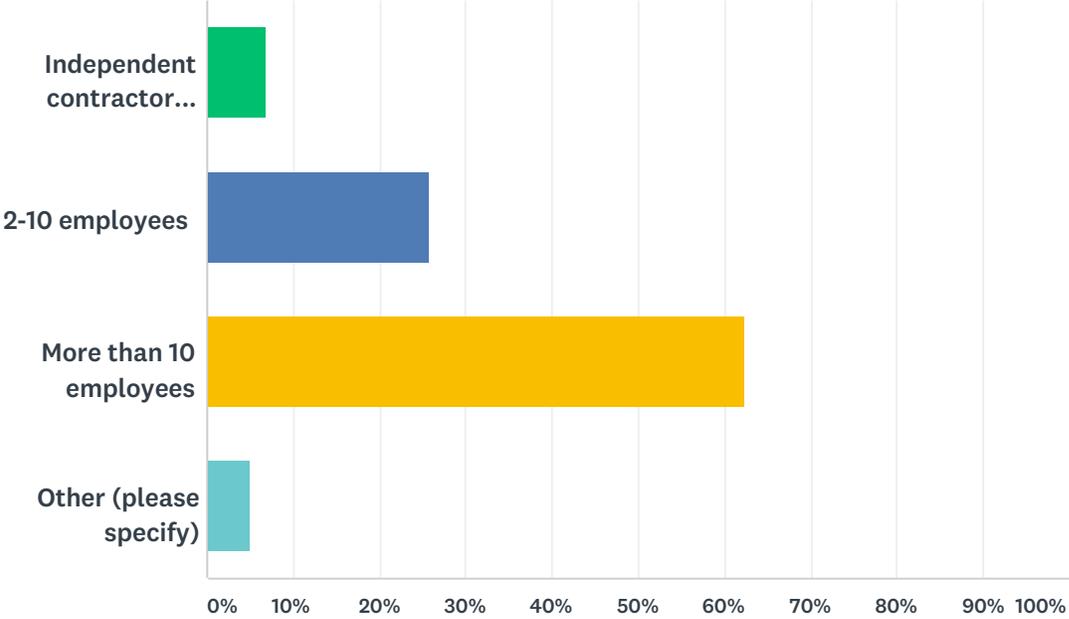
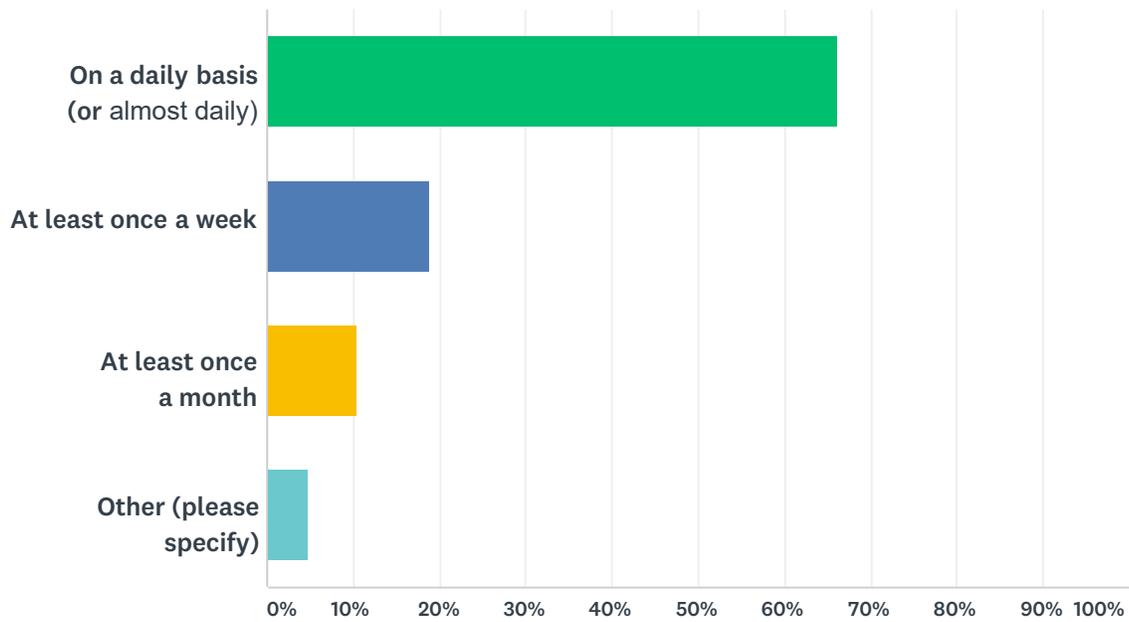


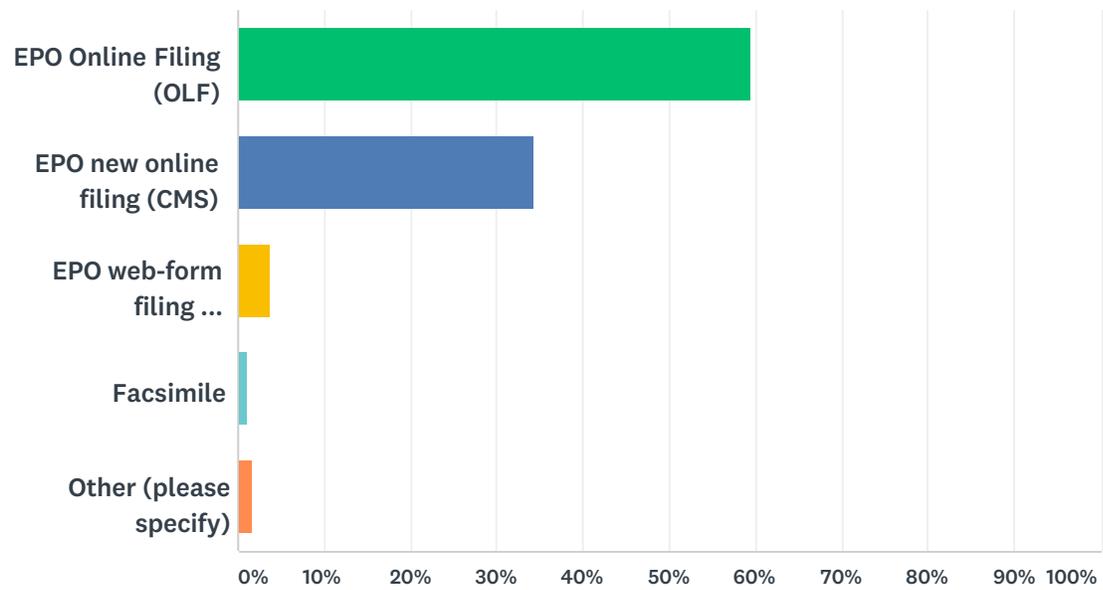
Q1 What is the size of your office?



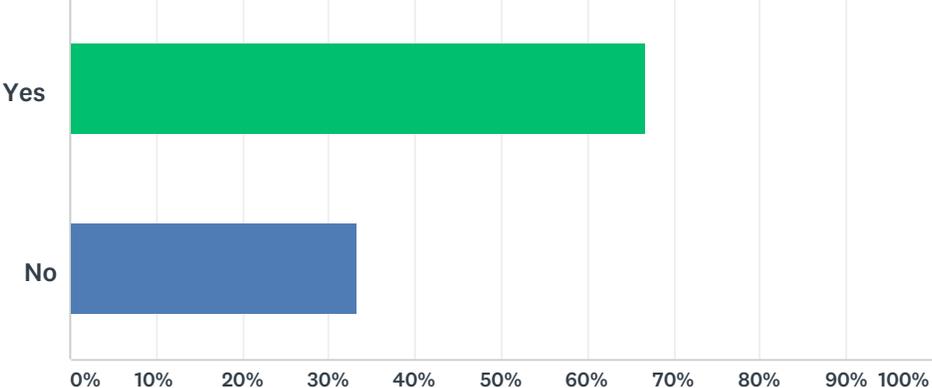
Q2 How often do you (as an office) submit any documents with the EPO?



Q3 What is your preferred channel of submitting documents electronically with the EPO?

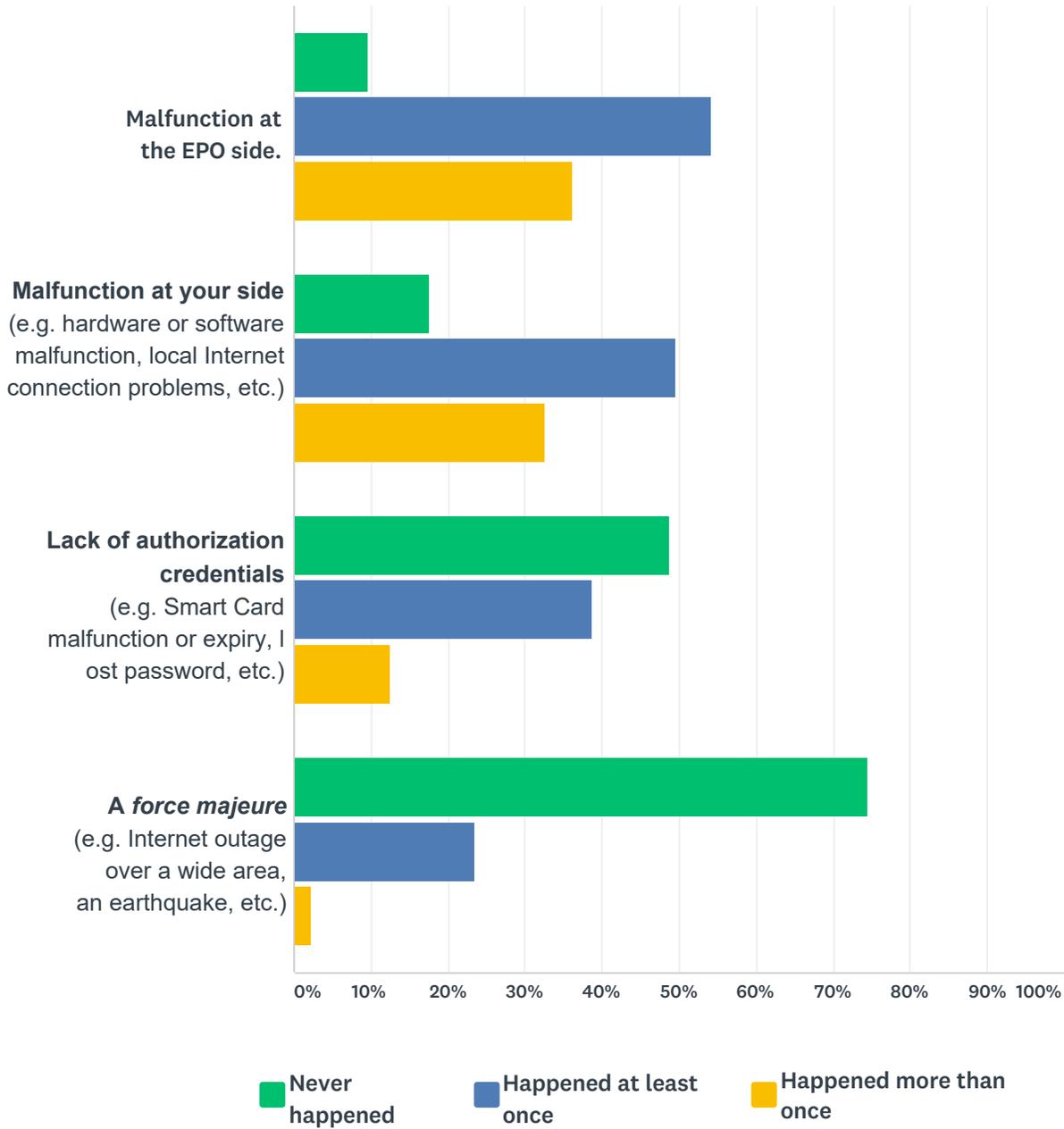


Q4 Have you ever experienced a situation in which your preferred channel of online communication was unavailable in time a document had to be submitted with the EPO?



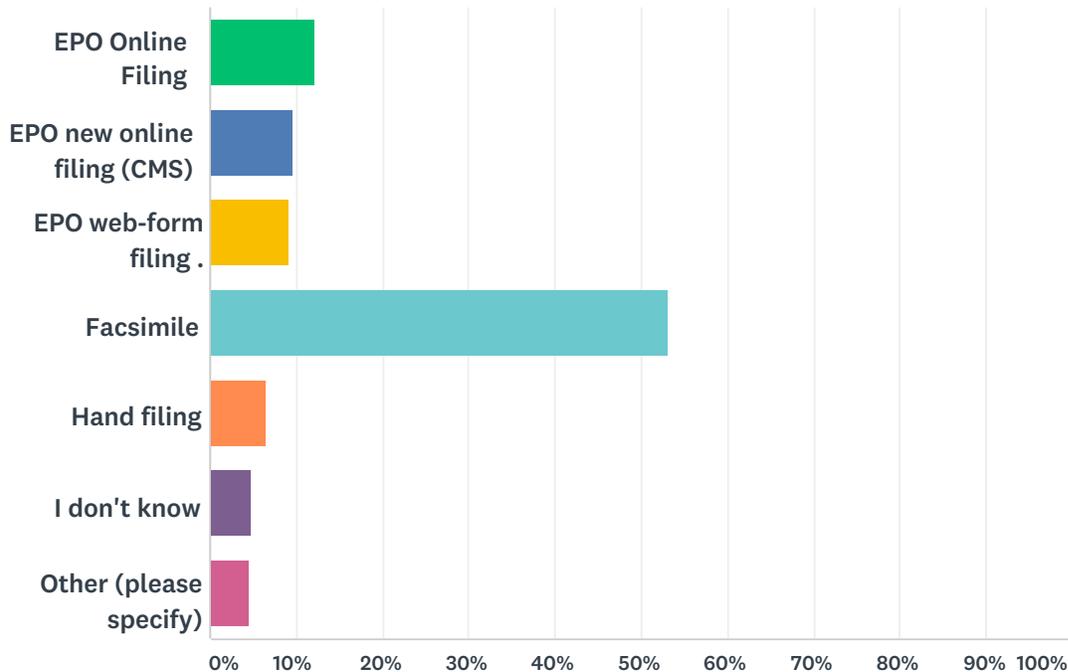
Q5 What were the main reasons of the channel unavailability?

Answered: 647 Skipped: 387



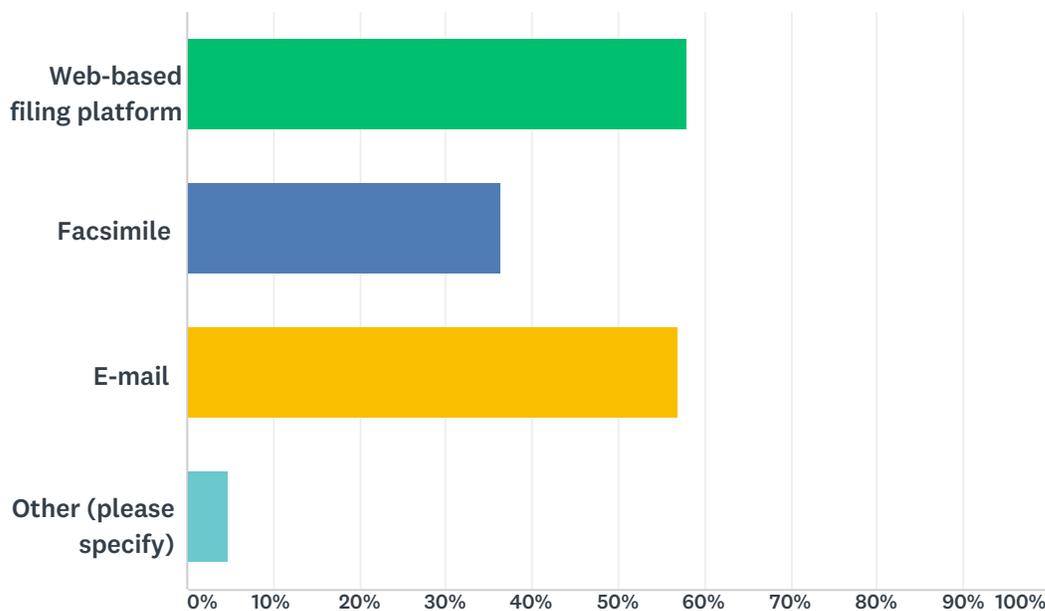
Q6 What is your first choice back-up/contingency channel for communicating with the EPO, that you use (or would use) in case your usual method fails?

Answered: 984 Skipped: 50



Q7 In the future, which electronic communication channel with the EPO would you consider appropriate for back-up/contingency situations?

Answered: 984 Skipped: 50



ANSWER CHOICES	RESPONSES
Web-based filing platform	57.93% 570
Facsimile	36.48% 359
E-mail	56.91% 560
Other (please specify)	4.78% 47
Total Respondents: 984	