

In the past 12 months how many people, if any, have you told about your experiences with the Commercial Service?

- None
- 1 - 3 people
- 4 - 6 people
- 7 - 9 people
- 10 or more people

To what extent do you agree that working with the U.S. Commercial Service provides you with a competitive advantage in achieving your international sales goals?

- | | | | | | |
|-----------------------|--------------------------|-----------------------|-----------------------------------|-----------------------|-----------------------|
| Don't know | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please comment on your answer. (The text box will expand as you type.)

Please rate your satisfaction with the following U.S. Commercial Service export assistance services that you may have received over the past 12 months. (If you have not experienced a particular service within the past 12 months, please answer 'Not applicable'.)

	Not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
FREE market research (non-customized)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CUSTOMIZED market research (fee charged)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developing an international sales and marketing plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing international awareness of your brand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying qualified international business partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arranging meetings with qualified international business partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Background reports on potential international business partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with trade advocacy/international government procurements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with overcoming international market access barriers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance settling disputes with international companies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Displaying your product/service at international trade shows or events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Should the Commercial Service offer other types of export assistance, in addition to those services listed above?

- Yes
- No

If yes, please describe the additional type(s) of export assistance that the Commercial Service should provide.

Our Business Practices

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

	Not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Our understanding of your business needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-up by your representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of doing business with us	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documents were delivered by due date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our availability when you wish to contact us	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of our work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The frequency of our communication with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments and Opportunities

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.)

The U.S. Commercial Service is always striving to find innovative ways to help our clients expand into new markets. Please indicate whether you may be interested in participating in a:

- Discussion on creating new export assistance programs or improving current programs
- Pilot program for a new or revised export service
- Not interested

Please provide us with your name, phone number and e-mail address so that we may contact you about participating in pilot programs and discussions.

Name
E-mail address
Phone number

About Your Company

In the past 12 months, what has your main contact been within the Commercial Service for export assistance or answers to your export-related questions?

- Domestically-based staff
- Internationally-based staff
- Trade Information Center 1-800-USA-TRAD(E)
- www.export.gov website

- Other, please specify
- Don't know

Please select all statements that apply to your company:

- We have NOT exported in the past 12 months
- 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

Approximately how many people does your company employ in the U.S.?

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

Public reporting for this collection of information is estimated to be 15 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. 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 current 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.

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