

## Official Gazette Notice

### Operating Hours of the USPTO Patent Customer Service Window

The United States Patent and Trademark Office (USPTO) is changing the operating hours of the Patent Customer Service Window at the USPTO's Alexandria headquarters. Effective September 30, 2025, the hours of operation will be from 8:30 a.m. until 5:00 p.m. ET, Monday through Friday, except on federal holidays and when the Customer Service Window is closed for inclement weather or an emergency.

### Operating Hours for the Patent Customer Service Window

Since the USPTO provided the option to file certain patent-related correspondence electronically through the USPTO patent electronic filing system (currently Patent Center), the number of customers using the Customer Service Window has significantly decreased. In view of the declining use of the Customer Service Window, and in an effort to conserve USPTO resources, effective September 30, 2025, the hours of operation for the Customer Service Window at the USPTO's Alexandria headquarters will be from 8:30 a.m. until 5:00 p.m. ET, Monday through Friday, except on federal holidays and when the Customer Service Window is closed for inclement weather or an emergency. The Customer Service Window may remain open during these hours even if the USPTO is officially closed for some period of time during the business day because of an unscheduled event. The USPTO will aim to provide notice on the USPTO website if the Customer Service Window will close during the regularly scheduled operating hours. Information on filing papers during unscheduled closings of the USPTO is available at section 510 of the Manual of Patent Examining Procedure (MPEP) (9<sup>th</sup> Edition, Rev. 01.2024, November 2024).

Prior to the effective date, the hours of operation for the Customer Service Window will continue to be from 8:30 a.m. until 11:59 p.m. ET, Monday through Friday, except on federal holidays and when the USPTO is closed for inclement weather or an emergency.

### Other Information Regarding Patent-Related Correspondence

Patent-related correspondence sent through the United States Postal Service should continue to be directed to the addresses set forth in 37 CFR § 1.1 (for example, P.O. Box 1450, Alexandria, VA 22313-1450). Information on certificate of mailing practice under 37 CFR § 1.8 and depositing correspondence as Priority Mail Express<sup>®</sup> under 37 CFR § 1.10 is available at sections 512 and 513 of the MPEP.

The USPTO encourages applicants to transmit patent-related correspondence through Patent Center. Information concerning electronic filing via Patent Center is available at [www.uspto.gov/PatentCenter](http://www.uspto.gov/PatentCenter).

Date:

9-30-25

  
John A. Squires

Under Secretary of Commerce for Intellectual Property and  
Director of the United States Patent and Trademark Office