



Service Industries Division

Annual Survey of Internet Service Providers and Related Services, 2004

▼ 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	

Confidential Only

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" and the duplicate QID 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.

5-3300-42: 2004-10-07

STC/SER-425-75173



Statistics Canada
Statistique Canada

Canada

1. Business Activity

- a) Please describe the nature of your business activity in 2004: 0055 _____
- b) Is this a change from the previous year? 0142 1 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 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?
0029 1 Yes – **If yes, please name the company or professional practice** 0030 _____
3 No
- c) Please enter your nine-digit Business Number (if incorporated):
0189

--	--	--	--	--	--	--	--	--
- d) Is this business affiliated with a chain or franchise group?
0789 1 Yes (please provide name) 0790 _____
3 No

3. Reporting Period

- a) Please report information for your **fiscal year** (normal business year) ending between April 1, 2004 and March 31, 2005. Please indicate below the period covered by this questionnaire.
- From 0011

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

To 0012

YYYY	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 2004
- 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

YYYY	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

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 2002-2004**.

Percentage
2015 (%)

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).

	Percent (%)
a) Internet Service Provision (ISP) and Related Services	
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) Computer Systems Design and Related Services	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
c) Data Processing, Hosting and Related Services	
i) Web site hosting services	2256
ii) Application service provisioning (ASP)	2270
iii) Collocation services	2320
d) Hardware Sales, Rentals and Maintenance	
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
e) Other Services (please specify) 2360	
f) Total Operating Revenue	100%

7. Projected Operating Revenues

	Dollars (omit cents)
a) for the fiscal year ending between April 1, 2005 and March 31, 2006	2500
b) for the fiscal year ending between April 1, 2006 and March 31, 2007	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)
a) Cost of goods and services purchased and re-sold	3060
i) Computer hardware	3055
ii) Computer software	3061
iii) All other direct costs of re-sale	3000
b) Labour costs	3005
i) Salaries and wages paid to employees for whom you issued a T4	3070
ii) Employee benefits paid for all employees for whom you issued a T4	3025
c) Depreciation and amortization	3065
d) Rent or leasing	3030
i) Rent or lease payments for land and buildings	3035
ii) Rent or leasing of computers and equipment	3030
e) Utilities	3035
i) Heat, electricity and water	3040
f) Telecommunications expenses	3095
i) Leased line charges from upstream provider	3040
ii) Telephone and other telecommunication expenses (include dial-up line and equipment charges)	3010
g) Business property taxes, permits, licenses (including vehicle licenses)	3015
h) Professional & business services	3080
i) Computer services purchased (include consulting fees, software development services, outside computer processing services and contract programming)	3045
ii) Legal, auditing and other professional service fees	3050
iii) Employee training and education	3085
i) Purchased materials and supplies	3090
i) Office supplies	3105
ii) Computer hardware and software purchased for use in the business	3110
j) Advertising, sales promotion, travel and entertainment	3115
k) Insurance (include fire, automobile, accident, theft and all other property, business or product insurance, etc.)	3100
l) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:	4349
i) in Canada	3120
ii) abroad	3125
m) Royalties paid to a third party	3100
n) Interest on borrowing	4349
o) Write-offs, valuation adjustments and capital losses	3120
p) Other expenses (excluding income tax) 3130 (please specify if greater than 10%)	3120
q) Total Expenses (sum of a) to p))	3125

9. Research and Development Expenses

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

Percentage (%)
3076
%

10. Capital Expenditures

- Please report gross expenditures for your fiscal year, as reported in Question 3, in **Canadian dollars**.
- Please include expenditures on capital assets (construction, machinery and equipment) for use in the operations of your organization or lease or rent to others.

Total Capital Expenditures

Dollars (omit cents)
7025

11. Employment

a) Paid Employees Please report the average number of persons employed during the reporting period to whom you paid Salaries and Wages shown in 8b).		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)	6011
b) Working Proprietors and Partners		
i)	Working proprietor and partners, salaried	6012
ii)	Working proprietor and partners, non-salaried	6015
c) Contract Workers (individuals engaged only for the duration of a specific project or term)		6020
d) Employee Turnover		
i)	Full-time employees hired during the reporting period	6025
ii)	Full-time employees who left the company (laid off, quit, retired, etc.) during the reporting period	
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) 6065 <input style="width: 400px; height: 20px;" type="text"/>	6060
viii)	Total staff time	100%
f) Training		Number
Please report the total number of days of training received by paid employees (as reported in 11 a) above) during the reporting period		6070

12. 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%

13. Total Internet Access Subscribers

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

14. Network Capacity and Customer Usage

	Hours
a) For your business users, what is the average customer usage per user per month (hours)	9300
b) For your residential users, what is the average customer usage per user per month (hours)	9305
	Mbps
c) What is your current network capacity?	9310
i) Total bandwidth (Mbps)	
	Number
ii) Total dial-up ports (number)	9315

15. Dial-up Services and Connection Options

Please estimate the percentage (%) of your subscribers reported in 13a) that use the following Internet access services:

	Percentage
a) xDSL service	9400
b) Dial-Up service	9405
c) ISDN service	9410
d) Cable service	9415
e) Wireless service	9420
f) Other (please specify) 9430	9425
g) Total Subscribers	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	
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
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 ⁹⁹⁶⁶ **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
Total	5015	4889	4891	6290	4990

▼	▼	▼	▼	
Should equal Q. 17a)	Should equal Q. 4a)iii)	Should equal the sum of Q. 8b)	Should equal the sum of Q.11a) + 11b)i)	Should equal Q. 8q)

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

Signature of authorized person 0026	Title 0014	0015 Date		
		Year	Month	Day

Name of person to contact for further information 0013
0026
1 Mr. 2 Mrs. 3 Miss. 4 Ms.
0054
First name
Last name

E-mail address 0018	Web site address 0020
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Telephone number: 0017 ()	Extension: 0027	Fax number: 0016 ()
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How long did you spend collecting the data and completing this questionnaire?
9910 hour(s)

Comments If more space is required please enclose a separate sheet.

9920 _____
9913 _____
9914 _____
9915 _____
9916 _____

Return Procedures Please mail the completed questionnaire(s) in the enclosed envelope or fax it to Statistics Canada at **1-888-869-0972** within 30 days of receipt.
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.

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

Thank You For Your Co-operation