OMB Control No. 0625-0217 Form: ITA-4107P

Expiration Date: XX-XX-2012

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.

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

	0	0	0	0	0		0	0	0	0	0
	1	2	3	4	5	6	7	8	9	10	
Defini	tely										Definitely Would
Would	d No	t									

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	2	3	4	5
	Extremely Dissatisfied				Extremely satisfied
The time it took to receive an answer to my question / inquiry	1	2	3	4	5
Effectiveness of the information I received	1	2	3	4	5
Accuracy of the information I received	1	2	3	4	5
Professionalism of trade specialist	1	2	3	4	5
Trade specialist's knowledge of export-related issues	1	2	3	4	5

- 8. How did you initially find out about the Trade Information Center?
 - US Dept. of Commerce website (<u>www.export.gov</u>)
 - 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, please specify

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