

Representative Agent I.
Assignment: Office of Petitions
February 2, 2026

[00:04] Terry: So let me see, uh, do you have the paperwork?
[00:10] Rep. Agent I.: Let me see, I believe it was given was 18-976-067, is that correct?
[00:17] Terry: Um, sure, that's it.
[00:18] Terry: Alright, so I had a couple questions I was hoping you might be willing to help me out with.
[00:24] Terry: Um, I received a decision on my app, uh, it was a show cause order.
[00:31] Terry: I'm actually looking for it right now.
[00:35] Terry: Um...
[00:36] Rep. Agent I.: Show cause order, okay, I think I might have an incorrect application number, um...
[00:41] Terry: The application number is 1-8-9-7-3-0-6-7.
[00:51] Rep. Agent I.: Okay, yes, I did have the incorrect one, so 7-3-0-6-7, let me pull that one up.
[01:00] Rep. Agent I.: Okay, that makes more sense, there's the show cause order. Alright, how can I help you?
[01:04] Terry: Uh, that's fine, um...
[01:07] Terry: Um, I had a couple questions.
[01:10] Terry: The question that I have is, um, they said that I didn't provide sufficient evidence for a good cause showing.
[01:24] Terry: Good faith, or...
[01:27] Terry: The problem that I'm having is, is that where in the original order did it require a...
[01:36] Terry: Like some subjective standard of evidence, evidence for the good cause showing?
[01:45] Terry: I'm reading the actual document, it simply gives you two options.
[01:49] Terry: The information that it provides for each one of them is a very bare minimum.
[01:56] Terry: I've also done research on this topic online and at the USPTO, and there is no subjective standard of good cause showing.
[02:09] Terry: I mean, it just doesn't exist.
[02:11] Terry: So, the decision that they provided me with simply states that their decision is that...
[02:21] Terry: Let's see...
[02:24] Terry: Oh, considered, whatever, has not met...
[02:27] Terry: That I haven't met some standard that I was never asked to meet, and neither is that standard written into the law anywhere.
[02:35] Terry: I feel like they're just making it up as they go, and they're applying whatever enters their mind at the time.
[02:47] Rep. Agent I.: Let me take a look at it.
[02:50] Rep. Agent I.: I do see evidence revealing the notice itself, and it doesn't look like they provide any items you specifically must provide to meet that.
[03:01] Rep. Agent I.: And then let me read that decision.
[03:09] Rep. Agent I.: I do know these are relatively new, at least from what I have since I've been working here in the office.
[03:21] Rep. Agent I.: And who issues these decisions?
[03:27] Rep. Agent I.: Let me see here.
[03:28] Rep. Agent I.: I could try and get in touch with one of the people who signed these decisions to see if they could maybe contact you with a better explanation of why your reasoning was not satisfactory or what requirements had to be met.
[03:47] Terry: Well, they do provide the actual show-cause order.
[03:54] Terry: The original show-cause order does, in fact, provide the standard.

[04:00] Terry: It's option A or option B, and it is to present them with the reason why this happened.

[04:07] Terry: They didn't say you had to present them with a reason with evidence to back you up.

[04:13] Terry: That clause is nowhere stated in there.

[04:15] Terry: And I understand that this is a new rule, and I don't want to get run over by it.

[04:23] Terry: So I really need clarification on this because, you know, obviously it's not a happy thing to happen to anyone.

[04:34] Terry: And it's not like I have a career of doing this.

[04:38] Terry: This is not my sixth time doing this.

[04:41] Terry: This isn't even my second time doing this.

[04:43] Terry: This is the very first time this ever happened to me.

[04:47] Terry: And for them to say that as a pro se litigant that I didn't, you know, it was the issue was squarely based about over claiming the micro-entity status.

[05:03] Terry: Right.

[05:03] Terry: They said that I claim I claimed it once too many times or whatever.

[05:09] Terry: This is the first time that ever happened as a pro se.

[05:11] Terry: Yeah, but the issue is I clearly explained in the document that I did not understand that continuations that rely on previous applications that were granted micro-entity status that they incurred that they counted against the micro-entity count.

[05:36] Terry: To me, as a pro se applicant, I find this to be chilling.

[05:42] Terry: It puts all pro se applicants off from even attempting to file anything with the USPTO because it seems like it's a setup.

[05:52] Terry: It makes it seem like if you break one of their rules, they're going to essentially try to rape you financially.

[06:03] Terry: And I'm going to be addressing this with my attorney and I'm going to explain this issue.

[06:09] Terry: So I really need someone to get back to me to explain to me where the subjective standard that they applied wasn't why they didn't articulate it in the notice of for show cause.

[06:21] Terry: I really need that because that that standard that not only did I have to explain how that I had to provide evidence for it as well.

[06:31] Terry: That's no where it doesn't appear in the notice to show cause.

[06:35] Terry: And I need that because I'm going to have to, you know, I'm going to have to pursue other remedies besides this.

[06:43] Terry: And I know they're really this is a new law.

[06:47] Terry: You essentially get to decide what you want to do, how you want to do it.

[06:51] Terry: And there's nobody that can but I'm going to file a mandamus regarding this issue if answers are not provided to my satisfaction.

[07:00] Terry: I feel that this is essentially chilling to all pro se applicants.

[07:04] Terry: It's abusive because it's my first time and I provided a very clear and credible reasoning.

[07:11] Terry: It was a continuation on a preexisting application that had micro entity status.

[07:16] Terry: It is fully reasonable for anyone to believe that he I thought that the entire patent family would, you know, retain micro entity status.

[07:28] Terry: I didn't know that different parts of or different stages.

[07:32] Terry: And as a pro se litigant, that's reasonable that how did they find that unreasonable and where was the lack of evidence?

[07:42] Rep. Agent I.: Right. Yes, I understand.

[07:45] Rep. Agent I.: I can try to see if someone's available to talk to you now and within this fraud mitigation unit who is more familiar with the process.

[07:53] Rep. Agent I.: I do apologize a little bit out of my personal wheelhouse.

[07:56] Rep. Agent I.: I completely understand everything you're saying and I do think language could be clear in the notice itself of what's required.

[08:05] Rep. Agent I.: So if you don't mind waiting on a brief hold, I can try and get in touch with someone who is more hands on with these notices and more familiar with the process.

[08:13] Terry: OK, thank you so much. I really appreciate it.

[08:16] Terry: Of course. Thank you for your patience. I will be right back.

[08:19] Rep. Agent I.: Thank you for your patience. Sorry about the delay.

[08:25] Rep. Agent I.: I was able to get in touch with the original person who issued this decision, Jacob Batiste, via chat because he is in a meeting right now.

[08:35] Rep. Agent I.: So what I could do for you, I could send you to his voicemail and you could leave a voicemail for him and he can give you a call back if you would like.

[08:44] Terry: So I would call him up and he'd give me a call back.

[08:47] Terry: The problem with that is that I'm always traveling.

[08:50] Terry: Traveling is part of what I do as a job, you know, and I have really big issues.

[08:56] Terry: Like I just he wrote on paper that I didn't make reasonable inquiries under the circumstances to make us to prior to making the assertion or certification.

[09:10] Terry: I would just like to know where did he learn mind reading?

[09:13] Terry: Like, what evidence did he use to come to that conclusion?

[09:19] Terry: I mean, he's making he's making very large decisions on assumptions that he can't base on anything other than an assumption.

[09:31] Rep. Agent I.: I mean, OK, let me see.

[09:34] Rep. Agent I.: I can see if when he expects to get out of his meeting, if that would help giving to give you a better timeline of when to expect a call.

[09:43] Rep. Agent I.: If you don't mind if I hold again.

[09:45] Rep. Agent I.: Yeah, I'm sorry.

[09:46] Terry: That would help very much because literally what he's saying will not hold up in litigation.

[09:53] Terry: What what he put in paper on paper is assumptions that he's making.

[09:58] Terry: It's not based on any fact he has.

[10:01] Terry: He's saying that I didn't provide proof of making, you know, this search or I didn't do enough to verify.

[10:13] Terry: So what he's saying is essentially nothing short of finding the rule.

[10:21] Terry: Can can can be forgiven, which is ridiculous.

[10:26] Terry: What he's doing is setting himself up for a lawsuit because I will write up the mandamus.

[10:32] Terry: And I'm absolutely certain that anyone that reads that, what is he basing his decision on?

[10:37] Terry: If not an assumption, he's saying that I can't make an assumption, but he can.

[10:42] Rep. Agent I.: Mm hmm. Right.

[10:45] Rep. Agent I.: Let me see if I can have him speak with you sooner.

[10:48] Rep. Agent I.: If you don't mind, I'll put you back on a hold.

[10:49] Rep. Agent I.: Hopefully won't take as long as before.

[10:51] Rep. Agent I.: And thank you for your patience. I do apologize for the inconvenience of all of this.

[10:56] Terry: I want to tell you that I'm a little bit heated simply because I find this to be very, very egregious that they're singling out pro se applicants to beat them down.

[11:09] Terry: Unfortunately, this one occasion they've missed the mark.

[11:12] Terry: I will file a writ of mandamus and I will bring him in front of the court.

[11:16] Terry: And he can explain to the judge how he's allowed to make assumptions and base very large decisions on pro se applicants moving on good faith while the applicant themselves are not allowed to make mistakes.

[11:31] Rep. Agent I.: Mm hmm. Right.

[11:33] Rep. Agent I.: Right. Let me see if I can get in touch with him and have

him speak to you now.

[11:38] Rep. Agent I.: And hopefully we can get this resolved. I'll put you on a brief hold and I will be right back.

[11:42] Terry: Thank you so much.

[11:44] Rep. Agent I.: Hi, are you still there? Yes, I am.

[11:47] Rep. Agent I.: Okay. Unfortunately, I can't seem to get back in touch with him to see when he'll be out of his meeting.

[11:53] Rep. Agent I.: So yeah, the best I can suggest right now would be I can transfer you to his voicemail and he'll give you a call back when he's out of meeting.

[12:01] Terry: I got it.

[12:02] Rep. Agent I.: Other than that, I mean, yeah, the decision isn't very clear.

[12:06] Rep. Agent I.: Other than that would just be to just try explaining more.

[12:10] Rep. Agent I.: But I understand what you say, where there's not criteria.

[12:13] Rep. Agent I.: So it's like, what would that even look like?

[12:16] Terry: The fact of the matter is we're going to this is what's going to happen.

[12:20] Terry: What's going to happen is I'm going to test this new law.

[12:24] Terry: I mean, they take they they discontinue the prosecution of my application, despite the fact that they've received now full of full of funds for the application.

[12:36] Terry: Until I pay their hostage fees, we're going to test the legality of this in open court.

[12:44] Terry: Because I first of firstly, I think the entire premise of this new concept, this new law is in violation of due process.

[12:58] Terry: A defendant can pay the money and their application still doesn't get processed until their hostage fees are paid.

[13:06] Terry: Nowhere else in industry do you see that practiced, not even in there's so many problems that I've had.

[13:14] Terry: And then I had to wait four months for a response.

[13:17] Terry: So does that mean if I pay another four thousand dollars today that it'll take another four months to get resolved?

[13:26] Terry: That's not I mean, that's due process violations right there.

[13:30] Terry: No one can say for a decision on a motion that it's going to take upwards of moving on to a half a year.

[13:38] Terry: There is no possible way that you can say that if I pay the four thousand dollars now, I have to wait another four months.

[13:46] Terry: That's over eight months to get one problem resolved is due fair due process.

[13:54] Terry: It's unreasonable is what it is.

[13:57] Terry: And secondly, he's relying upon assumptions to make his decision because he can't base his anything that he said on actual evidence.

[14:09] Terry: He's he's making this assumption that I didn't make enough of an inquiry.

[14:15] Terry: Well, Mike, the question becomes how much is of inquiry is enough.

[14:22] Terry: Is the only inquiry that he will be satisfied with is that they find the rule that he they made a mistake on.

[14:31] Terry: Then it's not a mistake they would make.

[14:34] Terry: I mean, he he's using quite honestly assumptions to say that I'm not allowed to make a mistake.

[14:44] Terry: This is the first time it's happened.

[14:47] Terry: The courts have repeatedly recognize that pro se litigants should be afforded the widest latitude while they're prosecuting their application.

[14:57] Terry: And since this is the first time this has ever happened, my certification that I submitted to him explaining to him that it was that I did pursue.

[15:08] Terry: I did look at it, but I simply made a mistake.

[15:12] Terry: How is he telling me that I'm supposed to provide information?

[15:18] Terry: How do I take part of my mind and send it to him as proof?
[15:24] Terry: That's ridiculous. No court would uphold that.
[15:27] Terry: We're going to test this in court.
[15:29] Terry: I'm not going to call him or I'm going to just test it in court.
[15:35] Rep. Agent I.: I apologize again for for the situation.
[15:38] Rep. Agent I.: I wish I could personally be better help for you.
[15:42] Terry: And here, can I just say one last thing?
[15:44] Terry: One last thing.
[15:46] Terry: If option two on the form that he sent me can only be satisfied by not making that mistake in the first place, then why write that option into the form?
[16:02] Terry: Does that make sense or am I am I crazy?
[16:08] Rep. Agent I.: Yeah, I'm really not sure. I'm so sorry for that.
[16:11] Terry: I can assure you, you're not sure and he's not sure either.
[16:16] Terry: Throughout this entire process regarding the all I have had is frustration with the patent office.
[16:24] Terry: Nobody can say anything about these proceedings.
[16:26] Terry: These procedures are being held hush hush.
[16:29] Terry: Nobody could talk about them.
[16:30] Terry: No one can describe them.
[16:31] Terry: No one can tell you what your remedies are.
[16:34] Terry: No one can tell you what the next step is.
[16:36] Terry: Nobody could tell you anything apparently regarding the show cause order proceedings.
[16:42] Terry: It's not permissible.
[16:44] Terry: And after a while that that wears on a person's patience.
[16:48] Terry: You know, I'm sending you thousands of dollars, right?
[16:52] Terry: And I'm not allowed to know what's happening.
[16:57] Terry: Right.
[16:57] Terry: That doesn't seem like it's open and transparent for a standard that any public entity should be held to.
[17:06] Terry: Can you tell me what my remedy is? Can I appeal?
[17:11] Rep. Agent I.: The decision?
[17:12] Terry: Yes.
[17:16] Rep. Agent I.: Do it with another letter explaining your point of view or further explaining, I guess, the justification for the good faith explanation.
[17:27] Rep. Agent I.: Whether or not they'll accept that is, you know, unclear.
[17:33] Rep. Agent I.: That is an option.
[17:35] Rep. Agent I.: But yeah, so you can always respond with another letter explaining the situation, explaining your thoughts that you've just explained to me over the phone.
[17:46] Rep. Agent I.: But whether or not they'll accept that, I really don't know.
[17:49] Terry: OK, but but do you think that I'm calling you with unreasonable requests?
[17:56] Terry: I mean, concerns that that what I'm saying is baseless?
[18:03] Rep. Agent I.: No, I do. I agree with you.
[18:04] Rep. Agent I.: I do think the notice could be clearer in what they're asking for.
[18:11] Rep. Agent I.: I'm not too familiar with the process behind the scenes.
[18:15] Rep. Agent I.: Well, if I'm not familiar and I work here, then I can understand how someone approaching the applicant would be a little bit confused.
[18:22] Terry: Well, you know, if you look at the form, there's like one or two, three options, right?
[18:28] Terry: The second option is essentially what it says is explain what happened, why you made this error and then make the payment.
[18:40] Terry: I made the payment in under a week.
[18:43] Terry: OK, I didn't dilly dally. I didn't fight with him.
[18:46] Terry: I didn't argue with him. Oh, you're wrong.
[18:48] Terry: You don't know what you're talking about.

[18:50] Terry: I made the payment and I explained to him that I made a simple mistake.

[18:54] Rep. Agent I.: Right.

[18:54] Terry: What he is suggesting in his response, OK, what he is suggesting in his response, his response literally says you're not allowed to make this mistake ever period.

[19:10] Terry: That's that's his response.

[19:12] Terry: Now, I want to know what the federal courts say about that.

[19:17] Terry: Because I made a certification, I explained in very clear detail how that mistake could happen.

[19:25] Terry: I did pursue to.

[19:28] Terry: And here's a different thing.

[19:30] Terry: He says that I that the case, the rule states that I am to pursue, you know, I'm supposed to diligently seek out, you know, enough of an inquiry, right?

[19:50] Terry: A reasonable inquiry under the circumstances prior making an assertion of certification.

[19:57] Terry: OK, now I have a problem with what he said, because reasonable to who?

[20:06] Terry: Reasonable to me is different than what reasonable to him is.

[20:11] Terry: To me, as a pro se applicant, I made a reasonable search to find this information out.

[20:21] Terry: I did not purposely and knowingly go to the patent office to defraud them because that's the only other option.

[20:31] Terry: He's stating if he's staying, he is stating in the on paper that any any search, any search for this information that doesn't result in you finding it and not making the mistake is the only acceptable option.

[20:50] Terry: So option two shouldn't even exist on the show cause order, because according to him, no one's allowed to make a mistake unless they meet his standard.

[21:01] Rep. Agent I.: Un hum, yeah. I'm so sorry that this is happening, and I understand your frustration and I really wish that I could better assist you now with it. But I can either transfer you to voice mail and he can give you callback later today or um you can try filing a written response, but other than that, unfortunately that's really the only other solution that I can think of right now.

[21:26] Rep. Agent I.: Yeah, I do apologize.

[21:29] Terry: What did you say his name was?

[21:32] Rep. Agent I.: His I have the name of the person who issued that original show cause order from November, the person who signed it.

[21:39] Rep. Agent I.: So Jacob the T.

[21:42] Rep. Agent I.: OK, I think that's different than the person who signed the decision, though, which I was not.

[21:47] Rep. Agent I.: I did not speak to that person.

[21:50] Terry: Got it.

[21:51] Terry: You said your name was?

[21:53] Terry: My name is Agent I..

[21:54] Terry: Agent I..

[21:55] Terry: OK, I'm sorry.

[21:56] Terry: I know that I'm a little bit heated, but I just feel like I'm being really taken advantage of.

[22:02] Terry: I did everything I was supposed to do.

[22:04] Terry: I complied with the show cause order only to receive a decision that after the fact, after satisfying the show cause order, now I'm new rules are being imposed upon me that extends.

[22:20] Terry: I mean, the person who's making decision is using assumptions to make the decision.

[22:26] Terry: His finding is an assumption, an assumption that I didn't make enough of an effort to investigate this.

[22:33] Terry: How the hell does he know what I did?

[22:37] Terry: Why can't why?

[22:38] Terry: Right.

[22:39] Terry: You know, when I uploaded the application, when I uploaded the application, I mean, what evidence and it says that I'm supposed to provide an explanation with sufficient evidence.

[22:51] Terry: Now, let me ask you and tell me if this makes sense.

[22:55] Terry: It is a mental mistake.

[22:57] Terry: What evidence can I produce for him to show that mental mistake?

[23:07] Rep. Agent I.: Its a really strange situation really, I do apologize.

[23:08] Terry: What I'm saying, can you think of some evidence to demonstrate a mental mistake or an oversight?

[23:18] Terry: Yeah, I'm not sure.

[23:20] Terry: The only thing I can provide you with is my certification and my good show of good faith showing that I've corrected the situation situation as promptly as possible and pay overpaid overpaid for the for the fees.

[23:34] Terry: Now, if if he thinks that he's going to walk away without repercussions for this, he's sadly mistaken.

[23:43] Terry: He will not engorge the Patent's Office fees without a decision from a federal court.

[23:51] Terry: That I can assure you 100 percent because nobody can tell me, oh, well, you didn't do something.

[23:59] Terry: How the hell don't do you know what I did or didn't do?

[24:03] Rep. Agent I.: Um hum.

[24:03] Terry: His explanation for why he believes that I didn't do a sufficient inquiry is because I didn't find the information.

[24:16] Terry: So that means option two should not exist on the form because nobody can ever know.

[24:23] Terry: Nobody can make a mistake in his determination.

[24:26] Terry: There's only one way out and option two for him with his explanation, and that is find the information and don't make the mistake.

[24:36] Terry: What other how can I prove what other information outside of my mind?

[24:41] Terry: My swearing. Hey, listen, this is the first time it happened.

[24:44] Terry: I'm very sorry, you know, and here's my certification that for the reason why it happened.

[24:51] Terry: What more can I give him?

[24:52] Terry: Can I let him into my mind so that he could see that I did do diligent searches?

[24:56] Terry: I just made a mistake. What can what else can I send him? Can you please tell me?

[25:01] Terry: Can you please tell me? Yeah, I'm really not sure.

[25:06] Terry: I really apologize. I hear your frustration.

[25:09] Rep. Agent I.: I understand people that it's very, very simple.

[25:14] Terry: It was a mental mistake. There is no other evidence I could provide him with besides my assurance and prompt correction of the matter.

[25:24] Terry: What else could I provide him with? I can't provide him with a videotape of my mind.

[25:31] Terry: Therefore, how can you make the assumption that I didn't do enough to find this out?

[25:36] Terry: Because the only the only answer that satisfies that is the answer that anything that falls short of fine and not finding the rule and applying it so that you're not in the situation.

[25:52] Terry: That's the only thing that it makes no sense.

[25:56] Terry: Yeah, I'm so sorry.

[25:57] Rep. Agent I.: I will. It's a terrible situation because now they're imposing hostage funds against me and I would pay.

[26:08] Terry: I am going to pay. I would rather pay five hundred and fifty dollars and go before a judge before I pay four thousand dollars to pay for this hostage.

[26:24] Terry: Ransom that they've placed against my patent.

[26:27] Terry: I'll see him in court. You can assure him of that one hundred

percent.

[26:32] Terry: It's cheaper. It's five hundred dollars to file a writ of mandamus.

[26:38] Terry: It's four thousand dollars. I got to pay you. Which one do you think I'm going to pay?

[26:46] Terry: Yeah, I wish there was more I could do for you now over the phone.

[26:50] Terry: I appreciate your I appreciate your you've been very patient with me and you've been very kind.

[26:57] Terry: So I want you to know that none of my anger is directed toward you and I apologize to even speak harshly in your presence.

[27:05] Terry: I'm sorry, but this is clearly wrong.

[27:10] Terry: This is clearly wrong. If I made if I did everything I was supposed to do and I simply made a mistake.

[27:18] Terry: What he's saying is that there is no remedy outside of not making the mistake in the first place.

[27:25] Terry: That's acceptable to him. How is that reasonable?

[27:29] Rep. Agent I.: Yeah, I umm.

[27:30] Terry: And if he approaches if he approaches it from the other perspective and says and says,

[27:37] Terry: Well, you didn't provide enough proof with your claim.

[27:44] Terry: What am I supposed to send them a piece of my mind?

[27:47] Terry: So either avenue he tries to take to get out of this is closed for him.

[27:56] Terry: This is hostage situation and I believe pro se applicants are being targeted.

[28:02] Terry: I believe that because I've spoken to other pro se applicants online and they've they've expressed the same frustration,

[28:09] Terry: the same lack of due process.

[28:12] Terry: And I know of an entire organization that's being pulled to being pulled together right now that I think I'm going to become a member of that is going to direct,

[28:22] Terry: you know, try to find legal recourse to have this law changed because this is an abuse.

[28:27] Terry: You can't tell me what to do. You can't. I mean, you can't tell me what to do to get out of this.

[28:32] Terry: You said file another application. Who's going to decide it? He is? Can I ask that? Do you know?

[28:37] Rep. Agent I.: Who decides if you decide to respond to the petition?

[28:43] Terry: Yes. Yes, because they will definitely I definitely will. I have to exhaust all...

[28:46] Rep. Agent I.: It'll be the same, it will be the same team.

[28:50] Rep. Agent I.: The same people who have issued this combined notice and show cause order.

[28:54] Rep. Agent I.: The person who signed that person who signed the decision.

[28:57] Rep. Agent I.: It's the same. It's all being handled by the fraud mitigation team.

[29:00] Terry: Yeah, the fraud mitigation team.

[29:03] Terry: The problem with this is I have to file a new, I guess, response to this action.

[29:11] Terry: I'm absolutely certain from the initial response that they're going to try to railroad me anyway.

[29:19] Terry: But what when I file my response, which I have to do because I have to exhaust all legal remedies before I can approach the federal courts.

[29:28] Terry: However, I will be serving the USPTO commissioner with a, you know, service for this lawsuit.

[29:39] Terry: I'm going to test this new law. I'm going to see how stable it is.

[29:43] Terry: I'm going to we're going to go in front of a judge to see if this is fair and reasonable that you can make decisions that you don't explain to anyone.

[29:53] Terry: All of the information regarding this proceeding is blacked out.

[29:57] Terry: All there is is general information that you even, for example, the

show cause order doesn't say that I have to provide.

[30:05] Terry: I don't know what I don't even know what kind of evidence I can supply besides a videotape of my mind as evidence to substantiate my good faith claim.

[30:17] Rep. Agent I.: Can do you think you can ask him that because that's the I could transfer you to his voicemail once he's free later today to give you a call back.

[30:28] Rep. Agent I.: But other than that and filing a response over in response, unfortunately, that's really the only solution I can think of now over the phone with you.

[30:37] Rep. Agent I.: And I do I hear your frustration and I do apologize for the situation and the frustration.

[30:43] Rep. Agent I.: I think I could help you more over the phone now.

[30:45] Terry: I got it. I understand. But can I ask you a question? Do you think that any of my arguments are unfounded?

[30:55] Rep. Agent I.: I hear your arguments, I understand. I do. I believe, you know, having more clarity on what sufficient evidence entails could be helpful.

[31:03] Rep. Agent I.: But I mean, I'm not familiar with the ins and outs.

[31:05] Terry: Well, you don't even have to know. Well, here's the thing. You work there.

[31:09] Terry: You work there, right? You forget this case.

[31:13] Terry: If you believe that I acted in bad faith, but I send you a certification, right?

[31:19] Terry: Saying that it was in good faith. Right.

[31:24] Terry: You as a worker in that office, can you please do me one favor?

[31:29] Terry: Tell me what other evidence I can accompany it with that I'm really not sure.

[31:36] Rep. Agent I.: Yeah, I'm sorry. If you don't let me ask you a question.

[31:40] Terry: All right. All right. So if you don't know what else I can send to substantiate my claim,

[31:47] Terry: how do I know? And you don't think a federal court's going to see that?

[31:54] Rep. Agent I.: Right. Yeah, I'm really not sure. I hear you. I hear your frustration.

[31:58] Rep. Agent I.: I really hate to cut you short, but I do have other callers.

[32:01] Terry: Thank you so much. Thank you.

[32:04] Rep. Agent I.: So I can try transferring to voicemail. Other than that, I wish you the best of luck with the situation.

[32:09] Rep. Agent I.: Hope, you know, a good outcome comes of it at the end of the day for you.

[32:12] Terry: Thank you so much. Bye. Bye bye.