

UNITED STATES PATENT AND TRADEMARK OFFICE

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BEFORE THE PATENT TRIAL AND APPEAL BOARD

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LIVEPERSON, INC.  
Petitioner

v.

24/7 CUSTOMER, INC.  
Patent Owner

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Case IPR2017-00612  
Patent 7,751,552 B2

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**PETITIONER'S REQUEST FOR REFUND**

Petitioner's Request for Refund: IPR2017-00612

Petitioner requests a refund in the amount of \$14,000 to be paid to Deposit Account No. 506092.

On January 6, 2017, Petitioner filed a Petition for *Inter Partes* Review with the United States Patent & Trademark Office that was assigned case number IPR2017-00612. Paper 1. Petitioner sought review of claims 1, 2, 4, 6, 7, 9–11, and 15–21 of U.S. Patent No. 7,751,552 B2. *Id.* In accordance with 35 U.S.C. § 314(a), Petitioner paid \$23,000 to the USPTO at the time of filing its Petition as follows:

- \$9,000 (Inter Partes Review Request fee); and
- \$14,000 (Inter Partes post-institution fee).

On July 12, 2017 the Patent Trial and Appeal Board declined to institute an IPR trial in IPR2017-000612. Paper 10. Petitioner thus requests a refund of its \$14,000 post-institution fee.

Date: March 23, 2018

Respectfully submitted,

/Kristen Reichenbach/

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Inc.*

**CERTIFICATE OF SERVICE**

The undersigned hereby certifies that a copy of the foregoing **PETITIONER'S REQUEST FOR REFUND** was served on March 23, 2018, via email directed to counsel of record for the Patent Owner at the following:

markmiller@omm.com  
bcook@omm.com  
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247LivePersonTeam@omm.com

*/Kristen Reichenbach/*  
Kristen Reichenbach