



**US Department of Commerce**  
**Trade Agreements Compliance Program**  
**Annual Customer Satisfaction Audit**

**1.) On a scale of 1 to 10, please rate the extent to which you agree or disagree with the following statements about the Trade Agreements Compliance (TAC) program.**

	Strongly Disagree					Strongly Agree					
	1	2	3	4	5	6	7	8	9	10	NA
Commerce staff are responsive to my requests or issues.											
Information or assistance provided by Commerce staff meets my needs.											
Commerce program staff have accurate knowledge of foreign markets.											
Information provided by Commerce staff is targeted to my particular industry.											
The program effectively resolves issues related to trade barriers.											

**2.) Please describe any impact that the resolution of your trade complaints may have had on your business.**

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**3.) Which discriminatory or restrictive foreign government trade issues does your organization need the most assistance with when exporting? (Please select up to 3)**

- a. Intellectual property protection and piracy
- b. Standards and technical regulations
- c. Tariffs and taxes
- d. Custom barriers
- e. Rules of origin
- f. Certificates of origin requirements
- g. Quotas and import licensing
- h. Investment
- i. Government procurement
- j. National and MFN (Most Favored Nation) treatment
- k. None
- l. Other. Please specify \_\_\_\_\_

**4.) Would your organization benefit from periodically receiving outreach information from Commerce detailing its compliance and market access resources and services? <Yes/No>**

**(If =Yes ask 3.1, If no, skip to question 5)**

3.1 How would your organization prefer to receive this information? (Select all that apply)

- a. E-Mail
- b. Via phone

- c. Webinars
- d. Online communities
- e. Trade shows and conferences
- f. In-country consultations through Embassy/Compliance Attaches
- g. Other: \_\_\_\_\_

**5.) If this is your first experience with us?**

**Yes**  *If answer is yes, proceed to question 5.1.*

**No**  *If answer is yes, proceed to question 6*

**5.1) How did you learn of our services? (Ask only for organizations that do not have information recorded from the "How ID'd by USG field of CTS)**

- a. Hotline of TCC mail
- b. Stopfakes.gov
- c. Trade show or conference
- d. Webinar
- e. On-line communities
- f. In-country consultation through Embassy/Compliance Attaches
- g. Other \_\_\_\_\_

**6. ) Are there specific services or information types related to eliminating or reducing foreign trade barriers, or foreign government compliance with international trade agreements that your organization would like Commerce to provide that it currently does not?**

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Thank you for completing this survey. Your responses will help us to improve the service that the Trade Agreements Compliance Program provides to you.

Click on the links below to learn more about the Trade Compliance Center and its services:

- a. Case Resolution through the TCC <http://tcc.export.gov>
- b. What's New [http://tcc.export.gov/Additional\\_Info/MailingList/index.asp](http://tcc.export.gov/Additional_Info/MailingList/index.asp)
- c. FAQ's [http://tcc.export.gov/Additional\\_Info/FAQ/index.asp](http://tcc.export.gov/Additional_Info/FAQ/index.asp)
- d. Country Market Research [http://tcc.export.gov/Country\\_Market\\_Research](http://tcc.export.gov/Country_Market_Research)
- e. Trade Agreements and Exporter Guides  
[http://tcc.export.gov/Trade\\_Agreements/index.asp](http://tcc.export.gov/Trade_Agreements/index.asp)
- f. StopFakes <http://www.stopfakes.gov>
- g. Proposed foreign technical regulations *Notify US* <https://tsapps.nist.gov/notifyus>

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