could you get back to us on the status of those EBC tickets **today**? That could save us from having to spend any of our limited in-person meeting time tomorrow on the status of the EBC tickets.