

OMB Control No. 0625-0262
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[Revised] Commercial Service Annual Customer Satisfaction Survey

You have been selected to participate in this annual survey evaluating the performance of the US Commercial Service. Your company has had multiple interactions with our organization and your experiences are very important to us. Please take about 15 minutes to evaluate the work we did for you over the past twelve months. If you require technical assistance with this survey, please contact our Customer Care Hotline at 1-866-481-8111 or customer.care@mail.doc.gov.

Revised Please rate your overall satisfaction with the US Commercial Service based upon your experiences over the past 12 months.

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

Revised How likely is it that you would recommend the US Commercial Service based upon your experiences with us over the past 12 months?

**Would NOT
Would
Recommend**
Recommend

-
- 0 1 2 3 4 5 6 7 8 9 10**

New Please explain your answer. *The text box below will expand as you type*

Our Client Service Principles

New To what extent do you agree with the following statements about the assistance you received from the U.S. Commercial Service over the past 12 months:

- | | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|--------------------------------|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| You were treated with courtesy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

qualified international
business partners *Same*

Background reports on
potential international
business partners
Revised

Assistance with
international contract
bids *Revised*

Assistance with
overcoming international
market access barriers
(e.g. customs, regulatory
and legal issues) *Revised*

Assistance settling
disputes with
international companies
Revised

Displaying your
product/service at
international trade shows
or events *Revised*

Our Business Practices

Please rate your satisfaction over the past 12 months with the following U.S. Commercial Service business practices.

	Very dissatisfie d	Dissatisfi ed	Neutral	Satisfied	Very satisfied
The frequency of our communication with you <i>Revised</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our availability when you wish to contact us <i>Revised</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our understanding of the needs of your business <i>New</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You receive documents/reports when promised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

New

The quality of our work Same

The ease of doing business with us

New

Follow-up by your representative

New

About Your Company

New Please select all answers that apply to your company:

- We have NOT exported in the past 12 months
- We exported for the first time, in the past 12 months
- We expanded our existing exporting to enter a new market, in the past 12 months

New Approximately how many people does your company employ in the US?

- 1-10 employees
- 11-49 employees
- 50-100 employees
- 101-500 employees
- 500+ employees

Additional Opportunities and Comments

New The US Commercial Service is always striving to find innovative ways to help our clients expand into new markets. Would you be interested in participating in a focus group or pilot program for future service offerings?

- Yes
- No

New Please share any comments with us on areas that you feel were not addressed completely by this survey: *The text box below will expand as you type*

Thank you for sharing your opinions. We will use your responses to evaluate and improve our products and services.

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