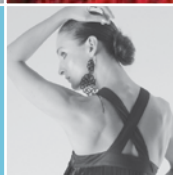
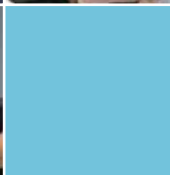


“ IP Australia is committed to its purpose which is:

To create an effective, efficient, consistent and accessible global intellectual property system that promotes innovation, investment and international competitiveness for the benefit of all Australians. ”

Dr Philip Noonan,
DIRECTOR GENERAL,
IP AUSTRALIA



OUR CONTACT DETAILS

Business hours are 9am - 5pm Monday - Friday: (AEST/AEDT)
(excluding public holidays and the period between Christmas Day and
New Year's Day).

Phone: **1300 651 010**
(phone lines are open from 9am - 7pm AEST/AEDT).
Outside Australia, phone: **+61 2 6283 2999**
Fax: **+61 2 6283 7999**
E-mail: **assist@ipaustralia.gov.au**
Website: **www.ipaustralia.gov.au**
Mail: **PO Box 200, Woden ACT 2606, Australia**

For those with special needs
Translating & Interpreting Service: **13 14 50**

OUR LOCATIONS

Central Office – Canberra
Discovery House, 47 Bowes Street, PHILLIP ACT 2606

IP Australia offers customers a secure way to lodge their IP documents
through selected Australia Post locations in the capital city of each State
and Territory. For details on these locations and the hours they will accept
lodgements please check our website at www.ipaustralia.gov.au or call
1300 65 10 10.

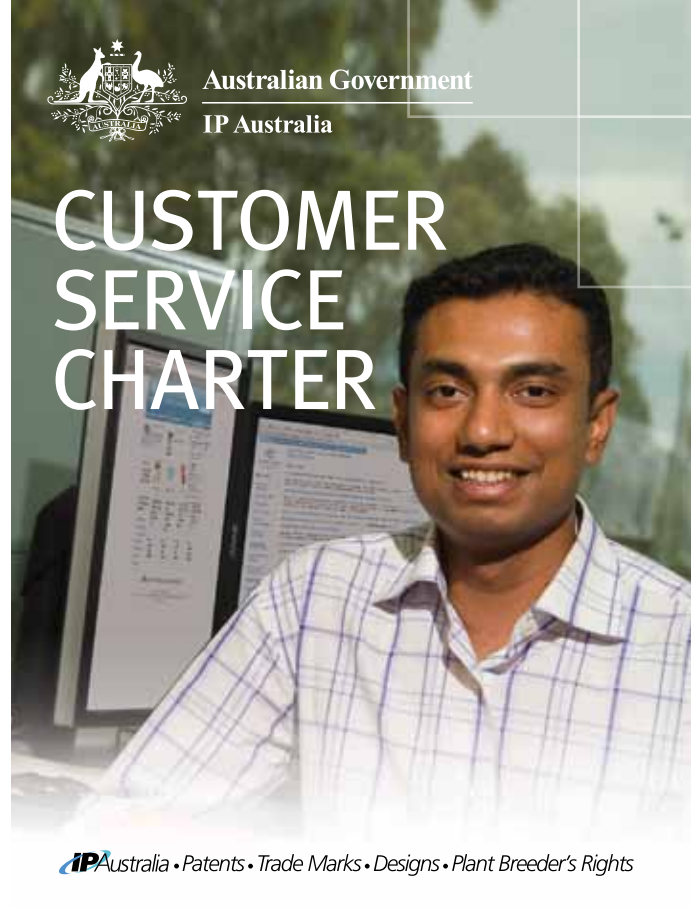
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Australian Government
IP Australia

CUSTOMER SERVICE CHARTER



January 2009

IP Australia • Patents • Trade Marks • Designs • Plant Breeder's Rights

WHO WE ARE

IP Australia is the Australian Government agency which administers patents, trade marks, designs and plant breeder's rights. These rights are types of intellectual property (IP). We also manage programs to educate and promote awareness of IP, provide IP policy advice to Government, develop legislation to support the IP system, regulate the IP profession and contribute to international negotiations to improve the IP system.

WHEN YOU DEAL WITH IP AUSTRALIA, WE WILL:

- **Be helpful and courteous**
- **Ensure you can access our services**
- **Respond to you promptly**
- **Provide you with clear and accurate information**
- **Be consistent, reliable and fair**
- **Keep our fees internationally comparable**
- **Seek your views when we consider changing our products or services**

Our customer service principles are backed up by service level commitments which we measure. Visit www.ipaustralia.gov.au/service to view our service level commitments and check our current performance.

HAVE YOUR SAY

We aim to continuously improve our products and services. Your feedback is important to us — it can help us make improvements for the benefit of all our customers. We also like to hear about a job well done!

If you have a complaint, compliment or suggestion, you can:

- **speak to a staff member or their supervisor; or**
- **fill in a feedback form available from our website; or**
- **contact us (see our contact details overleaf)**

We will send you a considered response within 20 working days to your complaint or suggestion if you provide your contact details.

If you're not satisfied with the way we handle your complaint, you may contact the Commonwealth Ombudsman on **1300 362 072**.

OUR CUSTOMERS INCLUDE:

- **National and international businesses and research companies**
- **Inventors, small to medium enterprises, students, people with good ideas**
- **Attorneys and other IP professionals, including professional searchers**

HOW YOU CAN HELP US

- **Let us know promptly when your details change**
- **Let us know if our products or services are not meeting your expectations**
- **Treat us with courtesy**
- **Understand that we are here to help you, but we cannot provide legal or commercial advice**
- **Understand that the IP system can be complex and it may be in your best interests to seek the services of an IP professional**

