

# INSTITUT FÜR DEMOSKOPIE ALLENSBACH

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European Commission Directorate General Internal Market and Services /  
Max Planck Institute for Intellectual Property, Competition and Tax Law

## Survey on the Functioning of the Trade Mark System in Europe Online Survey 2784 / Final Version

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Thank you for taking part in this survey. To start the survey, please click the button below ("next").

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- Q1. Where is the company or firm where you work located?  
Please select the country from the drop-down menu.  
*[One response only]*

*[Drop-down list of European countries, in alphabetical order]*

Austria  
Belgium  
Bulgaria  
Cyprus  
Czech Republic  
Denmark  
Estonia  
Finland  
France  
Germany  
Greece  
Hungary  
Ireland  
Italy  
Latvia  
Lithuania  
Luxembourg  
Malta  
The Netherlands  
Poland  
Portugal  
Romania  
Slovakia  
Slovenia  
Spain  
Sweden  
United Kingdom  
Other country (please specify): .....

*[All answers --> Go to Q2 ]*

- 
- Q2. Which of the following applies to you?  
(One response only)

I am a trade mark owner / applicant [= definition 'owner'] *[ --> Go to Q4 ]*

I am employed by a trade mark owner / applicant [= definition 'owner'] *[ --> Go to Q4 ]*

I am a legal practitioner or trade mark attorney acting as a professional representative of trade mark owners / applicants [= definition 'agent'] *[ --> Go to Q3 ]*

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[To agents only]

- Q3. Do you work for a ...  
 (Please check all applicable responses)  
 [Multiple responses possible]

Trade mark/patent firm

Law firm/law office

Other (please specify): .....

[ All answers --> Go to Q4 ]

- Q4. About how many times per year are you personally involved in the following proceedings?  
 Please select the box showing the applicable number of times for each proceeding.  
 (Only one check per line)

[Respondents must provide a response for each line]

	1 – 9 times per year	10 – 49 times per year	50 – 99 times per year	100 times per year or more	Never
Filing national trade marks					
Filing Community trade marks (CTMs)					
Filing IR marks (International trade marks)					
Administrative procedures at a national level (e.g. address changes, transfers, renewals, conversions)					
OHIM administrative procedures (e.g. address changes, transfers, renewals)					
National trade mark oppositions					
CTM oppositions					

[All answers --> Go to Q5 ]

- Q5. Now a question on the national trade mark office in Europe that you personally deal with most often:  
In which country or territory is this office located?  
Please select the country from the drop-down menu.  
*[One response only]*

*[Drop-down list of EU countries/regions with trade mark offices, in alphabetical order]*

Austria  
Benelux  
Bulgaria  
Cyprus  
Czech Republic  
Denmark  
Estonia  
Finland  
France  
Germany  
Greece  
Hungary  
Ireland  
Italy  
Latvia  
Lithuania  
Malta  
Poland  
Portugal  
Romania  
Slovakia  
Slovenia  
Spain  
Sweden  
United Kingdom  
Other country (please specify): .....

*[ All answers --> Go to Q6 ]*

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- Q6. If you compare the examination practices of the various EU Member States' national trade mark offices: How consistent, i.e. how similar are the results of examinations by the different national trade mark offices in the EU at the moment?

For each of the proceedings listed below, please indicate how consistent you think they are.

[Only one response per line; respondents must provide a response for each line]

Examination of formalities and classifications

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

Examination for absolute grounds of refusal

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

Examination of earlier rights

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

Opposition

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

Cancellation

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

Appeal

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

Additional comments:

<p>.....</p> <p>.....</p> <p>.....</p>
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[All answers --> Go to Q7 ]

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- Q7. Thinking of all your own trade mark applications, that is, national trade mark applications and CTM applications (including applications based on IR registrations): Which of the following applies best to your office or company?

[One response only]

- (1) Most frequently, trade marks are filed as national trade marks
- (2) Most frequently, trade marks are filed as CTMs
- (3) Most frequently, the same trade mark is filed as both, i.e. as a national trade mark and as a CTM
- (4) All occur about equally often
- (5) Impossible to say

Additional comments (for example, why you prefer this option):

.....
.....
.....

[ All answers --> Go to Q8 ]

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- Q8. Thinking about the Community trade mark system in general: Which of the following statements comes closest to your impression of how the CTM system is currently working?

[One response only]

- (1) The system is working better and better
- (2) The system is neither getting better nor getting worse
- (3) More and more problems are arising
- (4) No opinion, impossible to say

[ All answers --> Go to Q9 ]

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- Q9. Please indicate how strongly you agree or disagree with the following statement:

The CTM system offers trade mark owners substantial simplifications and strongly expanded possibilities aside from national trade mark registrations.

[One response only]

Strongly agree	Agree	Disagree	Strongly disagree	Impossible to say
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[ All answers --> Go to Q10 ]

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- Q10. Thinking about your dealings with OHIM in trade mark matters over the past 5 years, which of the following activities or proceedings have you been involved in over the past 5 years? Please select all applicable items.

*[Multiple responses possible]*

Visited OHIM's website  
 Searches in OHIM's CTM register  
 CTM applications  
 IR mark applications  
 Opposition procedures  
 CTM invalidity requests  
 CTM renewals  
 Other administrative procedures (e.g. address changes, transfers, registering licenses)  
 CTM appeals  
 Requested national search reports

None of the above

*[ All answers --> Go to Q11 ]*

- Q11. Some questions on OHIM's current practice:  
 First, please indicate whether you think OHIM's current examination for absolute grounds of refusal is too strict, too liberal or just about right.

*[One response only]*

Examination for absolute grounds of refusal

Too strict	Too liberal	Just about right	Impossible to say
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Additional comments:

..... ..... .....
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*[ All answers --> Go to Q12 ]*

- Q12. Next, please indicate whether you think that CTM oppositions are granted too easily by OHIM, or whether they are rejected too often, or whether the current practice is just about right.

*[One response only]*

CTM oppositions

Granted too easily	Rejected too often	Just about right	Impossible to say
--------------------	--------------------	------------------	-------------------

Additional comments:

..... ..... .....
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*[ All answers --> Go to Q13 ]*

Q13. Next, please assess the quality of OHIM's decisions for the following proceedings:  
*[Only one response per line; a response must be entered for each line]*

Examination for absolute grounds of refusal

High quality	Average quality	Low quality	Impossible to say
--------------	-----------------	-------------	-------------------

CTM oppositions

High quality	Average quality	Low quality	Impossible to say
--------------	-----------------	-------------	-------------------

CTM cancellations

High quality	Average quality	Low quality	Impossible to say
--------------	-----------------	-------------	-------------------

CTM appeals

High quality	Average quality	Low quality	Impossible to say
--------------	-----------------	-------------	-------------------

Additional comments:

..... ..... .....
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*[ All answers --> Go to Q14 ]*

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Q14. Now please assess the consistency of OHIM's decision-making for the various proceedings:  
*[Only one response per line; a response must be entered for each line]*

Examination of formalities and classifications

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

Examination for absolute grounds of refusal

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

CTM oppositions

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

CTM cancellations

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

CTM appeals

Very consistent	Fairly consistent	Not very consistent	Not at all consistent	Impossible to say
-----------------	-------------------	---------------------	-----------------------	-------------------

Additional comments:

<p>.....</p> <p>.....</p> <p>.....</p>
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*[ All answers --> Go to Q15 ]*

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- Q15. And finally, what do you think of the time it takes for OHIM to issue decisions?  
*[Only one response per line; a response must be entered for each line]*

Examination for absolute grounds of refusal

Very satisfactory	Fairly satisfactory	Not very satisfactory	Not at all satisfactory	Impossible to say
-------------------	---------------------	-----------------------	-------------------------	-------------------

CTM oppositions

Very satisfactory	Fairly satisfactory	Not very satisfactory	Not at all satisfactory	Impossible to say
-------------------	---------------------	-----------------------	-------------------------	-------------------

CTM cancellations

Very satisfactory	Fairly satisfactory	Not very satisfactory	Not at all satisfactory	Impossible to say
-------------------	---------------------	-----------------------	-------------------------	-------------------

CTM appeals

Very satisfactory	Fairly satisfactory	Not very satisfactory	Not at all satisfactory	Impossible to say
-------------------	---------------------	-----------------------	-------------------------	-------------------

Additional comments:

..... ..... .....
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*[All answers --> Go to Q16]*

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Q16. Which of the following two opinions do you share?

[One response only]

- (1) In the meantime, there are too many CTMs in the register that are either not used at all or only for some of the goods or services listed, and this is a problem
- (2) The current number of CTMs that are either not used at all or only for some of the goods or services listed is tolerable and is therefore not a problem
- (3) No opinion, impossible to say

[Rotate items 1 and 2]

Additional comments:

.....
.....
.....

[All answers --> Go to Q17 ]

Q17. Currently, CTMs have to be put to genuine use within a period of 5 years following registration. Suppose this period were reduced to 3 years.

What would you prefer?

[One response only]

- (1) I would favour retaining the current period of 5 years
- (2) I would welcome such a change (period of 3 years)
- (3) No opinion, impossible to say

[Rotate items 1 and 2]

Additional comments:

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.....
.....

[All answers --> Go to Q18 ]

Q18. Aside from filing directly with OHIM, it is also possible to file CTMs via the EU Member States' national trade mark offices. Would you yourself want to make use of this possibility in future, or is there essentially no need for that in your view?

[One response only]

- Yes, I would want to make use of this possibility in future
- No, there is no need for that
- No opinion, impossible to say

[ All answers --> Go to Q19 ]

Q19. As part of the registration procedure, OHIM conducts a mandatory, automated search of its database to check whether there are any CTMs that may conflict with the application. Suppose this search were offered as an optional service instead. What would you prefer?  
*[One response only]*

- Mandatory search
- Optional service
- None of the above, such a search is not useful at all
  
- No opinion, impossible to say

*[ All answers --> Go to Q20 ]*

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Q20. In 2008, the search of national registers, which was mandatory up to that time, was replaced with an optional search, which applicants can request when filing a CTM:

This search currently comprises 11 national offices (Austria, Czech Republic, Denmark, Finland, Greece, Hungary, Lithuania, Poland, Romania, Slovakia, Spain). The fee for this optional search is EURO 132.

What do you think of that?  
*[One response only]*

- (1) Even if the search does not include all EU Member States, it is still a useful service
- (2) This service would only be useful if it included a lot more EU Member States
- (3) This service is not at all useful, regardless of how many Member States are included
- (4) No opinion, impossible to say

*[Rotate items 1 and 3 only]*

*[ All answers --> Go to Q21 ]*

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Q21. Suppose applicants could request an accelerated CTM registration against payment of a higher fee, and third parties would not be able to file an opposition until after registration. What would you think of that?  
*[One response only]*

- (1) No such option should be introduced, the current procedure should not be changed
- (2) Introducing this type of option would be a good idea
- (3) No opinion, impossible to say

*[Rotate items 1 and 2]*

*[All answers --> Go to Q22 ]*

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Q22. Now a question on the classification of goods and services for CTM applications:

OHIM allows the use of class headings and rather broad generic terms.

Do you approve or disapprove of that?

[One response only]

Approve

Disapprove

No opinion, impossible to say

Additional comments:

.....
.....
.....

[ All answers --> Go to Q23 ]

Q23. Now a question on claiming priority (Article 29 CTMR), that is, taking advantage of the priority of an earlier national or IR registration by obtaining that earlier date for the CTM.

How should OHIM handle priority claims?

[One response only]

(1) OHIM should simply record priority claims

(2) OHIM should carry out full examinations of the requirements before registration

(3) No opinion, impossible to say

[Rotate items 1 and 2]

[ All answers --> Go to Q24 ]

Q24. And now a question on seniority claims (Article 34 and 35 CTMR), that is, the possibility of integrating older national trade marks and their priorities into a new CTM and giving up the older national trade marks.

Do you claim seniority whenever possible?

[One response only]

Yes, always

Yes, in most cases

Yes, now and then

No, never

Never had an opportunity so far

Did not know of this possibility before

Additional comments:

.....
.....
.....

[ All answers --> Go to Q25 ]

Q25. How should OHIM handle seniority claims in future?

*[One response only]*

- (1) In future, OHIM should fully verify all seniority claims
- (2) OHIM should retain the current practice of verification limited to checking if both marks are identical
- (3) No opinion, impossible to say

*[Rotate items 1 and 2]*

*[ All answers --> Go to Q26 ]*

Q26. How would you describe the current opposition process at OHIM?

Please choose the applicable button in each line.

*[Allow only one check per line; respondents must provide a response for each line]*

- |                  |                       |                       |                       |                       |                       |                   |
|------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------------------|
| Simple           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Complicated       |
|                  | 1                     | 2                     | 3                     | 4                     | 5                     |                   |
| Inexpensive      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Expensive         |
|                  | 1                     | 2                     | 3                     | 4                     | 5                     |                   |
| Quick            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Slow              |
|                  | 1                     | 2                     | 3                     | 4                     | 5                     |                   |
| Tried and tested | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Needs improvement |
|                  | 1                     | 2                     | 3                     | 4                     | 5                     |                   |

*[ All answers --> Go to Q27 ]*

Q27. After publication of a CTM application, how much time should be allowed for filing a notice of opposition?

Please note: The question here is only how much time should be allowed for filing the notice of opposition. The substantiation of the opposition (that is, evidence and arguments supporting the opposition) does not have to be submitted at this point in time.

*[One response only]*

- (1) The current deadline should be retained, i.e. notice of opposition within 3 months of publication
- (2) The deadline for notice of opposition should be shortened to 2 months
- (3) The deadline for notice of opposition should be prolonged, for example, to 4 months
- (4) No opinion, impossible to say

Additional comments:

.....
.....
.....

*[ All answers --> Go to Q28 ]*

Q28. From the list below, please select the procedural approach that you think is best for checking if new CTM applications possibly conflict with earlier trade marks:  
[One response only]

- (1) The current approach is best, i.e. OHIM examines whether new CTM applications conflict with earlier trade marks only upon opposition
- (2) An 'ex officio' approach would be best, i.e. OHIM should always check whether CTM applications conflict with earlier trade marks

[Rotate items 1 and 2]

- (3) It makes no difference which approach is used
- (4) No opinion, impossible to say

Additional comments:

.....
.....
.....

[ All answers --> Go to Q29 ]

Q29. At what point of time in the procedure should it be possible to file an opposition?  
[One response only]

- (1) As has been the case so far, it should be possible to file an opposition before a new CTM is registered ("pre-registration opposition system")
- (2) Oppositions should be filed only after a CTM has been registered ("post-registration opposition system")

[Rotate items 1 and 2]

- (3) It makes no difference which approach is used
- (4) No opinion, impossible to say

Additional comments:

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.....
.....

[ All answers --> Go to Q30 ]

Q30. One of the "relative grounds of opposition" is when a CTM conflicts with non-registered earlier trade marks or other signs, like company names, that are protected at a national level. Please select the procedural approach that you think is best.  
[One response only]

- (1) The current practice is best, that is, such examinations are made within the framework of opposition proceedings
- (2) It would be best if such examinations were made at a different stage, i.e. within the framework of cancellation proceedings
- (3) No opinion, impossible to say

[ All answers --> Go to Q31 ]

Q31. Has an opposition ever been filed against a CTM that you had applied for?  
*[One response only]*

- Yes, several times
- Yes, once
- No, never

*[ All answers --> Go to Q32 ]*

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Q32. In your work, do you deal with CTM applications or CTMs that are the subject of licensing contracts?  
*[One response only]*

- |                        |                             |
|------------------------|-----------------------------|
| Very often             | <i>[ --&gt; Go to Q33 ]</i> |
| Often                  | <i>[ --&gt; Go to Q33 ]</i> |
| Occasionally or rarely | <i>[ --&gt; Go to Q33 ]</i> |
| Never                  | <i>[ --&gt; Go to Q35 ]</i> |
- 

Q33. Do you register such licenses with OHIM?  
*[One response only]*

- |                    |                             |
|--------------------|-----------------------------|
| Yes, always        | <i>[ --&gt; Go to Q35 ]</i> |
| Yes, in most cases | <i>[ --&gt; Go to Q34 ]</i> |
| Yes, now and then  | <i>[ --&gt; Go to Q34 ]</i> |
| No, never          | <i>[ --&gt; Go to Q34 ]</i> |
- 

Q34. What are your reasons for not registering licenses of CTMs with OHIM?  
 Please select all applicable items.  
*[Multiple responses possible]*

- (1) The registration process is too complicated
- (2) The registration process is too time consuming
- (3) To save fees
- (4) There are no substantial benefits for the trade mark owner
- (5) Registering often conflicts with the trade mark owner's desire to maintain confidentiality for strategic reasons
- (6) I did not know of this possibility before
- (7) No opinion, impossible to say

*[ All answers --> Go to Q35 ]*

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- Q35. What do you think about the fees at OHIM?  
For each of the following fees, please indicate whether you think they are too high, too low or just about right.

[Only one check per line; respondents must provide a response for each line]

Basic filing and registration fee for obtaining an individual CTM  
(currently EURO 1,050 for filings by mail or fax / EURO 900 when e-filing)

Far too high	A bit too high	Just about right	A bit too low	Far too low	Impossible to say
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Basic fee for renewals of individual marks  
(currently EURO 1,500 for renewals by mail or fax / EURO 1,300 for e-renewal)

Far too high	A bit too high	Just about right	A bit too low	Far too low	Impossible to say
--------------	----------------	------------------	---------------	-------------	-------------------

Opposition fee  
(currently EURO 350)

Far too high	A bit too high	Just about right	A bit too low	Far too low	Impossible to say
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Fees for cancellations  
(currently EURO 700 either for revocation or for declaration of invalidity)

Far too high	A bit too high	Just about right	A bit too low	Far too low	Impossible to say
--------------	----------------	------------------	---------------	-------------	-------------------

Appeal fee  
(currently EURO 800)

Far too high	A bit too high	Just about right	A bit too low	Far too low	Impossible to say
--------------	----------------	------------------	---------------	-------------	-------------------

[ Owners --> Go to Q36; Agents --> Go to Q38 ]

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[Questions Q36 and Q37 to owners only; agents proceed to Q38 ]

Q36. Focusing on the basic OHIM fees for filing and registering an individual CTM (currently EURO 1,050 for filings by mail or fax / EURO 900 when e-filing):  
How much do the filing fees influence your company's decisions to apply for CTMs?  
[One response only]

- (1) The filing fees have practically no influence on our decisions to apply for CTMs. Other factors, such as business needs, are more decisive [ --> Go to Q40 ]
- (2) For us, the filing fees have some influence, but other factors also play a role [ --> Go to Q37 ]
- (3) The filing fees have the greatest influence on our decisions to apply for CTMs [ --> Go to Q37 ]

[Rotate items 1 and 3]

- (4) None of the above [ --> Go to Q37 ]

Additional comments:

.....
.....
.....

Q37. And what impact do the current filing fees have on the number or type of trade marks you apply for? Please check all applicable responses.  
[Multiple responses possible]

- (1) Because of the filing fees, we tend to apply for national trade marks rather than CTMs
- (2) Because of the filing fees, we have to limit the number of our CTM applications somewhat
- (3) Because of the filing fees, we can only apply for a few absolutely essential CTMs and cannot apply for other CTMs that would be useful

[Rotate items 1 and 3]

- (4) None of the above

Additional comments:

.....
.....
.....

[ All answers --> Go to Q40 ]

[Question Q38 and Q39 to agents only; owners proceed to Q40 ]

Q38. Focusing on the basic OHIM fees for filing and registering an individual CTM (currently EURO 1,050 for filings by mail or fax / EURO 900 when e-filing):  
In your experience, how much do the filing fees influence your clients' decisions to apply for CTMs?  
[One response only]

- (1) The filing fees have practically no influence on our clients' decisions to apply for CTMs. Other factors, such as business needs, are more decisive [ --> Go to Q40 ]
- (2) For our clients, the filing fees have some influence, but other factors also play a role [ --> Go to Q39 ]
- (3) The filing fees have the greatest influence on our clients' decisions to apply for CTMs [ --> Go to Q39 ]
- [Rotate items 1 and 3]
- (4) None of the above [ --> Go to Q39 ]

Additional comments:

.....
.....
.....

Q39. And what impact do the current filing fees have on the number or type of trade marks you apply for? Please check all applicable responses.  
[Multiple responses possible]

- (1) Because of the filing fees, a substantial number of clients ask me to apply for national trade marks rather than CTMs
- (2) Because of the filing fees, a substantial number of clients ask me to limit the number of CTM applications somewhat
- (3) Because of the filing fees, a substantial number of clients ask me to apply for only a few absolutely essential CTMs and not to apply for other CTMs that would be useful

[Rotate items 1 and 3 ]

- (4) None of the above

Additional comments:

.....
.....
.....

[ All answers --> Go to Q40 ]

Q40. Currently, the basic fee for a CTM application covers 3 classes of goods and services, and every additional class of goods and services costs the same additional fee. Suppose that in future, separate fees had to be paid for each single class starting with the very first class. Would you favour or oppose this?  
[One response only]

- Favour
- Oppose
- No opinion, impossible to say

Additional comments:

.....

.....

.....

[ Owners --> Go to Q41; Agents --> Go to Q42 ]

[Question Q41 to owners only; agents proceed to Q42 ]

Q41. How much do the current OHIM renewal fees influence your company's decisions to renew CTMs (currently EURO 1,500 for renewals by mail or fax / EURO 1,300 for e-renewal)?  
(One response only)

- (1) The renewal fees have practically no influence on our decisions to renew CTMs. Other factors, such as business needs, are more decisive
- (2) For us, the renewal fees have some influence, but other factors also play a role
- (3) The renewal fees have the greatest influence on our decisions to renew CTMs

[Rotate items 1 and 3]

- (4) None of the above

Additional comments:

.....

.....

.....

[ All answers --> Go to Q43 ]

[Question Q42 to agents only; owners proceed to Q43 ]

Q42. How much do the current OHIM renewal fees influence your clients' decisions to renew CTMs (currently EURO 1,500 for renewals by mail or fax / EURO 1,300 for e-renewal)?  
(One response only)

- (1) The renewal fees have practically no influence on our clients' decisions to renew CTMs. Other factors, such as business needs, are more decisive
- (2) For our clients, the renewal fees have some influence, but other factors also play a role
- (3) The renewal fees have the greatest influence on our clients' decisions to renew CTMs

[Rotate items 1 and 3]

- (4) None of the above

Additional comments:

.....

.....

.....

[ All answers --> Go to Q43 ]

Q43. Please indicate how satisfied you are with each of the following e-business tools provided by OHIM:

*[Only one check per line; respondents must provide a response for each line]*

	Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	I am not aware of this e-tool
CTM Online (OHIM database of Community trade marks)					
e-filing for CTM (applying for CTMs online)					
OAF (online access to all additional documents contained in a CTM file)					
e-opposition (filing an opposition online)					
e-renewal (renewing a CTM online)					
MYPAGE (personalised area of the OHIM website, accessible via login ID and password)					
CTM Watch (automated monitoring of trade marks, service accessible via MYPAGE)					
EUROACE / EURONICE (database of accepted classification terms and their translations)					

*[ All answers --> Go to Q44 ]*

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**STATISTICS: In conclusion, we would like to ask you to provide some information about yourself and your company/firm for statistical purposes.**

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*[To all respondents:]*

S1. What is your age? (Please check the applicable category)  
*[One response only]*

- Under 30
- 30 – 39
- 40 – 49
- 50 – 59
- 60 and over

*[All answers --> Go to S2 ]*

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S2. Gender (Please check the applicable box):  
*[One response only]*

- Male
- Female

*[ Owners --> Go toS3; Agents --> Go to S4 ]*

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*[To owners:]*

S3. What position do you hold at your company?  
(One response only)

- Owner
- Member of the board of directors
- Director
- Executive, managerial position
- Employee in non-managerial position
- OTHER, please specify:.....

*[All answers --> Go to S5 ]*

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*[To agents:]*

S4. What position do you hold at your office / firm?  
(One response only)

- Owner/ director
- Partner
- Employed as lawyer /trade mark attorney
- Other law firm employee

*[All answers --> Go to S12 ]*

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*[To owners only]*

- S5. What is the total number of employees at your company/firm? If you work for a company with offices, plants or facilities in more than one location, please indicate the number of all employees taken together.

*[One response only]*

Less than 5  
 5 – 9  
 10 – 49  
 50 – 249  
 250 – 499  
 500 or more

*[All answers --> Go to S6 ]**[To owners only]*

- S6. Approximately how high was the total turnover of your company/firm in the year 2009 in euros? Again, if you work for a company with offices, plants or facilities in more than one location, please indicate the total turnover of all locations taken together.

*[One response only]*

Less than 2 million euros  
 2 to less than 10 million euros  
 10 to less than 50 million euros  
 50 million euros or more

*[All answers --> Go to S7 ]**[To owners only]*

- S7. What are your company's sectors of activity?  
 Please select all applicable sectors.

*[Multiple responses possible]*

Agriculture, forestry and fishing	<i>[ --&gt; Go to S9 ]</i>
Mining and quarrying	<i>[ --&gt; Go to S9 ]</i>
Manufacturing	<i>[ --&gt; Go to S8 ]</i>
Electricity, gas, steam and air conditioning supply	<i>[ --&gt; Go to S9 ]</i>
Water supply, sewage, waste management and remediation activities	<i>[ --&gt; Go to S9 ]</i>
Construction	<i>[ --&gt; Go to S9 ]</i>
Wholesale trade	<i>[ --&gt; Go to S9 ]</i>
Retail trade	<i>[ --&gt; Go to S9 ]</i>
Repair of motor vehicles and motorcycles	<i>[ --&gt; Go to S9 ]</i>
Transportation and storage services	<i>[ --&gt; Go to S9 ]</i>
Accommodation and food services	<i>[ --&gt; Go to S9 ]</i>
Information and communication services	<i>[ --&gt; Go to S9 ]</i>
Financial and insurance services	<i>[ --&gt; Go to S9 ]</i>
Real estate services	<i>[ --&gt; Go to S9 ]</i>
Professional, scientific and technical services	<i>[ --&gt; Go to S9 ]</i>
Administrative and support services	<i>[ --&gt; Go to S9 ]</i>
Education services	<i>[ --&gt; Go to S9 ]</i>
Human health and social work services	<i>[ --&gt; Go to S9 ]</i>
Arts, entertainment and recreation services	<i>[ --&gt; Go to S9 ]</i>
Other services (please specify): .....	<i>[ --&gt; Go to S9 ]</i>

[To owner who selected "manufacturing" in response to S7, either as a single response or as one of multiple responses]

- S8. Please select the applicable manufacturing categories:  
(Multiple responses possible)

Food, beverages and tobacco  
Textiles and textile products  
Leather and leather products  
Wood and wood products  
Pulp, paper and paper products, recorded media  
and print services  
Coke, refined petroleum products and nuclear fuel  
Chemicals, chemical products and man-made fibres  
Rubber and plastic products  
Other non-metallic mineral products  
Basic metals and fabricated metal products  
Electrical and optical equipment  
Transport equipment  
Other machinery and equipment  
Other manufactured goods (please specify): .....

[ All answers --> Go to S9 ]

[S9 only to owners who marked more than one sector of activity in S7 and/or S8; all others proceed to S10]

[Fade in only those sectors which were selected in S7 and/or S8]

- S9. And what is your company's main sector of activity?  
Please select the applicable sector.  
(One response only)

Agriculture, forestry and fishing  
Mining and quarrying  
Food, beverages and tobacco  
Textiles and textile products  
Leather and leather products  
Wood and wood products  
Pulp, paper and paper products, recorded media  
and print services  
Coke, refined petroleum products and nuclear fuel  
Chemicals, chemical products and man-made fibres  
Rubber and plastic products  
Other non-metallic mineral products  
Basic metals and fabricated metal products  
Electrical and optical equipment  
Transport equipment  
Other machinery and equipment  
Other manufactured goods (please specify): .....

Electricity, gas, steam and air conditioning supply  
Water supply, sewage, waste management and  
remediation activities  
Construction  
Wholesale trade  
Retail trade  
Repair of motor vehicles and motorcycles  
Transportation and storage services  
Accommodation and food services  
Information and communication services  
Financial and insurance services  
Real estate services  
Professional, scientific and technical services/  
Administrative and support services  
Education services  
Human health and social work services  
Arts, entertainment and recreation services  
Other services (please specify): .....

Company / firm has no main sector of activity

[ All answers --> Go to S10 ]

*[To owners only]*

- S10. In which country is your company's head office located?  
Please select the country from the drop-down menu:  
(One response only)

*[Drop-down list of countries, in alphabetical order]*

Austria  
Australia  
Belgium  
Bulgaria  
Canada  
China (The People's Republic of)  
Cyprus  
Czech Republic  
Denmark  
Estonia  
Finland  
France  
Germany  
Greece  
Hungary  
The Hong Kong Special Administrative Region of the People's Republic of China  
Ireland  
Israel  
Italy  
Japan  
Latvia  
Lithuania  
Luxembourg  
Malta  
The Netherlands  
Poland  
Portugal  
Romania  
Slovakia  
Slovenia  
Spain  
Sweden  
Switzerland  
Taiwan  
United Kingdom  
United States of America  
Other country (please specify): .....

*[ All answers --> Go to S11 ]*

*[To owners only]*

- S11. In how many EU Member States does your company offer its products or services?  
*[One response only]*

In 1 EU Member State  
In 2 – 4 EU Member States  
In 5 – 9 EU Member States  
In 10 – 27 EU Member States

*[ All answers --> Go to S13 ]*

[To agents only]

S12. Is your law office or firm part of a larger consortium of law offices, for example, is it part of a large, internationally active law firm, or is that not the case?  
[One response only]

Yes, my office / firm is part of a larger consortium  
No, office / firm is not part of a larger consortium

[ All answers --> Go to S13 ]

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[To all]

S13. A summary of the main results of the survey will be published by the EU Commission (DG) and MPI and will be accessible online in summer 2010. If you would like to be notified once the results are available, please fill in your e-mail address.  
If you do not wish to be notified, please just click the button to proceed to the next page

E-mail address: .....

[All respondents --> Go to end panel ]

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[Fade in panel]

<p>You have now reached the end of the survey. Thank you very much for participating. Your opinions are very important to us.</p>
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