



# Annual Survey of Internet Service Providers, Portals and Related Services, 1999

▼ Reference number ▼

Confidential when completed

Français au verso

**Authority**

The survey is conducted under the authority of the Statistics Act, Revised Statutes of Canada, 1985, chapter S19.

Completion of this questionnaire is a legal requirement under the Statistics Act.

Correct pre-printed information if necessary using the corresponding boxes below:

0300	Legal name	0315	Number and street		
0305	Business name	0320	City	0330	Province or State
0310	C/o	0325	Country	0335	Postal code

**Please read carefully before completing the questionnaire**

**Coverage**

Please complete the questionnaire for the business unit(s) described in the pre-printed area above. For this purpose, a "business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

**Survey Objective**

The survey objective is the collection and publication of data necessary for the statistical analysis of the on-line information services industry. The information from the survey can be used by businesses and trade associations for market analysis and assessment of industry performance, operating characteristics and trends, by government to develop national and regional economic policies, by other users involved in research or policy making and by Statistics Canada for maintaining important data input to the preparation of the Canadian System of National Accounts.

**Confidentiality**

Statistics Canada is prohibited by law from publishing any statistics which would divulge information relating to any identifiable business without the previous written consent of that business. **The data reported on this questionnaire will be treated in strict confidence, used for statistical purposes, and published in aggregate form only.** The confidentiality provisions of the Statistics Act are not affected by either the Access to Information Act or by any other legislation.

**Questions and Return Procedures**

We ask that you complete and return questionnaire within 30 days of receipt to:

**Statistics Canada  
Operations and Integration Division  
2nd floor, Jean Talon Bldg, Ottawa, Ontario K1A 0T6**

This survey questionnaire can also be sent to Statistics Canada using the following facsimile communication: **1-888-605-2493**

Statistics Canada advises you that there could be a risk of disclosure during the facsimile communication process. However, upon receipt of your facsimile, Statistics Canada will provide the guaranteed level of protection afforded to all information collected under the authority of the Statistics Act.

If you have questions or require assistance in completing this questionnaire please call our **toll free number: 1-800-916-9316** and a representative of Statistics Canada will gladly answer your queries.

**Duplicate Questionnaires**

If you receive more than one copy of this questionnaire for the same business, please complete the one that is correctly labelled and return it with the duplicate(s), writing "DUPLICATE" on the relevant form(s).

**Note of Appreciation**

Canada owes the success of its statistical system to a long-standing co-operation involving Statistics Canada, the citizens of Canada, its businesses, governments and other institutions. Accurate and timely statistical information could not be produced without their continued co-operation and goodwill.

## 1. Business Activity

- a) Please describe the nature of your business activity in 1999: 0001 \_\_\_\_\_
- b) Is this a change from the previous year? 0005 1  Yes – If **YES**, please provide details in Comments section on page 12.  
3  No
- c) Please check (✓) below the **one** industry that most accurately describes your firm's principal source of operating revenue.
- 0010 514191 1  Internet Service Providers (establishments engaged in providing direct **access**, through communications networks, to computer-held information compiled or published by others)
- 514199 2  Internet Portals and Related Services (**including** Search engines, Web communities, etc.)
- 3  Other Industry not specified above (*please specify*)  
0015 \_\_\_\_\_

## 2. Form of Organization

- a) Type of organization (please check **one** only):
- 0125 1  Sole proprietorship 2  Partnership 3  Incorporated company 4  Co-operative  
5  Joint venture 6  Government business entity 7  Government 8  Non-profit
- b) Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or a professional practice?  
0130 1  Yes – **If yes**, please name the company or professional practice 0135 \_\_\_\_\_  
3  No
- c) Please enter your nine-digit Business Number (if incorporated)  
0140 \_\_\_\_\_
- d) Is this business affiliated with a chain or franchise group?  
0142 1  Yes (please provide name) 0143 \_\_\_\_\_  
3  No
- e) Did this business unit participate in any joint venture(s) during the reporting period?  
A joint venture refers to a specific commercial undertaking entered into jointly by two or more parties or companies, who agree to contribute the necessary capital and share in profits or losses of the project in agreed proportions. The association terminates either upon completion of the undertaking or at a specific time.  
0145 1  Yes – **If yes**, please go to f) 3  No – **If no**, please go to Question 3, Reporting Period
- f) Are detailed revenue and expenses for the business unit's share in the joint venture(s) included in this questionnaire?  
0150 1  Yes 3  No
- g) Please provide the name of the joint venture. 0155 \_\_\_\_\_
- h) Is this joint venture:  
0160 1  Incorporated – **If incorporated**, please go to i) 3  Unincorporated – **If unincorporated**, please go to j)
- i) Business Number of joint venture (if incorporated) 0165 \_\_\_\_\_
- j) If it is an unincorporated joint venture, please provide the length of time of the joint venture.  
0170 

YYYY	MM	DD

0175

YYYY	MM	DD

  
From \_\_\_\_\_ To \_\_\_\_\_
- k) Venture partner(s) and Business Number(s) (if incorporated)
- | Venture partner(s) | Business Number(s) (if incorporated) |
|--------------------|--------------------------------------|
| 0180               | 0185 _____                           |

If you participated in more than one joint venture or if more space is required, please enclose a separate page.

### 3. Reporting Period

a) Please report for your **most recent fiscal year** ending no later than March 31, 2000.

From <sup>0200</sup>

YYYY	MM	DD

 To <sup>0205</sup>

YYYY	MM	DD

b) **Period of Operation** If you did not operate this business for a full year, please check (✓) the reason below:

- 0210  Seasonal operation  
 New business in 1999  
 Change of fiscal year end  
 Change of ownership (please provide name and address of the other owner)

<sup>0215</sup> \_\_\_\_\_  
 Effective date of change <sup>0220</sup>

YYYY	MM	DD

Ceased operation (please specify) <sup>0225</sup> \_\_\_\_\_

Temporarily closed (please specify) <sup>0230</sup> \_\_\_\_\_

Please report for your most recent fiscal year, as reported above in Question 3.

### 4. Revenue - Total Revenue

Please **exclude** GST and all other taxes collected for remittance to a government agency.

a) Please report total operating and non-operating revenue, in **Canadian dollars**.

i) **Operating revenue from all sources**

ii) **Non-operating revenue**  
 (Interest and all other revenue that is not directly related to the operation of this business)

iii) **Total**

Dollars (omit cents)	
2000	_____
2005	_____
2010	_____

b) Please estimate the percentage (%) of your operating revenue reported in box 2000 that was generated by new or substantially improved products or services introduced by your firm **during the three-year period 1997-1999**.

Percentage	
2015	_____

### 5. Revenue - Revenue Generated Outside Canada

a) Foreign Revenue

Please report revenue earned from sales of goods and services outside Canada, in **Canadian dollars**.

Dollars (omit cents)	
2100	_____

b) What percentage (%) of Foreign Revenue (5a) was earned from:

i) the USA

ii) Mexico

iii) other countries (please specify)

<sup>2150</sup> \_\_\_\_\_

Percentage	
2105	_____
2110	_____
2115	_____
<b>100%</b>	

c) What percentage (%) of Foreign Revenue (5a) was earned from the following:

i) Sales of Packaged Software Products

ii) Provision of Internet access and other related Internet Services

iii) Professional Services (consulting, training, custom programming, support, etc.)

iv) Data Processing Services

v) Hardware Sales, Rentals and Maintenance

vi) Other (please specify)

<sup>2155</sup> \_\_\_\_\_

Percentage	
2120	_____
2125	_____
2130	_____
2135	_____
2140	_____
2145	_____
<b>100%</b>	

### 6. Revenue by Type of Service

	Percentage
a) What percentage (%) of your operating revenue (4a)i) was obtained from all Internet Service Providers, Portals and Related Services? ( <b>include</b> access, web design, advertising, etc.)	2200
b) What percentage (%) of your operating revenue (4a)i) was <b>not</b> directly related to Internet Service Providers, Portals and Related Services activities? ( <b>include</b> hardware/software sales, etc.)	2205
	<b>100%</b>

### 7. Revenue from Internet Service Providers, Portals and Related Services

What percentage (%) of your operating revenue from Internet Service Providers, Portals and Related Services (as reported in 6a) were derived from:

	Percentage
a) Access services – Residential ( <b>include</b> subscriptions)	2300
b) Access services – Business ( <b>include</b> subscriptions)	2305
c) Backbone access services	2310
d) Advertising on your Web site	2315
e) Web site consulting, design and development <b>without</b> transaction features	2320
f) Web site consulting, design and development <b>with</b> transaction features (e-commerce, shopping/trading)	2325
g) Web site hosting	2330
h) Installation and connection charges	2335
i) Other ( <b>include</b> commissions and royalties) ( <i>please specify</i> ) <sup>2345</sup> _____	2340
	<b>100%</b>

### 8. Revenue not related to Internet Service Providers, Portals and Related Services

If you reported a percentage (%) of operating revenue **not** directly related to Internet Service Providers, Portals and Related Services activities in question (6b) please estimate the percentage of that revenue (Box 2205) obtained from the following:

	Percentage
a) Sales of Packaged Software Products	2400
b) Professional Services (consulting, training, custom programming, support, etc.)	2405
c) Data Processing Services	2410
d) Hardware Sales, Rentals and Maintenance	2415
e) Other ( <i>please specify</i> ) <sup>2425</sup> _____	2420
	<b>100%</b>

### 9. Projected Operating Revenues

	Dollars (omit cents)
a) for the fiscal year ending between April 1, 2000 and March 31, 2001	2500
b) for the fiscal year ending between April 1, 2001 and March 31, 2002	2505

## 10. Operating Expenses

- Please report expenses for the 1999-2000 reporting period, in **Canadian dollars**.
- **Do not include capital expenditures.**
- Please include GST, except the portion that is refundable by government.
- **If you prefer, you may attach a copy of your income statement and proceed to the next section.**

	Dollars (omit cents)
a) Salaries and wages paid to employees for whom you issued a T4 supplementary form ( <b>include</b> vacation pay, bonuses and commissions)	3000
b) Employee benefits paid for all employees for whom you issued a T4 supplementary form ( <b>include</b> employer's contributions to pension, medical/life, employment insurance and workers' compensation plans)	3005
c) Computer services purchased ( <b>include</b> consulting fees, software development services, outside computer processing services and contract programming)	3010
d) Legal, auditing and other professional service fees	3015
e) Fees paid to contract workers not already included in questions 10c) and 10d) above	3020
f) Occupancy costs ( <b>include</b> rent or lease payments for land and buildings)	3025
g) Utilities ( <b>include</b> heat, electricity and water)	3030
h) Leased line charges from upstream provider	3035
i) Telephone and other telecommunications expenses ( <b>include</b> dial-up line and equipment charges)	3040
j) Office supplies	3045
k) Computer software purchased <b>for use in the business</b>	3050
l) Computer software <b>purchased for re-sale</b>	3055
m) Computer hardware <b>purchased for re-sale</b>	3060
n) Rent or leasing of computers and ancillary equipment ( <b>include</b> rent and/or leasing for computers and peripheral and ancillary equipment used by the company and/or installed at customer's location)	3065
o) Depreciation and amortization	3070
p) Product research and development expenses	3075
q) Employee training and education	3080
r) Advertising, sales promotion, travel and entertainment	3085
s) Insurance ( <b>include</b> fire, automobile, accident, theft and all other property, business or product insurance, etc.)	3090
t) Business property and school taxes, permits, licences including vehicle licences	3095
u) Interest and bank charges	3100
v) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:	3105
i) in Canada	3110
ii) abroad	3115
w) Royalties paid to a third party	3120
x) Other Operating Expenses <b>excluding</b> <span style="border: 1px solid black; padding: 0 20px;">3130</span> <b>income tax and bad debts</b> (please specify)	3125
y) <b>Total Operating Expenses</b> (sum of (a) to (x))	3125

### 11. Capital Expenditures

		Dollars (omit cents)
a)	Purchase of computer equipment and software	7000
b)	Construction or renovation of buildings	7005
c)	Purchase or improvement of land	7010
d)	Other capital expenses (please specify) <sup>7020</sup> _____	7015

### 12. Employment

**a) Paid Employees**  
Please report the average number of persons employed during the reporting period to whom you paid Salaries and Wages as shown in 10a).

		Number
i)	Full-time Employees (regular employees who worked the standard work week as observed by the business)	6000
ii)	Part-time Employees (those who worked fewer than the standard work week hours observed by the business)	6005
b)	Working proprietors and/or partners of unincorporated businesses	6010
c)	Contract Workers (individuals engaged only for the duration of a specific project or term)	6015

**d) Employee Turn-over**

		Number
i)	Full-time employees hired during the reporting period	6020
ii)	Full-time employees who left company (laid off, quit, retired, etc.) during the reporting period	6025

**e) Percent (%) of total staff time that was:**

		Percentage
i)	Engineering and development (include programming)	6030
ii)	Consulting	6035
iii)	Technical support	6040
iv)	Sales and marketing	6045
v)	Administration	6050
vi)	Management	6055
vii)	Other (please specify) <sup>6065</sup> _____	6060
		<b>100%</b>

### 13. Revenue by Type of Customer

Please indicate the percentage (%) of operating revenue (4a)i) by type of customer to whom the goods or services were delivered.

		Percentage
<b>Customers in Canada</b>		
a)	Individuals and households	8000
b)	Public institutions (e.g., hospitals, schools, universities)	8005
c)	Government (e.g., federal, provincial, territorial and municipal administration)	8010
d)	Financial businesses (e.g., financial intermediaries including banks, trust companies, financial crown corporations)	8015
e)	All other businesses (include non-financial crown corporations)	8020
		8025
f)	Customers outside Canada (exports)	
		<b>100%</b>

## 14. Services Provided

Which of the following services do you provide? (please check ( ✓ ) all that apply)

	No Cost	Additional Fee
Secure Web services	9001 <input type="checkbox"/>	9002 <input type="checkbox"/>
Security/privacy enhancing software	9003 <input type="checkbox"/>	9004 <input type="checkbox"/>
Technical support	9005 <input type="checkbox"/>	9006 <input type="checkbox"/>
Electronic mail services	9007 <input type="checkbox"/>	9008 <input type="checkbox"/>
Web page advertising	9009 <input type="checkbox"/>	9010 <input type="checkbox"/>
Web page design	9011 <input type="checkbox"/>	9012 <input type="checkbox"/>
Intranet hosting/consulting/design	9013 <input type="checkbox"/>	9014 <input type="checkbox"/>
Extranet hosting/consulting/design	9015 <input type="checkbox"/>	9016 <input type="checkbox"/>
Electronic commerce solutions/implementation consulting	9017 <input type="checkbox"/>	9018 <input type="checkbox"/>
Training	9019 <input type="checkbox"/>	9020 <input type="checkbox"/>
Personal Website hosting	9021 <input type="checkbox"/>	9022 <input type="checkbox"/>
Vendor/Business Website hosting	9023 <input type="checkbox"/>	9024 <input type="checkbox"/>
Bulletin board service (BBS)	9025 <input type="checkbox"/>	9026 <input type="checkbox"/>
Chat group service	9027 <input type="checkbox"/>	9028 <input type="checkbox"/>
Domain registration service	9029 <input type="checkbox"/>	9030 <input type="checkbox"/>
Equipment leasing	9031 <input type="checkbox"/>	9032 <input type="checkbox"/>
Internet conferencing	9033 <input type="checkbox"/>	9034 <input type="checkbox"/>
Internet fax	9035 <input type="checkbox"/>	9036 <input type="checkbox"/>
Internet telephony (include Internet-based voice services)	9037 <input type="checkbox"/>	9038 <input type="checkbox"/>
Internet broadcasting (netcasting/multicasting)	9039 <input type="checkbox"/>	9040 <input type="checkbox"/>
Integrated messaging services combining Fax, e-mail, paging and voice-mail services (or a combination thereof)	9041 <input type="checkbox"/>	9042 <input type="checkbox"/>
Newsgroup service	9043 <input type="checkbox"/>	9044 <input type="checkbox"/>
Roaming access service	9045 <input type="checkbox"/>	9046 <input type="checkbox"/>
Site mirroring	9047 <input type="checkbox"/>	9048 <input type="checkbox"/>
Shadow services	9049 <input type="checkbox"/>	9050 <input type="checkbox"/>
Frame relay services	9051 <input type="checkbox"/>	9052 <input type="checkbox"/>
Server co-location	9053 <input type="checkbox"/>	9054 <input type="checkbox"/>
Secure Virtual Private Network (VPN)	9055 <input type="checkbox"/>	9056 <input type="checkbox"/>
Web proxy caching	9057 <input type="checkbox"/>	9058 <input type="checkbox"/>
Video production or audio recording	9059 <input type="checkbox"/>	9060 <input type="checkbox"/>
Digital encoding	9061 <input type="checkbox"/>	9062 <input type="checkbox"/>
Other (please specify) <input type="text" value="9065"/>	9063 <input type="checkbox"/>	9064 <input type="checkbox"/>

**15. Services Provided - E-Commerce**

- a) Please indicate what types of Electronic Commerce products and services you provide:
- 9100  Do not provide e-commerce products and services → please go to Q. 16  
(check (✓) all that apply)
  - 9105  Intermediary credit card processing services
  - 9110  Intermediary Electronic Data Interchange (EDI) processing services
  - 9115  Vendor/business Website hosting
  - 9120  Mail list services
  - 9125  Security services (include encryption products and services)
  - 9130  Sell own goods and services on-line (e.g., subscription packages, software, hardware)
  - 9135  Other (please specify) 9140 \_\_\_\_\_

Percentage
9145

b) Please estimate the percentage (%) of your vendor/business Websites that have credit card transaction capabilities.

**16. Internet Service Providers (ISP's)**

Does your company provide Internet access?

- 9200 1  Yes → If yes, please go to Q. 17      3  No → If no, please go to Q. 22

**17. Distribution of Subscribers**

a) Please estimate how many subscribers you have in:

	Number of subscribers		% that is residential
Newfoundland	8101	▶	8102
PEI	8103	▶	8104
Nova Scotia	8105	▶	8106
New Brunswick	8107	▶	8108
Quebec	8109	▶	8110
Ontario	8111	▶	8112
Manitoba	8113	▶	8114
Saskatchewan	8115	▶	8116
Alberta	8117	▶	8118
British Columbia	8119	▶	8120
Northwest Territories	8121	▶	8122
Nunavut	8123	▶	8124
Yukon	8125	▶	8126
<b>Canada total</b>	8127	▶	8128

b) Subscribers outside Canada:

U.S.A.	8129	▶	8130
Mexico	8131	▶	8132
All other countries	8133	▶	8134

Number
8150
8155

c) What was the estimated number of **new subscribers per month** during the reporting period?

d) What was the estimated number of **subscribers lost per month** during the reporting period?



### 18. Network Capacity and Customer Usage

- a) For your **business** users, what is the average customer usage per user per month (hours)
- b) For your **residential** users, what is the average customer usage per user per month (hours)
- c) What is your current network capacity?
- i) Total bandwidth (Mbps)
- ii) Total dial-up ports (number)

Hours
9300
9305
Mbps
9310
Number
9315

### 19. Dial-up Services and Connection Options

Please estimate the percentage (%) of customers that use the following service:

- i) Modem dial-in service
- ii) ADSL service
- iii) xDSL service
- iv) Cable service
- v) Dedicated dial-up service
- vi) ISDN service
- vii) Leased line service
- viii) Wireless service
- ix) 1-800 dial-up service
- x) Other (please specify) 9450 \_\_\_\_\_

Percentage
9400
9405
9410
9415
9420
9425
9430
9435
9440
9445
<b>100%</b>

### 20. Factors Impeding Growth

To what extent will the following factors impede the growth of your Internet services?

	Impediment					Does not apply	
	low				high		
	1	2	3	4	5		6
Access to financing	9500	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competition	9505	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of dial-up lines	9510	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of leased lines from upstream providers	9515	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delays in obtaining facilities from backbone supplier	9520	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delays in obtaining facilities from telephone or cable company	9525	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of on-line privacy	9530	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of on-line security	9535	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data and transaction security	9540	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of qualified staff	9545	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to attract qualified personnel	9550	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to retain qualified personnel	9555	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to markets	9560	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	9565	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9570	_____						

## 21. Offensive Content and Conduct

- a) Does your company receive customer complaints regarding offensive or illegal **content** (e.g., obscenity, copyright infringement, libel, pornography)?

9600 1  Yes → please estimate how many complaints per week

9605

3  No

- b) Does your company receive customer complaints regarding offensive or illegal **conduct** (e.g., bulk unsolicited E-mail, hacking, harassment)?

9610 1  Yes → please estimate how many complaints per week

9615

3  No

- c) What are your practices regarding offensive or illegal content/conduct?

9620  No practices → please go to Q. 22

(check (✓) all that apply)

9621  Adhere to a Code of Conduct or Code of Ethics

9622  Block access to the site/newsgroup

9623  Consult with law enforcement officials

9624  Contracts with:

9625  Customer (residential)

9626  Customer (business)

9627  Supplier

9628  Corporate policies

9629  Customer education and awareness

9630  Discontinue subscription

9631  Internal employee training

9632  Provide blocking or filtering software to your customers or advise them of its availability

9633  Provide "family friendly" viewing area

9634  Remove material from your server

9635  Utilize blocking or filtering technology

9636  Other (please specify)

9640

## 22. Provincial Distribution Table

Number
9900

a) Please report the number of business units operated during the reporting period. "Business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

b) Do you have business units in **more** than one province?

9901 3  No – (please go to next page)

1  Yes – (please complete section c)



c) Please report the following data for each province and territory in which the firm is located.

Province or Territory	Business Units (Number)	Total Revenue \$ (omit cents)	Total Operating Expenses \$ (omit cents)	Salaries, Wages and Employee Benefits \$ (omit cents)	Employees (Number)
Nfld.	9902	9916	9930	9944	9958
P.E.I.	9903	9917	9931	9945	9959
N.S.	9904	9918	9932	9946	9960
N.B.	9905	9919	9933	9947	9961
Que.	9906	9920	9934	9948	9962
Ont.	9907	9921	9935	9949	9963
Man.	9908	9922	9936	9950	9964
Sask.	9909	9923	9937	9951	9965
Alta.	9910	9924	9938	9952	9966
B.C.	9911	9925	9939	9953	9967
N.W.T.	9912	9926	9940	9954	9968
Nunavut	9913	9927	9941	9955	9969
Yukon	9914	9928	9942	9956	9970
<b>Total</b>	9915	9929	9943	9957	9971

Should equal Q. 22a)	Should equal Q. 4a)iii)	Should equal Q. 10y)	Should equal the sum of Q. 10a) and b)	Should equal the sum of Q.12a) and b)
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