



Service Industries Division

# Annual Survey of Internet Service Providers and Related Services, 2003

▼ 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.

If necessary, please correct pre-printed information below.

0001	Legal name	0004	Address (number and street)	
0002	Business name	0005	City	
0003	C/o	0006	Province or State	
0008	First name of contact	0053	Country	0007 Postal code / Zip code
0028	Last name of contact	0010	Language preference 1 <input type="radio"/> English 2 <input type="radio"/> French	

### 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.

#### Data Sharing Agreements

To reduce response burden and to ensure more uniform statistics, Statistics Canada has entered into a data sharing agreement under section 12 of the Statistics Act with the Canadian Radio-television and Telecommunications Commission (CRTC), for the sharing of information from all respondents. Subsection 12(2) of the Statistics Act provides that where a respondent gives notice in writing to the Chief Statistician that the respondent objects to the sharing of the information by Statistics Canada, the information will not be shared with the department or corporation unless the department or corporation is authorized by law to require the respondent to provide the information. The CRTC is authorized by law to require the respondent to provide the information under section 37 of the Telecommunications Act. Information provided to the CRTC will be treated in accordance with the requirements of section 39 of the Telecommunications Act.

#### 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.

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## 1. Business Activity

- a) Please describe the nature of your business activity in 2003: 0055 \_\_\_\_\_  
 \_\_\_\_\_
- b) Is this a change from the previous year? 0142  Yes – If **YES**, please provide details in Comments section on page 9.  
3  No
- c) Please check (  ) below the **one** industry that most accurately describes your firm's principal source of operating revenue:
- 0204 **518111**  **Internet Service Providers** (establishments engaged in providing direct **access**, through telecommunications networks, to computer-held information compiled or published by others)
- 0213 **518112**  **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)
- 0040  **Other** (please specify)  
0041 \_\_\_\_\_

## 2. Form of Organization

- a) Type of organization (please check **one** only):
- 0024  Sole proprietorship     Partnership     Incorporated company     Co-operative  
3  
 Joint venture     Government business entity     Government     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?  
0030  
 Yes – If **yes**, please name the company or professional practice  
 No
- c) Please enter your nine-digit Business Number (if incorporated):  
0189    \_\_\_\_\_
- d) Is this business affiliated with a chain or franchise group?  
0790  
 Yes (please provide name)  
 No

## 3. Reporting Period

- a) Please report information for your **fiscal year** (normal business year) ending between April 1, 2003 and March 31, 2004. Please indicate below the period covered by this questionnaire.
- From 0011

YY	YY	MM	DD

 To 0012

YY	YY	MM	DD
- b) **Period of Operation** If you did not operate this business for a full year, please check (  ) the reason below:
- 0042  Seasonal operation
- 0032  New business in 2003
- 0033  Change of fiscal year end
- 0034  Change of ownership (please provide name and address of the other owner) 0124 \_\_\_\_\_  
 \_\_\_\_\_
- Effective date of change 0125

YY	YY	MM	DD
- 0035  Ceased operation (please specify) 0119 \_\_\_\_\_
- 0036  Temporarily closed (please specify) 0049 \_\_\_\_\_

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 2001-2003**.

#### 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) <sup>2150</sup>

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) <sup>2155</sup>

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).

	Percent (%)
<b>a) Internet Service Provision (ISP) and Related Services</b>	
i) Internet access service revenues	2300
a) Dial-up Internet access	
b) xDSL Internet access	2301
c) Cable Internet access	2302
d) Wireless Internet access	2303
e) Other access service revenues	2304
ii) Internet backbone services	2306
iii) Internet telecommunication services	2310
iv) Sale of on-line advertising space	2311
v) Sale of content to be distributed over the Internet	2312
vi) Domain name registration services	2314
<b>b) Computer Systems Design and Related Services</b>	2205
i) IT technical consulting services	2210
ii) Web site design and development services	2225
iii) Other custom application design and development services	2240
iv) IT technical support services (include all hardware and software support)	2251
<b>c) Data Processing, Hosting and Related Services</b>	
i) Web site hosting services	2256
ii) Application service provisioning (ASP)	2270
iii) Collocation services	2320
<b>d) Hardware Sales, Rentals and Maintenance</b>	
i) Sales of hardware purchased for resale (include hardware purchased or transferred from parent company)	2325
ii) Sale of hardware of own manufacture (exclude hardware produced by parent company)	2341
iii) Repair, maintenance, lease, rental and third party maintenance of computer equipment	2355
<b>e) Other Services</b> (please specify) <span style="float: right;">2360</span>	
<b>f) Total Operating Revenue</b>	<b>100%</b>

**7. Projected Operating Revenues**

	Dollars (omit cents)
a) for the fiscal year ending between April 1, 2004 and March 31, 2005	2500
b) for the fiscal year ending between April 1, 2005 and March 31, 2006	2505

## 8. Expenses

- Please report expenses for your 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.

		Dollars (omit cents)
<b>a) Cost of goods and services purchased and re-sold</b>		3060
i) Computer hardware		
ii) Computer software		3055
iii) All other direct costs of re-sale		3061
<b>b) Labour costs</b>		3000
i) Salaries and wages paid to employees for whom you issued a T4		
ii) Employee benefits paid for all employees for whom you issued a T4		3005
<b>c) Depreciation and amortization</b>		3070
<b>d) Rent or leasing</b>		3025
i) Rent or lease payments for land and buildings		
ii) Rent or leasing of computers and equipment		3065
<b>e) Utilities</b>		3030
i) Heat, electricity and water		
<b>f) Telecommunications expenses</b>		3035
i) Leased line charges from upstream provider		
ii) Telephone and other telecommunication expenses (include dial-up line and equipment charges)		3040
<b>g) Business property taxes, permits, licenses (including vehicle licenses)</b>		3095
<b>h) Professional &amp; business services</b>		3010
i) Computer services purchased (include consulting fees, software development services, outside computer processing services and contract programming)		
ii) Legal, auditing and other professional service fees		3015
iii) Employee training and education		3080
<b>i) Purchased materials and supplies</b>		3045
i) Office supplies		
ii) Computer hardware and software purchased for use in the business		3050
<b>j) Advertising, sales promotion, travel and entertainment</b>		3085
<b>k) Insurance (include fire, automobile, accident, theft and all other property, business or product insurance, etc.)</b>		3090
<b>l) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:</b>		3105
i) in Canada		
ii) abroad		3110
<b>m) Royalties paid to a third party</b>		3115
<b>n) Interest on borrowing</b>		3100
<b>o) Write-offs, valuation adjustments and capital losses</b>		4349
<b>p) Other expenses (excluding income tax)</b>	3130	3120
(please specify if greater than 10%)		
<b>q) Total Expenses (sum of a) to p))</b>		3125

## 9. Research and Development Expenses

		Percentage (%)
<b>a) Of your total expenses, please estimate the percentage (%) related to product research and development</b>		3076
		%

## 10. Employment

<b>a) Paid Employees</b> Please report the <b>average number</b> of persons employed during the reporting period to whom you paid Salaries and Wages shown in 8b).		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>b) Working Proprietors and Partners</b>		6011
i) Working proprietor and partners, salaried		6012
ii) Working proprietor and partners, non-salaried		6015
<b>c) Contract Workers</b> (individuals engaged only for the duration of a specific project or term)		6020
<b>d) Employee Turnover</b>		6025
i) Full-time employees hired during the reporting period		6030
ii) Full-time employees who left the company (laid off, quit, retired, etc.) during the reporting period		6035
<b>e) Percent (%) of Total Staff Time that was:</b>		Percentage (%)
i) Engineering and development ( <b>include</b> programming)		6040
ii) Consulting		6045
iii) Technical support		6050
iv) Sales and marketing		6055
v) Administration		6060
vi) Management		6065
vii) Other (please specify) <input type="text"/>		6065
viii) <b>Total staff time</b>		<b>100%</b>
<b>f) Training</b>		Number
Please report the total number of days of training received by paid employees (as reported in 10 a) above) during the reporting period		6070

## 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 (%)
<b>a) Customers in Canada</b>		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 ( <b>include</b> non-financial crown corporations)		8025
<b>b) Customers outside Canada (exports)</b>		8030
<b>c) Total Operating Revenue</b>		<b>100%</b>

## 12. Total Internet Access Subscribers

	Narrowband		Broadband	
	Number of subscribers	% that is residential	Number of subscribers	% that is residential
<b>a) Please estimate how many subscribers you have in:</b>				
i) Canada	8113	8133 %	8153	8173 %
ii) U.S.A.	8114	8134 %	8154	8174 %
iii) All other countries	8117	8137 %	8157	8177 %

### 13. 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)

Mbps
9310

- ii) Total dial-up ports (number)

Number
9315

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

Please estimate the percentage (%) of your subscribers reported in 12a) that use the following Internet access services:

- 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
<b>100%</b>

### 15. 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"/>

## 16. Provincial / Territorial Distribution Table

Number

5001

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 <sup>9966</sup> **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)	Salaries, Wages and Employee Benefits \$ (omit cents)	Employees (Number)	Total Expenses \$ (omit cents)
Nfld. Lab.	5002	4824	4826	6225	4925
P.E.I.	5003	4829	4831	6230	4930
N.S.	5004	4834	4836	6235	4935
N.B.	5005	4839	4841	6240	4940
Que.	5006	4844	4846	6245	4945
Ont.	5007	4849	4851	6250	4950
Man.	5008	4854	4856	6255	4955
Sask.	5009	4859	4861	6260	4960
Alta.	5010	4864	4866	6265	4965
B.C.	5011	4869	4871	6270	4970
Yukon	5014	4874	4876	6275	4975
N.W.T.	5013	4879	4881	6280	4980
Nunavut	5012	4884	4886	6285	4985
<b>Total</b>	5015	4889	4891	6290	4990

Should equal Q. 16a)

Should equal Q. 4a)iii)

Should equal the sum of Q. 8b)

Should equal the sum of Q.10a) + 10b)i)

Should equal Q. 8c)



