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## Post Support People - Domestic Referral

- Refer clients that would benefit from more assistance in Canada to the Team Canada Inc network at 1-888-811-1119.
- When a client calls the 1-888-811-1119 number, an information officer from the Canadian Business Service Centre will provide appropriate information and/or refer the client to the right person or organization.
- Recommend that the client visit Web sites such as [ExportSource](#) and [InfoExport](#).
- If the client offers strong export potential, inform him or her that you have asked the closest [Canada Business Service Centre](#) to contact him or her on your behalf to provide further assistance.
- When doing so, exercise judgement to avoid overloading the Canada Business Service Centre's resources.

### Questions and Answers:

Q. What if there is no or low market potential for a company's product or service?

A. Inform the client if there is low market potential. And only when you have absolute certainty (e.g., legal restrictions) should you say that there is no market potential. Use the related [standard letter](#).

Q. What should I do if there is market potential but the company needs to do more research and preparation in Canada?

A. The company should seek export preparation advice and assistance in Canada. The best place for them to start is the Team Canada Inc network at 1-888-811-1119, which was created to assist Canadian companies. You could also recommend that the client visit the Team Canada Inc Web site, [ExportSource](#), and DFAIT's [InfoExport](#) with its export preparation tools and market studies. Use the related [standard letter](#).

Q. What does the Canada Business Service Centre do when it is contacted by a company?

A. When a company dials 1-888-811-1119, it is automatically linked to an information officer at the Canada Business Service Centre in its region. There are 12 such centres in Canada, one in each province and territory. They are the federal government's primary source of timely, accurate information and referral for programs, services and regulations in all regions of the country. They are the front line for all business enquiries, whether these be questions about business start-ups, taxes, regulations or international trade. The Canada Business Service Centre will direct your client to appropriate export preparation and counselling services to assist in researching and selecting its target market. Your client will also receive personalized service from 9:00 a.m. to 5:00 p.m. in each time zone (no voice mail or automated message handling during ordinary business hours).

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