



Service Industries Division

Annual Survey of Internet Service Providers and Related Services, 2000

▼ 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 Internet Service Providers and Related 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

Please 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: 1-888-820-1169** 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 2000: 0001 _____

b) Is this a change from the previous year? 0005 1 Yes – If **YES**, please provide details in Comments section on page 10.
3 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 telecommunications networks, to computer-held information compiled or published by others)
- 514199** 2 **All Other Internet Services** (including Search engines, Web communities, Internet publishing and broadcasting, etc.)
(please specify)
0020 _____
- 3 **Other** (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

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d) Is this business affiliated with a chain or franchise group?

0142 1 Yes (please provide name) 0143 _____
 3 No

3. Reporting Period

a) Please report for your **most recent fiscal year** ending no later than March 31, 2001.

From 0200

YYYY	MM	DD
------	----	----

 To 0205

YYYY	MM	DD
------	----	----

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

- 0210 1 Seasonal operation
- 2 New business in 2000
- 3 Change of fiscal year end
- 4 Change of ownership (please provide name and address of the other owner) 0215 _____
- Effective date of change 0220

YYYY	MM	DD
------	----	----
- 5 Ceased operation (please specify) 0225 _____
- 6 Temporarily closed (please specify) 0230 _____

Please report for your most recent fiscal year, as reported 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 4a)i) that was generated by new or substantially improved products or services introduced by your firm **during the three-year period 1998-2000**.

Percentage
2015 (%)

5. Revenue - Revenue Generated Outside Canada

a) Foreign Revenue

Please report the portion of your total operating revenue 4a)i) 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)

iv) **Total Foreign Revenue**

Percentage
2105
2110
2115
100%

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) Computer Systems Design and Related Services (IT consulting, programming, systems and technical support, etc.)

iv) Data Processing, Hosting and Related Services

v) Hardware Sales, Rentals and Maintenance

vi) Other (please specify)

vii) **Total Foreign Revenue**

Percentage
2120
2125
2130
2135
2140
2145
100%

6. Revenue by Type of Service (See "Information Sheet")

Please **estimate** the following items as a percentage (%) of your **Operating Revenue** (reported in section 4a)).

a) Internet Service Provision (ISP) and Related Services

i) Internet access - narrowband (64 Kbps or less)

ii) Internet access - broadband (more than 64 Kbps)

iii) Internet backbone services

iv) Internet telecommunication services (fax, e-mail, telephony, audio/video conferencing, etc., over the Internet)

v) Sale of on-line advertising space

vi) Sale of content to be distributed over the Internet

vii) Internet broadcasting related services

viii) Domain name registration services

b) Computer Systems Design and Related Services

i) IT technical consulting services

ii) Web site design and development services

iii) Other custom application design and development services

iv) Network **security** design and development services

v) Network design and development services, **other than security**

vi) Computer systems design, development and integration services

vii) IT technical support services (**include** all hardware and software support)

c) Data Processing, Hosting and Related Services

i) Web site hosting services

- **With** integration of related applications (e-commerce applications, etc.)

- **Without** integration of related applications

ii) Application service provisioning (ASP)

- **With** integration services (providing access to software that is integrated with client's systems and infrastructure)

- **Without** integration services (providing access to software with little or no customization offered)

iii) Business process management services (**include** financial transactions process, human resources, supply chain management, CRM, etc.)

iv) Collocation services

v) Data storage services

vi) Data management services (data mining, data mapping/rationalization, data modelling, etc.)

vii) Video and audio streaming services (encoding, storage and distribution of streamed audio, video or multimedia data over a network)

viii) IT infrastructure and network management services (monitoring services, security-related services, shadow services, network back-up, etc.)

ix) Information and document transformation services (**include** imaging, data capture services, data conversion and migration services)

d) Sale of Packaged Software Products

e) IT-Related Training Services

f) Hardware Sales, Rentals and Maintenance

i) Sales of hardware purchased for resale (**include** hardware purchased or transferred from parent company)

ii) Sales of hardware of own manufacture (**exclude** hardware produced by parent company)

iii) Lease and rental of computer equipment (**include** lease of other equipment in item **h) Other Services**)

iv) Repair and maintenance of equipment of own manufacture

v) Third Party Maintenance

g) Payments from subsidiaries or affiliates as a result of management fees, research and development charges, royalties, etc.

i) Canadian

ii) Foreign

h) Other Services (please specify)

2360

i) Total Operating Revenue

Percentage

2300

2305

2306

2310

2311

2312

2313

2314

2205

2210

2225

2230

2231

2235

2240

2245

2250

2255

2260

2265

2270

2275

2280

2285

2290

2295

2200

2315

2320

2325

2330

2335

2340

2345

2350

2355

100%

7. Projected Operating Revenues

- a) for the fiscal year ending between April 1, 2001 and March 31, 2002
- b) for the fiscal year ending between April 1, 2002 and March 31, 2003

Dollars (omit cents)
2500
2505

8. Operating Expenses

- Please report expenses for your most recent fiscal year, as reported in Question 3, 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.**

- a) Salaries and wages paid to employees for whom you issued a T4 supplementary form (**include** vacation pay, bonuses and commissions)
- b) Employee benefits paid for all employees for whom you issued a T4 supplementary form (**include** employer's contributions to pension, medical/life, employment insurance and workers' compensation plans)
- c) Computer services purchased (**include** consulting fees, software development services, outside computer processing services and contract programming)
- d) Legal, auditing and other professional service fees
- e) Fees paid to contract workers not already included in questions 8c) and 8d) above
- f) Occupancy costs (**include** rent or lease payments for land and buildings)
- g) Utilities (**include** heat, electricity and water)
- h) Leased line charges from upstream provider
- i) Telephone and other telecommunications expenses (**include** dial-up line and equipment charges)
- j) Office supplies
- k) Computer software **purchased for use in the business**
- l) Computer software **purchased for re-sale**
- m) Computer hardware **purchased for re-sale**
- n) Rent or leasing of computers and ancillary equipment (**include** rent and/or leasing for computers and peripheral and ancillary equipment used by the company and/or installed at customer's location)
- o) Depreciation and amortization
- p) Product research and development expenses
- q) Employee training and education
- r) Advertising, sales promotion, travel and entertainment
- s) Insurance (**include** fire, automobile, accident, theft and all other property, business or product insurance, etc.)
- t) Business property and school taxes, permits, licences including vehicle licences
- u) Interest and bank charges
- v) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:
- i) in Canada
- ii) abroad
- w) Royalties paid to a third party
- x) Other Operating Expenses **excluding income tax and bad debts** (please specify)
- y) **Total Operating Expenses** (sum of a) to x))

Dollars (omit cents)
3000
3005
3010
3015
3020
3025
3030
3035
3040
3045
3050
3055
3060
3065
3070
3075
3080
3085
3090
3095
3100
3105
3110
3115
3120
3125

9. 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) 7020	7015

10. 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 8a).

- i) Full-time Employees (regular employees who worked the standard work week as observed by the business)
- ii) Part-time Employees (those who worked fewer than the standard work week hours observed by the business)

b) Working proprietors and/or partners of unincorporated businesses

c) Contract Workers (individuals engaged only for the duration of a specific project or term)

d) Employee Turn-over

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

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

- i) Engineering and development (include programming)
- ii) Consulting
- iii) Technical support
- iv) Sales and marketing
- v) Administration
- vi) Management
- vii) Other (please specify) 6065

viii) Total staff time

		Number
		6000
		6005
		6010
		6015
		Number
		6020
		6025
		Percentage
		6030
		6035
		6040
		6045
		6050
		6055
		6060
		100%

11. 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.

a) Customers in Canada

- i) Individuals and households
- ii) Public institutions (e.g., hospitals, schools, universities)
- iii) Government (e.g., federal, provincial, territorial and municipal administration)
- iv) Financial businesses (e.g., financial intermediaries including banks, trust companies, financial crown corporations)
- v) All other businesses (include non-financial crown corporations)

b) Customers outside Canada (exports)

c) Total Operating Revenue

		Percentage
		8000
		8005
		8010
		8015
		8020
		8025
		100%

12. E-Commerce Services

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. 13
(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.

13. Distribution of Subscribers

a) Please estimate how many subscribers you have in:

	Narrowband (<=64 Kbps)		Broadband (>64 Kbps)	
	Number of subscribers	% that is residential	Number of subscribers	% that is residential
Newfoundland	8100	8120	8140	8160
P.E.I.	8101	8121	8141	8161
Nova Scotia	8102	8122	8142	8162
New Brunswick	8103	8123	8143	8163
Quebec	8104	8124	8144	8164
Ontario	8105	8125	8145	8165
Manitoba	8106	8126	8146	8166
Saskatchewan	8107	8127	8147	8167
Alberta	8108	8128	8148	8168
British Columbia	8109	8129	8149	8169
Northwest Territories	8110	8130	8150	8170
Nunavut	8111	8131	8151	8171
Yukon	8112	8132	8152	8172
Canada total	8113	8133	8153	8173

b) Subscribers outside Canada:

U.S.A.	8114	8134	8154	8174
Mexico	8115	8135	8155	8175
Great Britain	8116	8136	8156	8176
All other countries	8117	8137	8157	8177

Number
8180
8185

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?

14. 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

15. Dial-up Services and Connection Options

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

- a) xDSL service
- b) Dial-Up service
- c) ISDN service
- d) Cable service
- e) Wireless service
- f) Other (please specify) 9430 _____
- g) Total Subscribers

Percentage
9400
9405
9410
9415
9420
9425
100%

16. Factors Impeding Growth

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

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

17. Provincial / Territorial Distribution Table

Number
9900

a) Please report the number of business units operated in Canada 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 permanent business locations in ⁹⁹⁰¹ **more than one province or territory?** 3 No – (please go to next page)

1 Yes – (please complete section c)



c) Please report the number of permanent business locations, total revenue, selected expenses and number of employees, by province or territory.

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	9955
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
Total	9915	9929	9943	9957	9971

Should equal Q. 17a)	Should equal Q. 4a)iii)	Should equal Q. 8y)	Should equal the sum of Q. 8a) and b)	Should equal the sum of Q.10a) and b)
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Certification

I certify that the information contained herein is complete and correct to the best of my knowledge.

Signature of authorized person

Title 9980 Mr. Mrs. Miss

Name of person to contact for further information (please print)
9981

Title 9982 Mr. Mrs. Miss

E-mail address
9983

Company's web page address (URL)
9984

9988					9985			9990		9986		
Date		Year	Month	Day	Area code	Telephone number			Ext.	Fax		

How long did you spend collecting the data and completing this form?
9987 hours

Comments

If more space is required please enclose a separate sheet.

9989

Federal-Provincial Agreements

In order to reduce response burden and to provide consistent statistics, Statistics Canada has entered into data sharing agreements with the Quebec Bureau of Statistics, the Manitoba Bureau of Statistics and BC STATS in accordance with Section 11 of the Statistics Act, Revised Statutes of Canada, 1985, Chapter S19. For establishments and/or business locations operated in Quebec, Manitoba and British Columbia, the agreements authorize Statistics Canada to forward a record of the data collected in this survey to the Quebec Bureau of Statistics, the Manitoba Bureau of Statistics and BC STATS, respectively. The Statistics Acts of these provinces includes the same provisions for confidentiality and penalties for disclosure of information as the federal Statistics Act.

Statistics Canada's publications are available for use in Statistics Canada's regional offices and all major libraries. As well, please visit our web site at www.statcan.ca

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

Please make a copy of
this completed questionnaire
for your records.

Thank You For Your Co-operation