Q1 What is the size of your office?

- Independent contractor...
- 2-10 employees
- More than 10 employees
- Other (please specify)
Q2 How often do you (as an office) submit any documents with the EPO?

- On a daily basis (or almost daily)
- At least once a week
- At least once a month
- Other (please specify)
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?

Yes
No
Q5 What were the main reasons of the channel unavailability?

Answered: 647   Skipped: 387

- **Malfunction at the EPO side.**
  - Green: Never happened
  - Blue: Happened at least once
  - Orange: Happened more than once

- **Malfunction at your side** (e.g. hardware or software malfunction, local Internet connection problems, etc.)
  - Green: Never happened
  - Blue: Happened at least once
  - Orange: Happened more than once

- **Lack of authorization credentials** (e.g. Smart Card malfunction or expiry, lost password, etc.)
  - Green: Never happened
  - Blue: Happened at least once
  - Orange: Happened more than once

- **A force majeure** (e.g. Internet outage over a wide area, an earthquake, etc.)
  - Green: Never happened
  - Blue: Happened at least once
  - Orange: Happened more than once
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?

- Web-based filing platform: 57.93% (570 responses)
- Facsimile: 36.48% (359 responses)
- E-mail: 56.91% (560 responses)
- Other (please specify): 4.78% (47 responses)

Total Respondents: 984