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### Official Notice

## IP Australia's 2007 Customer Service Charter Now Available

On 2 January 2007, IP Australia launched our revised Customer Service Charter for 2007. Our Charter provides a clear statement about the level of service customers can expect IP Australia to provide. IP Australia's customer service principles are backed up by service level commitments which we measure each quarter.

The new Charter was developed in consultation with customers and stakeholders. IP Australia reviews its Customer Service Charter every 12 months to ensure its relevance to our customers. Changes in the 2007 Charter include:

- Increased quality service level commitment to 98% for error-free Trade Marks examination reports (from 95% in 2006)
- New quality service level commitment introduced for Design examination reports.

For a copy of the 2007 Customer Service Charter, phone **1300 651 010** or visit IP Australia's website at [www.ipaustralia.gov.au/service](http://www.ipaustralia.gov.au/service)

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