

Agent E.
Assignment: Office of Petitions
November 7, 2025

[00:00] Automated System: Please remain on the line. You can press 9 to repeat this message. Thank you.

[00:09] Automated System: To ensure quality services, your call may be monitored or recorded.

[00:29] Agent E.: Office of Petitions, how may I help you.

[00:31] Terry: Hi, how's it going? Um, actually I do need help. I received, I'm a pro se petitioner,

[00:37] Terry: and I recently received a notice, a notice of payment deficiency,

[00:44] Terry: and it also says show cause, order, penalty, determination, micro entity.

[00:52] Terry: Um, essentially I received this notice, um, and they told me that I, you know,

[00:57] Terry: there was things in it that I think that I should probably have an attorney look at,

[01:00] Terry: but I'm trying to see if I can resolve this quickly.

[01:05] Agent E.: What's your application number?

[01:06] Terry: Um, the application number is 1-8-9-7-3-0-6-7.

[01:32] Agent E.: One moment. What office sent this out, let's see, cause this is probably who you're going to, okay,

[01:36] Agent E.: Our office Jacob F. Betit who did this. Ok and what did you need to know about it?

[02:11] Terry: Well, I was trying to figure out how to resolve this. Um, I, I, you know,

[02:16] Terry: clearly I, there's a mistake. I made a mistake. Um, and if I have, you know,

[02:25] Terry: uh, made a mistake, I would like to resolve it and, you know,

[02:29] Terry: have the application move forward. I just need to know, um,

[02:34] Terry: I just need to know, uh, what I need to do.

[02:40] Agent E.: Okay, let me get everything, I'm just writing everything down.

[02:49] Agent E.: Okay, give me your, go ahead, I'm going to take your name and number.

[02:53] Terry: Oh sure, sure. My name is Terry, my middle name is xxx,

[02:58] Terry: and my last name is Torres, and my telephone number is, um,

[03:06] Terry: I'm sorry, I'm a little bit nervous, I apologize.

[03:09] Terry: Um, 732-630-3333.

[03:18] Agent E.: 732-630-3333.

[03:22] Terry: Yes ma'am.

[03:24] Agent E.: Okay, so I'm not sure exactly about everything that you're going to need to do with this,

[03:29] Agent E.: but I'm going to contact the person who signed off for it to get more information

[03:34] Agent E.: and see what they tell me, and I'll get back to you.

[03:37] Agent E.: I'll turn around time is normally 48 hours,

[03:40] Agent E.: but I'll do my best to get back to you next week on Monday.

[03:43] Terry: On Monday? Well, by then I probably will have approached an attorney then,

[03:51] Terry: so I'm a little bit concerned because I don't want to lose the application.

[03:56] Terry: You know, I'm a pro se file, I've filed this myself, pro se,

[03:59] Terry: They're saying that I exceeded the number of times that I could have applied for micro-entity status.

[04:07] Terry: They said that I didn't understand that there was a limit.

[04:13] Terry: I thought, you know, I didn't understand that period.

[04:18] Terry: And, you know, I didn't do anything on purpose to defraud the patent

office,

[04:30] Terry: and I do want the application prosecuted, and I apologize.

[04:38] Agent E.: Okay, well most likely everything is going to have to be put in writing,

[04:42] Agent E.: so what it is, I cannot answer those questions,

[04:46] Agent E.: and I have no one to transfer you to at this time, you know, to get an answer right away.

[04:53] Agent E.: You know, looking at the document, we do have a pro se area, you know,

[04:58] Agent E.: I can transfer you to see if they can help you out, you know, understanding what it's saying.

[05:01] Terry: I would greatly appreciate that. I would appreciate that, you know.

[05:07] Agent E.: Okay, let me get that information.

[05:10] Agent E.: But also, let me see if there's something that I, okay,

[05:25] Agent E.: it says it didn't complete a written response in two months,

[05:28] Agent E.: validating the issue of subsequent notice.

[05:31] Agent E.: Okay, yeah, like I said, I'm going to transfer you,

[05:35] Agent E.: I'm going to give you the, pro se, as soon as I find their information,

[05:42] Agent E.: but I'm also going to keep your name and number that way I can ask the question about this.

[05:47] Agent E.: And, you know, maybe someone can give you a call back Monday, you know,

[05:52] Agent E.: once I, you know, find it, I can give you, let you know what they tell me,

[05:56] Agent E.: or the person who is available who decided the decision,

[05:59] Agent E.: if they're able to call you and let you know. But other than that,

[06:04] Agent E.: For now, I'll try to let me look for the pro se inventor's telephone number.

[06:10] Terry: Sure, I mean, I, you know, like I said, I, it wasn't,

[06:16] Terry: I, you know, I just simply didn't understand that one rule.

[06:20] Terry: I didn't know that there was a limit to how many times you could file micro entity status.

[06:28] Terry: I am indigent, you know, that hasn't changed.

[06:32] Terry: So I never thought to revisit the rules on indigency, you know what I mean?

[06:40] Terry: Because my life didn't change.

[06:43] Terry: But I know that there's no excuse for it.

[06:47] Terry: Ignorance is not an excuse.

[06:49] Terry: But at the same time, I don't want to jeopardize the application because I made a mistake.

[06:56] Agent E.: Okay, well, I'm going to give you the here's their numbers.

[07:00] Agent E.: It's the Office of Innovation, Innovation Development.

[07:04] Agent E.: And these are pro se inventors.

[07:06] Agent E.: They're there to help the pro se inventors with any questions or, you know, whatever they can answer.

[07:11] Agent E.: And the number is, you're welcome.

[07:15] Agent E.: The number is 1-866-767-3848.

[07:29] Terry: I really want to thank you for your time and your help.

[07:31] Terry: I really appreciate it.

[07:32] Terry: I mean, this is, I apologize.

[07:37] Terry: You know, I don't know what else to say.

[07:41] Agent E.: You're welcome.

[07:42] Agent E.: And we all make mistakes and it might be correctable.

[07:46] Agent E.: So just talk to them and wait to hear back from me or, you know, always call back, you know, to find out your information.

[07:54] Agent E.: So hopefully I can have some information to you by Monday, you know, or hopefully maybe.

[07:59] Terry: I really thank you.
[08:00] Terry: I really, I just, I have to, I want you to know that it really is appreciated because I really didn't do this on purpose.
[08:09] Terry: And what did you say your name was so that when you call, I know who it is?
[08:14] Agent E.: Agent E.
[08:16] Terry: Agent E.
[08:18] Terry: Thank you so much, Agent E.
[08:20] Terry: I just, I feel so bad.
[08:22] Terry: I feel stupid.
[08:25] Terry: I just, I'm ashamed right now.
[08:27] Terry: I don't know what else.
[08:31] Agent E.: You're doing what you're supposed to do.
[08:32] Agent E.: You're calling in to get help and get your evidence, finding out what you're needing, what you need to do.
[08:37] Agent E.: So that's the first step.
[08:39] Agent E.: So you're doing what you're supposed to do.
[08:40] Agent E.: So talk to the pro se inventors to see if there's any information they can tell you.
[08:47] Agent E.: And like I said, in the meantime, I'll find out what I found out and try to give you a call back Monday.
[08:53] Terry: Thank you so much.
[08:55] Terry: Thank you so much and have a wonderful weekend.
[08:57] Terry: I really appreciate it.
[08:58] Terry: Thank you.
[08:59] Agent E.: Thank you.
[09:00] Agent E.: Thank you and you as well.
[09:03] Terry: Bye.