

FROM :

PHONE NO. :

Aug. 28 2006 01:45AM P1

PTO/SB/2048A

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## COMPLAINT REGARDING INVENTION PROMOTER

Instructions: Read the reverse side of this form before completing and submitting the form. Complete as much of the form as possible and return it to the U.S. Patent and Trademark Office, Mail Stop 24, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 or fax to (571) 273-0170. Please type or write clearly.

Name of the Invention Promotion Company:

Invention Promoter's Address:

City San Marcos State CA Zip Code \_\_\_\_\_Complainant's Name: Sally Custon - Cordau

Complainant's Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Customer's Name: \_\_\_\_\_

DOCUMENT REDACTED

Exemption 6 FOIA

5 USC 552(b)(6)

## WHAT IS YOUR COMPLAINT?

Please be as specific as possible within the space provided

Name of mass media invention promoter advertised in: (i.e. TV) Radio, Newspaper, Magazine, Other)

Invention promotion services offered to be performed:

Patent, market show & trade shows etc.

## Explanation of complaint between customer and invention promoter:

I am filing a complaint against this company called I.S.C. as was known to me Invention Submission Corporation, and is now or last I knew to be Invent Help. I have invested a considerable amt. of money \$12,506.16 with interest, Attorney, and filing fees, I was "never" given the option of which attorney I could use. I was NEVER told about the Utility versus Design Patent, or which patent would be best for my idea. I contacted I.S.C. to help me get the right Patent, and also get it to market, as well as protect my invention. I don't feel they have acted in my best interest. It has been almost (3) years since this has all taken place. They said they would help me get it out there, and got me a Design Patent when it should have been a Utility Patent that was needed. I found out about the utility after doing some research myself, and talking to some other Co.'s. I also found that this Co. I.S.C. has not properly protected my invention because they did not get the utility Patent. Since I've learned that I got the wrong type of Patent I've done some checking on the web. I found that a F.T.C. settlement back on Feb 7, 1994 that said "I.S.C." was prohibited from misrepresenting, that I.S.C. was to assist clients in advice on where to look "not get" their Patents Attorney's. I.S.C. did not do that, they chose my Attorney. The settlement also said that if there was a complaint against I.S.C. they would be in violation, and they would have to cancel the contract and a full refund would be due. I fully believe that I.S.C. is in violation, and therefore owe me a refund in FULL. Furthermore the Attorney to which was selected for me had filed my patent in correct, and I have been trying to get it re-submitted" but" with the UTILITY Patent. After several calls to Attorney; Ashkan Najafi P.A. 6817 Southpoint Parkway Ste 2301, Jacksonville, FL 32216 Phone. 904 296-0055 Fax. 904 2960056 e-mail patentattorney@patent-usa.com. I've been trying to inquire as to how much it will cost for the UTILITY so I could send the full amount BUT no-one has returned my calls, which leads me to believe that they are trying to do their own thing. They also said that since they submitted my invention wrong that they would NOT re-charge me except for the re-file, but I don't know what that is since they are NOT returning my calls.

Last affected life savings to get this out there

Signed: \_\_\_\_\_ Date: 5-8-07

Burdick 35 U.S.C. § 297(d). The information regarding invention promoters will be released to the public. This form is estimated to take 15 minutes to complete. This time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the U.S. Patent and Trademark Office, Mail Stop Chief Information Officer, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS.