



Canadian Intellectual
Property Office

Office de la propriété
intellectuelle du Canada

CIPO Client Service Standards 2006 - 2007

CIPO Client Service Standards 2006 - 2007

Services	Client Service Standards
Patent Branch	
Issue filing certificate for patent applications meeting filing requirements	within 4 weeks from the date of receipt of the application
Issue confirmation of national entry for Patent Cooperation Treaty (PCT) applications meeting entry requirements	within 8 weeks from the date of receipt of the application
Issue an ownership registration certificate	within 6 weeks from the date of receipt of documentation
Provide a first substantive examination (80% of applications with a request for examination will be waiting for a first substantive examination action, including all known objections to patentability)	less than 27 months
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Patent Appeal Board	
Patents	
<ul style="list-style-type: none"> • contact applicant to arrange hearing date 	within 2 months
Industrial Designs	
<ul style="list-style-type: none"> • contact applicant to arrange hearing date 	within 2 months

Note: CIPO is committed to providing service at the level specified, and on average over the year, it is expected that this service level will be achieved. There may be some instances where service does not meet the service standard due to unforeseen circumstances.

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Services	Client Service Standards
Trade-marks Branch	
Acknowledge correctly filed new applications	within 7 working days of filing date
Approve acceptable applications; issue first examination reports for unacceptable applications	within 6 months of the filing date at the start of 2006-07 to 4 months at the end of 2006-07
Respond to client correspondence received subsequent to a first action	within 4 months of receiving correspondence
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Trade-marks Opposition Board	
Conduct oral hearings	
a. opposition	within 14 months of receipt of request
b. section 45	within 18 months of receipt of request
Render decisions	
a. non-hearing opposition	within 12 months of decision stage
b. non-hearing section 45	within 18 months of decision stage

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Services	Client Service Standards
Copyright Office	
Register a copyright and issue a certificate	
a. for applications received by mail	within 10 working days from receipt of application and fees
b. for applications filed electronically	within 3 working days from receipt of application and fees
c. for "accelerated action" applications received by mail	within 3 working days from receipt of application and fees
Register a grant of interest and issue a certificate for a copyright	within 18 working days from receipt of application and fees

Services	Client Service Standards
Industrial Design Division	
Issue filing certificate or issue report indicating industrial design application is incomplete	within 4 weeks of receipt of application
Examine application to assess the registrability of the design: allow the design or issue first examiner's report	within 13 months of the receipt of application

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Services	Client Service Standards
Client Service Centre¹ (Information Branch)	
Respond to telephone enquiries or voice mails	immediately upon receipt or call will be returned within 24 hours
Respond to email or fax request	reply will be sent within 2 working days
Provide access to an information officer (on site)	within 10 minutes of their request
Send intellectual property publications	publications will be mailed within 2 working days
Respond to general correspondence	response will be prepared and mailed within 2 working days of receipt in the Client Service Centre
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Reproduction and Sales Section (Information Branch)	
Send photocopies of patent and trade-mark documents in paper or electronic form	1 to 3 working days from receipt of request and with proof of payment ²
Send certified copies of patent and trade-mark documents in paper form	1 to 3 working days from receipt of request and with proof of payment ²

1. The Client Service Centre's business hours are from 8:30 a.m. to 4:30 p.m. from Monday to Friday (with the exception of statutory holidays).

2. Some exceptions may apply due to delays in receiving materials from archives.

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