

**TIC Annual Satisfaction Survey**

1. How many times have you called the Trade Information Center on separate issues or questions within the past 12 months?
  - Once
  - Twice
  - 3 -4 times
  - 5 or more times
  
2. Over the past 12 months what was your reason(s) for calling the Trade Information Center? Please select all that apply.
  - For general export counseling / information
  - For country-specific business counseling. Please specify countries / regions \_\_\_\_\_
  - For tariff rates
  - Other, please specify \_\_\_\_\_
  
3. Think about your experience with the Trade Information Center over the past 12 months, on average how many calls did you make before you obtained the information that you required?
  - One call
  - Two calls
  - Three calls
  - More than three calls
  
4. Based on your experience over the past 12 months, how likely are you to contact the Trade Information Center if you have other export-related questions?
  - Definitely **WOULD** contact the Trade Information Center
  - Probably **WOULD** contact the Trade Information Center
  - Might or might not contact the Trade Information Center
  - Probably would **NOT** contact the Trade Information Center
  - Definitely would **NOT** contact the Trade Information Center
  
5. Please explain why you gave that answer.

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6. Based upon your experience with us over the past 12 months, how likely are you to recommend the Trade Information Center to others?

1   2   3   4   5   6   7   8   9   10

Definitely Definitely Would  
 Would Not

7. Think about your experience with the Trade Information Center over the past 12 months and please check the box which best describes your satisfaction regarding:

	1 Extremely Dissatisfied	2	3	4	5 Extremely satisfied	NA Not applicable
The time it took to receive an answer to my question / inquiry	1	2	3	4	5	NA
Effectiveness of the information I received	1	2	3	4	5	NA
Accuracy of the information I received	1	2	3	4	5	NA
Helpfulness of referrals	1	2	3	4	5	NA
Professionalism of trade specialist	1	2	3	4	5	NA
Trade specialist's knowledge of export-related issues	1	2	3	4	5	NA

8. How did you initially find out about the Trade Information Center?

- US Dept. of Commerce website ([www.export.gov](http://www.export.gov))
- Commercial Service staff
- Direct mail / fax / e-mail from the Commercial Service
- Trade Press / magazine
- Federal or State government agency
- Trade association
- Recommendation from another firm
- Other \_\_\_\_\_

Public reporting for this collection of information is estimated to be 5 minutes per response, including the time for reviewing instructions, and completing and reviewing the collection of information. All responses to this collection of information are voluntary, and will be provided confidentiality to the extent allowed under the Freedom of Information Act (FOIA). Notwithstanding any other provision of law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB control number. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Reports Clearance Officer, International Trade Administration, Department of Commerce, Room 4001, 14th and Constitution Avenue, N.W., Washington, D.C. 20230.