

Section D: Distribution and Delivery

[This section should focus only on those issues that are unique and specific to this sector. It should not be a general description.]

Distribution channels for services delivery and customer support

- What are the channels to market and deliver services in the target country's market?
- What are the channels for after-sales support?
 - local networks, 1-800 numbers
 - customer service/repair and technical support departments etc.
- How can these channels be accessed?
- Who provides these services?
 - identify sources

Logistics

- What sort of logistics may be relevant to services?
 - transportation, travel, visas, etc.
 - telecommunications networks
 - delivery issues
 - user support

Section E: After-sales Support

[This section should focus only on those issues that are unique and specific to this sector. It should not be a general description.]

- What channels are available to provide ongoing support of the service?
 - combination/mix of local sales staff, independent agents, corporate-level contacts, networks, hotlines, 1-800 numbers, locally-available troubleshooters etc.
- What is the available sales support infrastructure?
 - technical human-resource availability, reliable agents, communications network etc.