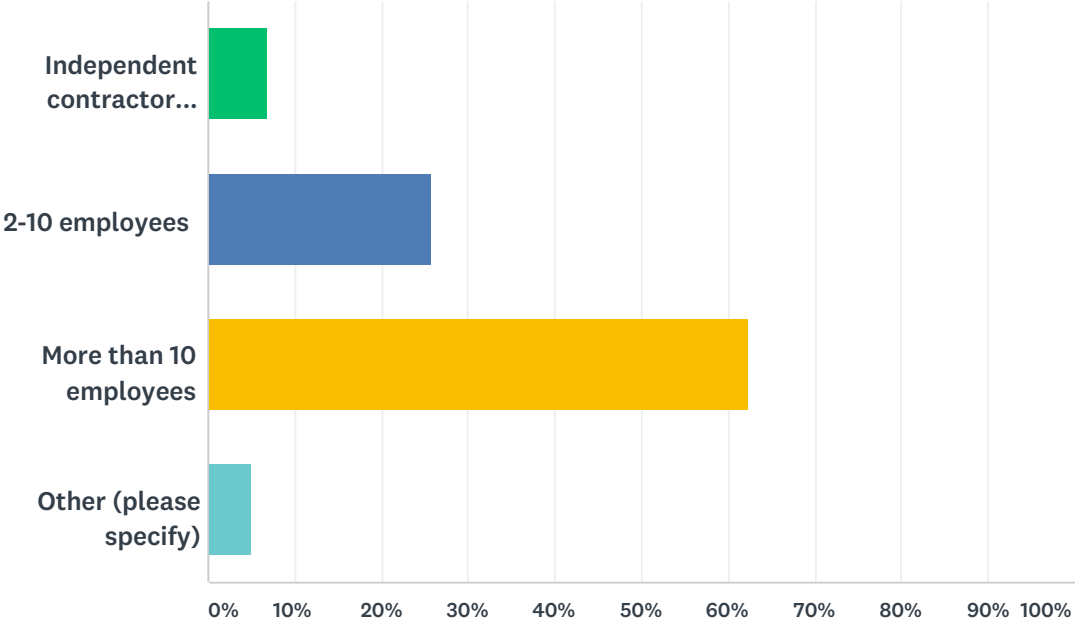
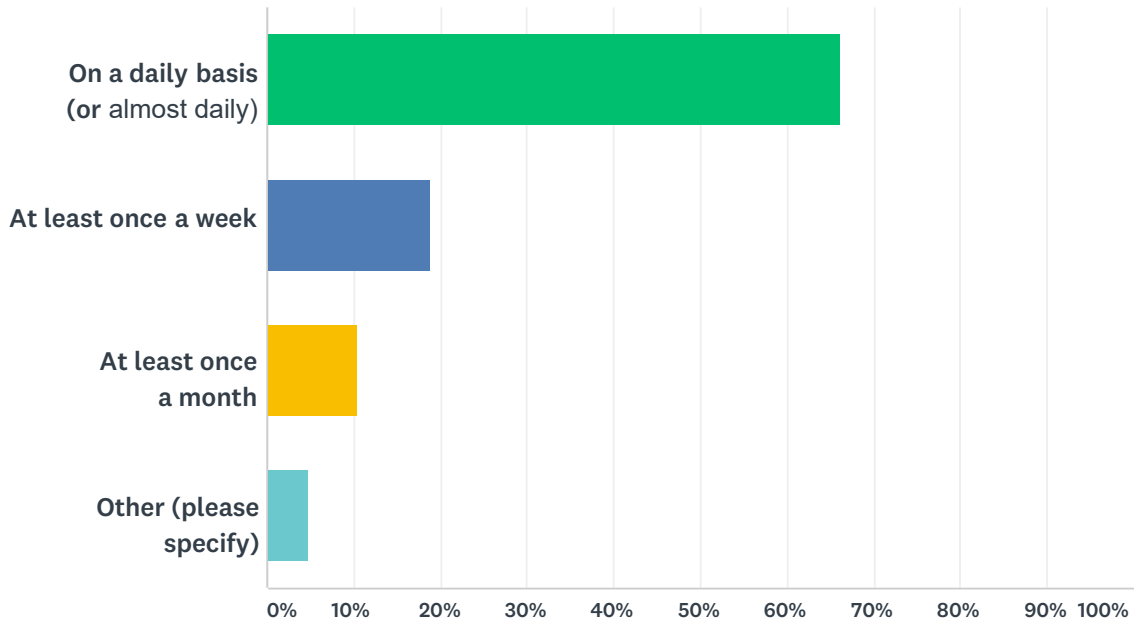


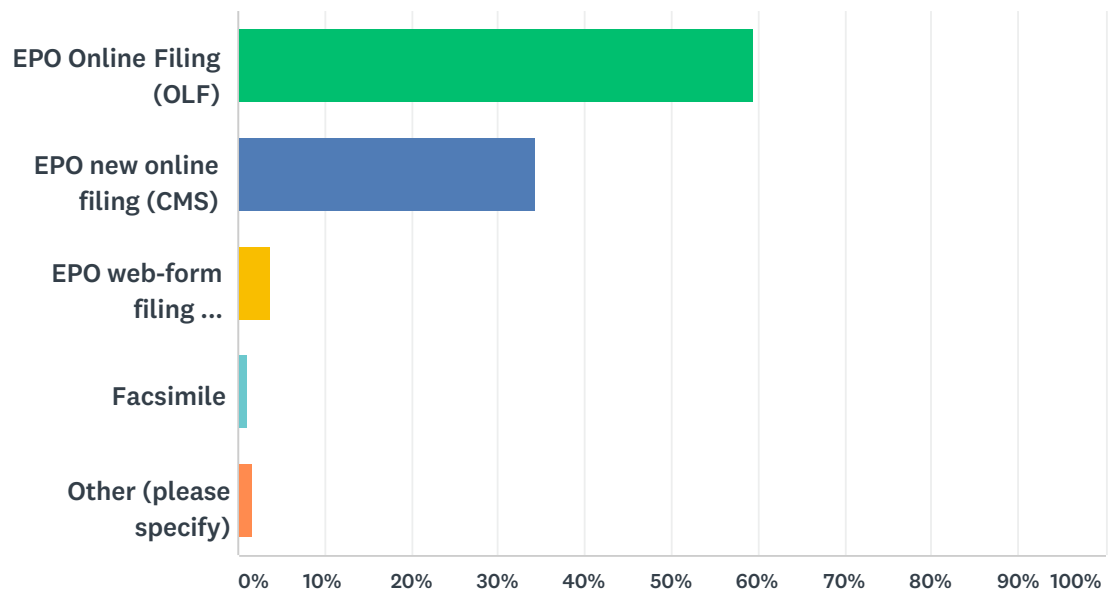
# Q1 What is the size of your office?



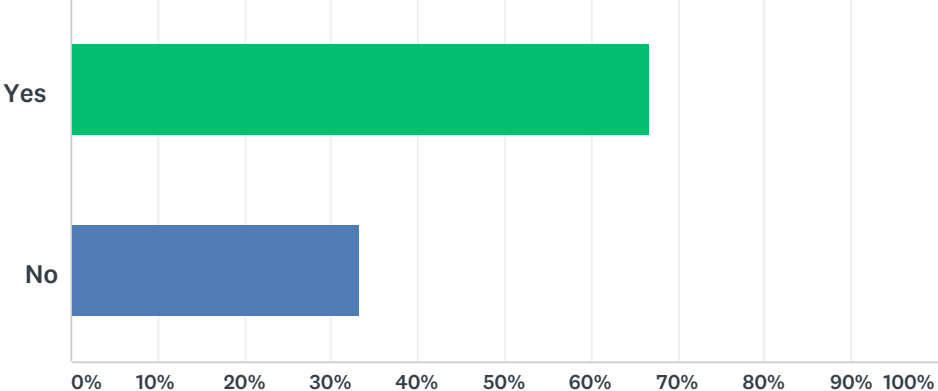
## Q2 How often do you (as an office) submit any documents with the EPO?



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

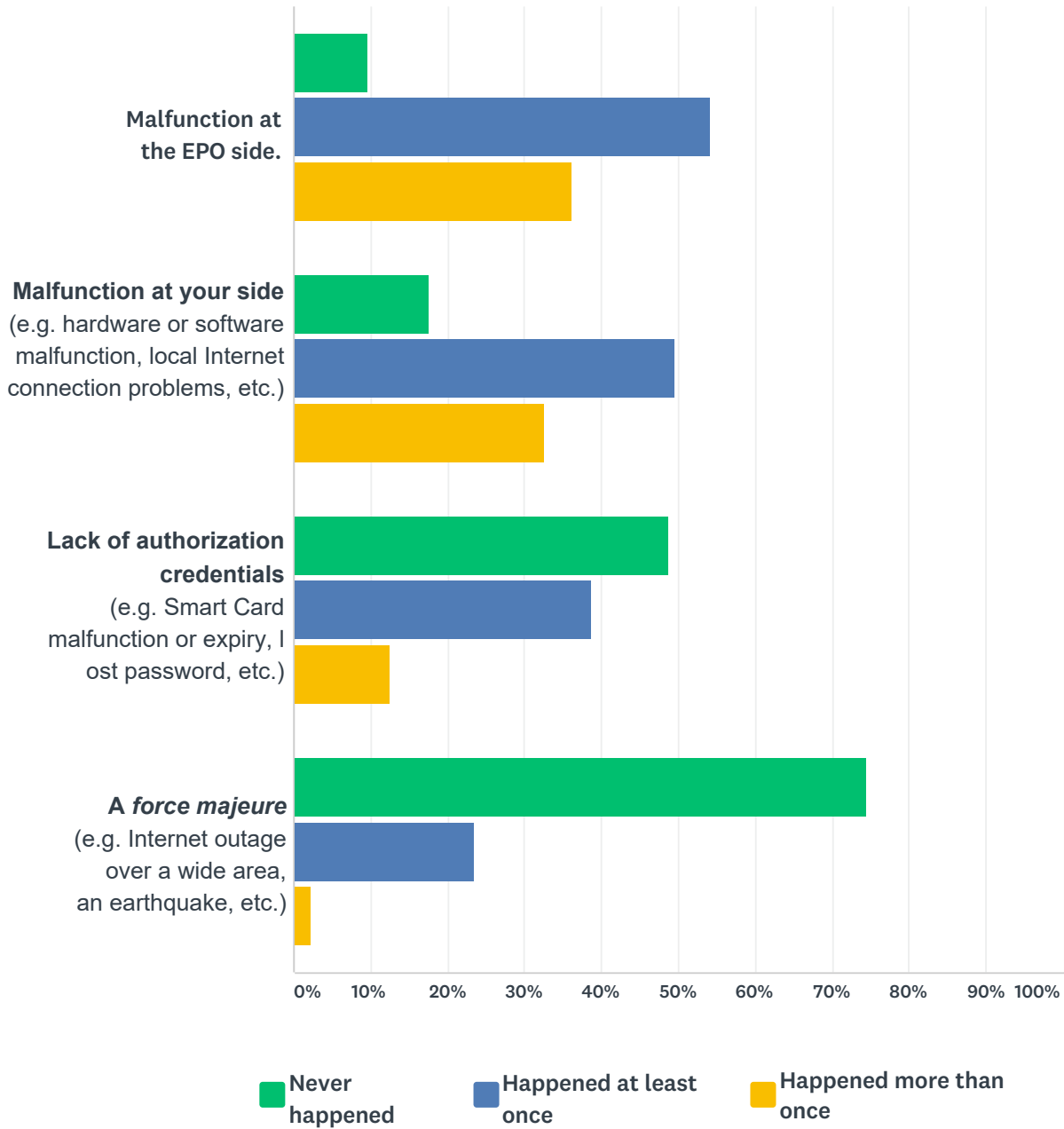


Q4 Have you ever experienced a situation in which your preferred channel of online communication was unavailable in time a document had to be submitted with the EPO?



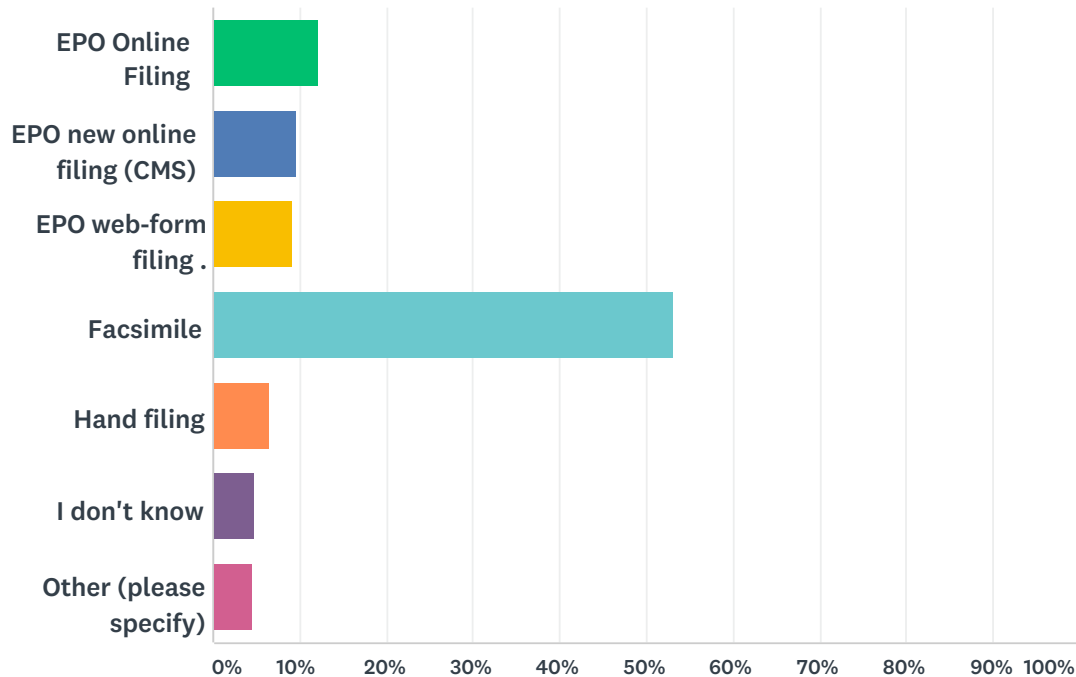
# Q5 What were the main reasons of the channel unavailability?

Answered: 647 Skipped: 387



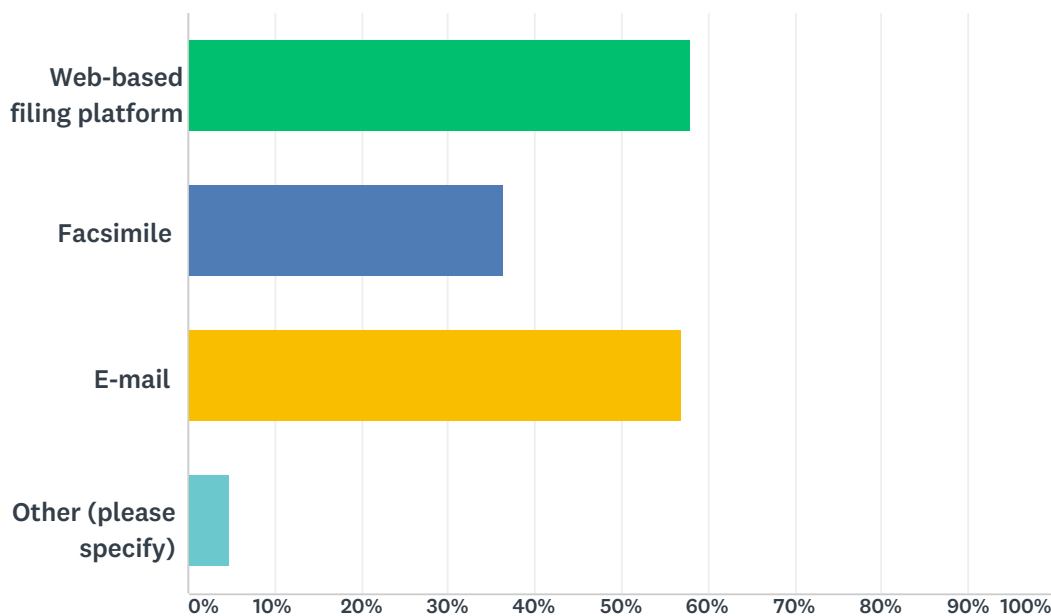
# Q6 What is your first choice back-up/contingency channel for communicating with the EPO, that you use (or would use) in case your usual method fails?

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	