

TC 1600 Customer Service Center



We are here to serve you!!!

Monday-Friday 8:30 am- 5:00 pm

CM1 7D04

308-0197 308-0198

Who Are We??



- A centralized Point of Contact for problem resolution
- A staff of specialized customer service reps
- We provide efficient problem resolution

TC 1600 Customer Service Center Products and Services



- Supply copies of items missing from office mailings
- Assist in locating or obtaining replacement copies of lost papers
- One-stop shop for timely problem resolution
- Answer questions
- Answer status letters

CSC Products and Services



- Improve internal efficiency
 - Improve access to abandoned and patented files
 - Spring Cleaning
 - Inventory
 - Improve the efficiency and accuracy of application processing



Renee Pettus



Yvonne Brown

How can you reach us?



CM1-7D04

703-308-0197

703-308-0198

Reception Desk



- Receptionists:
 - Julia Batts
 - Stephan Campbell
- Telephone Numbers:
 - 708-308-1234
 - 703-308-0196

Reception Desk Services

- Receipt of hand-carried papers
- Meet and greet the public
- Answer general telephone status inquiries
- Requests for access to files