



Service Industries Division

Annual Survey of Internet Service Providers and Related Services, 2002

▼ 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) in **Canada** 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

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 2002: 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 518111 1 **Internet Service Providers** (establishments engaged in providing direct **access**, through telecommunications networks, to computer-held information compiled or published by others)

518112 2 **Web Search Portals** (Establishments primarily engaged in operating web sites that use a search engine to generate and maintain extensive databases of Internet addresses and content in an easily searchable format)

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

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 information for your **fiscal year** (normal business year) ending between April 1, 2002 and March 31, 2003. Please indicate below the period covered by this questionnaire.

0200

YYYY	MM	DD	

0205

YYYY	MM	DD	

From

To

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 2002
 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 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 Canadian business units**

ii) **Non-operating revenue**
(Interest, capital gains and R&D tax credits and all other revenue that is not directly related to the operation of this business.)

iii) **Total**

Dollars
(omit cents)

2000

2005

2010

Percentage

2015

(%)

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 2000-2002**.

5. Revenue - Revenue Generated Outside Canada

a) Foreign Revenue

Please report the portion of your **total operating revenue from all Canadian business units** 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) ²¹⁵⁰

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) ²¹⁵⁵

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)i).

	Percentage
a) Internet Service Provision (ISP) and Related Services	2300
i) Internet access - narrowband (64 Kbps or less)	2305
ii) Internet access - broadband (more than 64 Kbps)	2306
iii) Internet backbone services	2310
iv) Internet telecommunication services (fax, e-mail, telephony, audio/video conferencing, etc., over the Internet)	2311
v) Sale of on-line advertising space	2312
vi) Sale of content to be distributed over the Internet	2313
vii) Internet broadcasting related services	2314
viii) Domain name registration services	2205
b) Computer Systems Design and Related Services	
i) IT technical consulting services	2210
ii) Web site design and development services	2225
iii) Other custom application design and development services	2230
iv) Network security design and development services	2231
v) Network design and development services, other than security	2235
vi) Computer systems design, development and integration services	2240
vii) IT technical support services (include all hardware and software support)	2245
c) Data Processing, Hosting and Related Services	
i) Web site hosting services	
- With integration of related applications (e-commerce applications, etc.)	2250
- Without integration of related applications	2255
ii) Application service provisioning (ASP)	
- With integration services (providing access to software that is integrated with client's systems and infrastructure)	2260
- Without integration services (providing access to software with little or no customization offered)	2265
iii) Business process management services (include financial transactions process, human resources, supply chain management, CRM, etc.)	2270
iv) Collocation services	2275
v) Data storage services	2280
vi) Data management services (data mining, data mapping/rationalization, data modelling, etc.)	2285
vii) Video and audio streaming services (encoding, storage and distribution of streamed audio, video or multimedia data over a network)	2290
viii) IT infrastructure and network management services (monitoring services, security-related services, shadow services, network back-up, etc.)	2295
ix) Information and document transformation services (include imaging, data capture services, data conversion and migration services)	2200
d) Sale of Packaged Software Products	2315
e) IT-Related Training Services	2320
f) Hardware Sales, Rentals and Maintenance	
i) Sales of hardware purchased for resale (include hardware purchased or transferred from parent company)	2325
ii) Sales of hardware of own manufacture (exclude hardware produced by parent company)	2330
iii) Lease and rental of computer equipment (include lease of other equipment in item h) Other Services)	2335
iv) Repair and maintenance of equipment of own manufacture	2340
v) Third party maintenance	2345
g) Payments from Subsidiaries or Affiliates as a result of management fees, research and development charges, royalties, etc.	
i) Canadian	2350
ii) Foreign	2355
h) Other Services (please specify) 2360 <input style="width: 150px; height: 15px;" type="text"/>	2355
i) Total Operating Revenue	100%

7. Projected Operating Revenues

Dollars
(omit cents)

- a) for the fiscal year ending between April 1, 2003 and March 31, 2004
- b) for the fiscal year ending between April 1, 2004 and March 31, 2005

2500

2505

8. Operating Expenses

- Please report expenses for your fiscal year, as reported in Question 3, in **Canadian dollars**.
- **Do not include capital expenditures.**
- **Do not include R&D tax credits.** Include these as non-operating revenue in section 4a)ii).
- 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 (**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 of tangible assets
- p) Employee training and education
- q) Advertising, sales promotion, travel and entertainment
- r) Insurance (**include** fire, automobile, accident, theft and all other property, business or product insurance, etc.)
- s) Business property and school taxes, permits, licences including vehicle licences
- t) Interest on borrowing
- u) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:
- i) in Canada
- ii) abroad
- v) Royalties paid to a third party
- w) Write-offs, valuation adjustments and capital losses (**include** amortization of intangible assets and goodwill.)
- x) Other operating expenses **excluding income tax and bad debts** (please specify)
- y) **Total Operating Expenses** (sum of a) to x))

3000

3005

3010

3015

3020

3025

3030

3035

3040

3045

3050

3055

3060

3065

3070

3080

3085

3090

3095

3100

3105

3110

3115

4349

3120

3125

9. Research and Development Expenses

Percentage (%)

3076

- a) Of your total operating expenses, please estimate the percentage (%) related to product research and development

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 section 8a).

Number

6000

- i) Full-time employees (regular employees who worked the standard work week as observed by the business)

6005

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

6010

b) Working Proprietors and/or Partners of Unincorporated Businesses

6015

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

d) Employee Turnover

Number

6020

- i) Full-time employees hired during the reporting period

6025

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

Percentage

e) Percent (%) of Total Staff Time that was:

6030

- i) Engineering and development (include programming)

6035

- ii) Consulting

6040

- iii) Technical support

6045

- iv) Sales and marketing

6050

- v) Administration

6055

- vi) Management

6060

- vii) Other (please specify) ⁶⁰⁶⁵

100%

- viii) Total staff time

11. Revenue by Type of Customer

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

Percentage

a) Customers in Canada

8000

- i) Individuals and households

8005

- ii) Public institutions (e.g., hospitals, schools, universities)

8010

- iii) Government (e.g., federal, provincial, territorial and municipal administration)

8015

- iv) Financial businesses (e.g., financial intermediaries including banks, trust companies, financial crown corporations)

8020

- v) All other businesses (include non-financial crown corporations)

8025

b) Customers outside Canada (exports)

c) Total Operating Revenue

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 (J) 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)

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
Nfld. Lab.	8100 <input type="text"/>	▶ 8120 <input type="text"/> %	▶ 8140 <input type="text"/>	▶ 8160 <input type="text"/> %
P.E.I.	8101 <input type="text"/>	▶ 8121 <input type="text"/> %	▶ 8141 <input type="text"/>	▶ 8161 <input type="text"/> %
Nova Scotia	8102 <input type="text"/>	▶ 8122 <input type="text"/> %	▶ 8142 <input type="text"/>	▶ 8162 <input type="text"/> %
New Brunswick	8103 <input type="text"/>	▶ 8123 <input type="text"/> %	▶ 8143 <input type="text"/>	▶ 8163 <input type="text"/> %
Quebec	8104 <input type="text"/>	▶ 8124 <input type="text"/> %	▶ 8144 <input type="text"/>	▶ 8164 <input type="text"/> %
Ontario	8105 <input type="text"/>	▶ 8125 <input type="text"/> %	▶ 8145 <input type="text"/>	▶ 8165 <input type="text"/> %
Manitoba	8106 <input type="text"/>	▶ 8126 <input type="text"/> %	▶ 8146 <input type="text"/>	▶ 8166 <input type="text"/> %
Saskatchewan	8107 <input type="text"/>	▶ 8127 <input type="text"/> %	▶ 8147 <input type="text"/>	▶ 8167 <input type="text"/> %
Alberta	8108 <input type="text"/>	▶ 8128 <input type="text"/> %	▶ 8148 <input type="text"/>	▶ 8168 <input type="text"/> %
British Columbia	8109 <input type="text"/>	▶ 8129 <input type="text"/> %	▶ 8149 <input type="text"/>	▶ 8169 <input type="text"/> %
Northwest Territories	8110 <input type="text"/>	▶ 8130 <input type="text"/> %	▶ 8150 <input type="text"/>	▶ 8170 <input type="text"/> %
Nunavut	8111 <input type="text"/>	▶ 8131 <input type="text"/> %	▶ 8151 <input type="text"/>	▶ 8171 <input type="text"/> %
Yukon	8112 <input type="text"/>	▶ 8132 <input type="text"/> %	▶ 8152 <input type="text"/>	▶ 8172 <input type="text"/> %
Canada Total	8113 <input type="text"/>	▶ 8133 <input type="text"/> %	▶ 8153 <input type="text"/>	▶ 8173 <input type="text"/> %

b) Subscribers outside Canada:

U.S.A.	8114 <input type="text"/>	▶ 8134 <input type="text"/> %	▶ 8154 <input type="text"/>	▶ 8174 <input type="text"/> %
Mexico	8115 <input type="text"/>	▶ 8135 <input type="text"/> %	▶ 8155 <input type="text"/>	▶ 8175 <input type="text"/> %
Great Britain	8116 <input type="text"/>	▶ 8136 <input type="text"/> %	▶ 8156 <input type="text"/>	▶ 8176 <input type="text"/> %
All other countries	8117 <input type="text"/>	▶ 8137 <input type="text"/> %	▶ 8157 <input type="text"/>	▶ 8177 <input type="text"/> %

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)

Hours
9300
9305

c) What is your current network capacity?

- i) Total bandwidth (Mbps)
- ii) Total dial-up ports (number)

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)
- 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
		low 1	2	3	4	high 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) 9570 <input type="text"/>	9565	<input type="radio"/>	<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 ³ No – (please go to next page)

¹ Yes – (please complete section c)

ê

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. Lab.	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
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)

